

SI No	Section	RFP Clause	Clause / Technical Specification	Bidder's Query	BANK'S RESPONSE
1	C - Page 12	Delivery & Installation (1.2 &1.3)	<p>Delivery of all All-In-One Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order (or) 8 weeks form the date of issue of purchase order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.</p> <p>The selected bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 3 weeks from the date of delivery of all the materials for each</p>	<p>1. In view of the current Global Supply Chain situation we would request for an extended Delivery timelines. We therefore request a combined project timeline (including Delivery and Instllation) of atleast 16 weeks from the date of Purchase Order.</p>	<p>Amendmend has been made (addendum item no.1)</p>
2	C - Page 12	Delivery & Installation (1.7)	<p>Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.</p>	<p>1.As requested above we request the Bank to combine the Delivery and Instalation Timeline and make it at least 16 weeks 2. We understand that Acceptance will be done at the time of Installation only and no separate visit is required. Kindly confirm</p>	<p>Amendmend has been made (addendum item no.1)</p>

3	C - Page 13	Penalties/Liquidated Damages: - Clause 3	<p>Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per All-In-One Desktop Computers, per week or part thereof, on the order value of the All-In-One Desktop Computers wise.</p> <p>Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per All-In-One Desktop Computers, per week or part thereof, on the Order value of the All-In-One Desktop Computers wise.</p> <p>However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of taxes).</p>	<p>1. We understand that the Penalties will only be levied for the materials which are delivered or installed late. Please confirm</p> <p>2. As requested above we request for a combined delivery and Installation timeline and request for a combined penalty clause on Delivery and Installation as under -</p> <p>Non-compliance of the delivery (including Installation) clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per All-In-One Desktop Computers, per week or part thereof, on the order value of the All-In-One Desktop Computers wise.</p>	<p>Delay in delivery as well as installation will attract penalty as mentioned in RFP</p>
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47 4 Appendix L	Elgibility Criteria Declaration	<p>The bidder should not be from a country which shares a land border with India unless the bidder is registered with the competent authority. Supporting documents to be submitted with part A conformity to eligibility criteria. A declaration in letterhead of the firm / company as per Appendix L is to be submitted.</p>	<p>In order to comply with the Make in India guidelines of the Government of India, we are ramping up our manufacturing facility in India and will very soon be able to comply with this requirement. In view of this we request the Bank to extend the bid submission by 3-4 weeks</p>	<p>Bidder have to comply with RFP guidelines</p>
5 C Page 13	Penalties/Liquidated Damages: - Clause 3.2	<p>In case faulty All-In-One Desktop Computers are not repaired/ replaced within a Business day per, Bank shall impose a penalty of Rs. 100 (Plus GST) per All-In-One Desktop Computers per day and part thereof delay. However, the total Penalty /LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the contract period.</p>	<p>We request the clause to be changed as under - In case faulty All-In-One Desktop Computers are not repaired/ replaced within a Business day per, Bank shall impose a penalty of Rs. 100 (Plus GST) per All-In-One Desktop Computers per day-week and part thereof delay. However, the total Penalty /LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the contract period.</p>	<p>Bidder have to comply with RFP guidelines</p>

6	C Page 14	4	<p>70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/Office and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>20% of the total cost will be released after selected installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank Officials of the respective Branch/Offices, while claiming payment.</p> <p>The invoice and installation report should contain the product serial number of the items supplied.</p> <p>10% of total cost will be released on completion of warranty or submission of warranty Bank Guarantee by the selected bidder.</p>	<p>1. We request the Payment terms to be made as under -</p> <ul style="list-style-type: none"> a. 70% against Delivery b 30% against Installation <p>This is in line with the Payment terms followed by Canara Bank RFPs.</p> <p>2. We request a Site Not Ready (SNR clause) to be included as per which if a Site is not ready for Instalation even after 30 days from the date of delivery, the Bank will release payments against Installation provided the Bidder submits a Site not Ready confirmation email from the respective branch.</p> <p>3. We understand that payments will be released centrally from the Head Office. Kindy confirm</p>	<p>bidder have to comply with RFP guidelines, payment will be released centrally from head office only</p>
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7	F	Bid Validity Period	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid/ conducting Reverse Auction. Bid valid for any shorter period shall be rejected by the Bank.	We understand that the entire procurement will be done within the validity period of 180 days. Please confirm	days and timeline stipulated in the RFP are final
8	Annexure 2 Page 47	Eligibility Criteria Declaration - Clause f	The Bidder/OEM/OSD should have their own Service / Support Office across the state of Kerala. In Case Bidder is not having Service /Support Office at Head Office /Regional Office location, Bidder has to provide an undertaking that they will set up the support at Head Office/Regional office as per RFP terms. Bidder also has to provide the contact details as per Annexure 4	1. HP has a wide network of Franchisee Service Centres and therefore we request that the Bank allows the OEM /OSD to have their own / Franchisee Service / Support offices. Kindly confirm 2. In case of the Service / Support office not available at the Head Office / Regional Office location, Bidder will provide support from the nearest Support office as in any case the warranty is onsite.	Amendment has been made (Addendum item no.2)

	9 C Page 16	AMC Clause 9.6	<p>It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of total of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (i.e., AMC/ATS Cost percentage per annum should not be less than SP of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-14).</p> <p>This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of minimum 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the</p>	<p>AMC Prices are generally 6% to 15% of the Hardware Selling Price and therefore AMC prices for sure will be less than the Selling Price. We therefore request the Bank to remove the clause of additional Performance Bank Gurantee..</p>	<p>Bidder have to comply with RFP guidelines</p>
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10	C Page 16	AMC Clause 9.2	<p>9.2. Support for maintenance of All-in-One Desktop Computers (including OS and software license) supplied should be available for a minimum period of 3 years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables.</p>	<p>We understand that the AMC requirement is for 2 years after expiry of warranty period, Kindly confirm</p>	<p>AMC requirement is for two years</p>
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11		New Clause Proposed	Limitation of Liability	<p>We request the below clause to be included:</p> <p>Bidder's liability to Kerala Gramin Bank under this RFP is limited to the amount payable by Kerala Gramin Bank to Bidder for the relevant Order. Neither Kerala Gramin Bank nor Bidder will be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages. This provision does not limit either party's liability for: unauthorized use of intellectual property, death or bodily injury caused by their negligence; acts of fraud; wilful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.</p>	New clause added (addendum item no.3)
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12	C - Page 14	Payment Terms - Clause 4	<p>Bank will release the payment on completion of activity and on production of relevant documents /invoices. Please note that Originals of invoices or digitally signed invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/ Offices and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>The vendor has to submit installation report/ Sign off report duly signed by the Bank officials of the respective Branch/ Offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	<p>In view of the current Pandemic situation and unforeseen lockdowns, we request the Bank to accept digital copies of Invoices and supporting Documents. Kindly confirm</p>	<p>Bidder have to comply with RFP guidelines</p>
13	C - Page 15	Response Time and Mean Time to Restore - Clause 5.5	<p>5.5.1. Response Time shall be 12 hours for Urban Branches and 24 hours for other locations. MTTR shall be a Business day.</p>	<p>As the branches will be mostly in remote locations, we request the MTTR to be changed as under -</p> <ul style="list-style-type: none"> 3 Business Days for Class A cities 4 Business Days for Class B cities 5 Business Days for Class C Cities 6 to 9 Days for Class D Cities 	<p>Bidder have to comply with RFP guidelines</p>

14	F	Pricing	<p>From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.</p>	<p>We request the below clause to be changed as under - From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction / increase of the cost of the systems, the benefit or burden arising out of such reduction shall be passed on to the Bank.</p>	<p>Bidder have to comply with RFP guidelines</p>
15	Annexure 8	Scope of Work - 8a	<p>The Customized Windows 10 Professional OS Image DVD (with preinstalled applications & settings) will be provided by the Bank at the time of awarding Purchase order (For the selected Bidder). The Image provided by the bank only should be used for installation of All-in-One Desktop Computers of Kerala Gramin Bank only</p>	<p>We request a time gap of 10-15 days between providing the image and the first PO as we need few days to replicate the image and test it.</p>	<p>Bidder have to comply with RFP guidelines</p>

16	G	Insurance	<p>The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their Factory /Godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.</p>	<p>We request that the Insurance is limited till the Delivery of the goods at Bank's Premises as after that the goods will be in Bank's custody. In case of any Dead on Arrival goods, we shall replace the same as per our standard Dead on Arrival Policy provided that the Bank notifies to us in writing within 14 days of the opening of the box at the time of Installation</p>	<p>Bidder have to comply with RFP guidelines</p>
17	C - Page 12	Pre Dispatch Inspection	<p>The Bank and/ or its nominated officials/ consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.</p>	<p>We request the Bank to confirm if Inspection will be carried out for this RFP and if yes for what %age of goods. We request the Bank to exclude the time taken for Inspection from the total delivery timeline.</p>	<p>Bidder have to comply with RFP guidelines</p>

18	F Page 31	Project Execution - Clause 8	<p>The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Malappuram. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.</p>	<p>Please note that our Project Manager will be based out of Gurgaon / Delhi and will be a Single point of contact for the project.</p>	<p>Contact details shall be shared after awarding purchase Order</p>
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19	<p>C - Page 15</p> <p>Appendix A - Page 69</p>	<p>Local Support - Clause 5</p> <p>Clause 12</p>	<p>5.1. The bidder should be capable of meeting the service & support standards as specified in this tender.</p> <p>5.2. The bidder shall provide onsite Warranty from 9 am to 7 pm on all Bank's working day for all the locations.</p> <p>5.3. All the complaints will be raised through Complaint Management System of the Bank by the respective Branches/ Offices.</p> <p>5.4. Bidder has to work with different teams of Bank to integrate the Complaint Management System of the Bank with the Complaint Management of the OEM/ Bidder. Further details of the package will be shared with the successful bidders only. Successful bidders have to setup centralized helpdesk as per clause 5 of the Section-C of this RFP.</p> <p>Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk Phone no. & Email ID to be provided.</p>	<p>1. We request that the Complaints are raised directly with us using Tollfree number I in order to avoid duplicacy of work.</p> <p>2. We shall be giving reports on a Monthly basis to the Bank which will have details status on all the complaints received.</p> <p>3. Please note that our call Centre is operational on working days (Monday to Saturday) from 9 to 6</p>	<p>Bidder have to comply with RFP guidelines</p>
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20	C - Page 16	Warranty Clause 7	<p>7.1. The entire equipment/hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of three years from the Date of Installation/ commissioning. However, consumables and physically damaged plastic will not be covered under rate contract.</p> <p>7.4. Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within Sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, “defective Solution” includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.</p>	<p>1. Warranty will be applicable only for HP Hardware and OS supplied under this RFP. OS warranty will be as per Microsoft Licensing terms.</p> <p>1. Any Broken / Seals and or missing items will need to be reported at the time of Installation within 14 days in writing by the Bank and HP will replace the material as per our standard DOA policy. Please confirm acceptance</p>	Bidder have to comply with RFP guidelines
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21	C Page 17	Mean Time between Failure - 10	If during the warranty period any hardware and/ or software items fail on three or more occasions in a quarter, such hardware/ software items shall be replaced by equivalent /superior new hardware/ software items by the bidder at no additional cost to the Bank.	We request the clause to be changed as under - If during the warranty period any major component (MotherBoard or Controller) of the hardware and/or software items fail on three or more occasions in a quarter, such hardware/ software items shall be replaced by equivalent /superior new hardware/ software items by the bidder at no additional cost to the Bank.	Bidder have to comply with RFP guidelines
22	C - Page 17	Subcontracting - Clause 11	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	Please note that our warranty and Installation services are provided by our Authorized Service Providers and we understand that their personnel can perform the work, Service at the Bank premises. Kindly confirm	Authorized service person can perform the warranty services

23	G- Page 32	Execution of Agreement - Clause 10.1	<p>10.1. Within 21 days from the date of acceptance of the Order or within 30 days from the date of issue of Purchase Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Malappuram as per the format to be provided by the Bank.</p> <p>10.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.</p>	<p>We understand that the final Agreement will be mutually discussed and negotiated between both the parties. Please confirm</p>	<p>There will not be any changes in the clauses and amendments made to this RFP</p>
24	G -Page 33	Order Cancellation - Clause 11	<p>please refer to RFP for details</p>	<p>HP requests Bank to cancel the order or terminate the contract only upon a material breach of the order or contract by HP, which remains uncured despite a prior notice of 30 days from the Bank, and not otherwise. Further, in case of any such cancellation or termination, HP requests the Bank not to invoke the PBG or deduct any loss from the outstanding payment due to HP.</p>	<p>Bidder have to comply with RFP guidelines</p>

25	G - 37	Indemnity - Clause 14	please refer to RFP for details	HP requests the Bank to kindly limit indemnity claims to the extent of losses sustained by breach of applicable laws and IPR claims only.	Bidder have to comply with RFP guidelines
26	G - 40	Social Media Policy - Clause 2	please refer to RFP for details	We request the Bank to share their Social Media Policy	Will be shared with successful bidder
27	12	C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) :	1.2. Delivery of all All-In-One Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order (or) 8 weeks from the date of issue of purchase order, whichever is earlier. 1.3. The selected bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 3 weeks from the date of delivery of all the materials for each ordered locations.	Request Bank to Amend:- 1.2. Delivery of all All-In-One Desktop Computers should be within 18 weeks from the date of acceptance of the Purchase Order 1.3. The selected bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 4 weeks from the date of delivery of all the materials for each ordered locations.	Amendment has been made (Addendum Item No.1)
28	14	4. Payment Terms:	1 Delivery 70% 2 Installation 20% 3 On completion of Warranty or submission of BG 10%	Request Bank to Amend:- 1 Delivery 70% 2 Installation 27% 3 On completion of Warranty or submission of BG 3%	Bidder have to comply the RFP guidelines

29	41	24 Purchase Preference:	New Clause	Kindly Include the below clause:- Please Make In India Clause too Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India.	Modified GFR guidelines is already included in eligibility criteria
30		Technical Specification	Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	Please change to Intel Ci5 10th Generati	No change in specification
31		Technical Specification	Intel® B360/Q370 or higher chipset motherb	Please change to Intel B 460	No change in specification
32	2	Bid Schedule	Tender Fee- INR 5000	We will request Bank to give the options of Online Payment mode also considering the current Pandemic.	bidder have to comply RFP guidelines
33	12	Delivery & Installation:	Delivery of all All-In-One Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order (or) 8 weeks form the date of issue of purchase order, whichever is earlier.	We will request Bank to make it 10 weeks from the date of acceptance of PO or 12 weeks from issuing PO weeks considering the ongoing pandemic.	Amendmend has been made (addendum item no.1)

34	13	Pre-Dispatch Inspection (PDI)	The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance.	We will request Bank to inform as 14 days in advance.	bidder have to comply RFP guidelines
35	13	Penalties/Liquidated Damages:	In case faulty All-In-One Desktop Computers are not repaired/ replaced within a Business day per, Bank shall impose a penalty of Rs. 100 (Plus GST) per All-In-One Desktop Computers per day and part thereof delay.	We will request Bank to give time of 2 days for metro and 3 days for non metro cities.	bidder have to comply RFP guidelines
36	14	Payment Terms:	Bank will release the payment on completion of activity and on production of relevant documents /invoices. Please note that Originals of invoices or digitally signed invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/ Offices and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	We will request Bank to accept the soft copies also. As per new Government circular of Contactless operations.	bidder have to comply RFP guidelines

37	17	Mean Time Between Failure (MTBF)	If during the warranty period any hardware and/ or software items fail on three or more occasions in a quarter, such hardware/ software items shall be replaced by equivalent /superior new hardware/ software items by the bidder at no additional cost to the Bank.	If during the warranty period any hardware and/ or software items fail on six or more occasions in a quarter, such hardware items shall be replaced by equivalent /superior new hardware items by the bidder at no additional cost to the Bank.	bidder have to comply RFP guidelines
38	30	Distribution of Purchase order	The Bank reserves the right to split the quantities among L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/ rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	We will request to distribute in 60:40 from L1 and L2 bidders.	bidder have to comply RFP guidelines
39	46	Eligibility Criteria Declaration	The Bidder should have the Average Turnover of minimum Rs. 5 Crores for last three (3) financial years (i.e., 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	We will request Bank to kindly make it minimum 100 Cr in last 3 financial years.	bidder have to comply RFP guidelines

40	46	Eligibility Criteria Declaration	The Bidder should have supplied and installed atleast 400 numbers of All-In-One Desktop Computers single/ multiple orders during the period from 01/04/2017 to 31/03/2021 for Scheduled Commercial Banks/Government Departments/ Public Sector Units.	The Bidder should have supplied and installed atleast 400 numbers of All-In-One Desktop Computers or Desktop Computers single/ multiple orders during the period from 01/04/2017 to 31/03/2021 for Scheduled Commercial Banks/Government Departments/ Public Sector Units.	Amendmend has been made (Addendum Item no.2)
41	47	Eligibility Criteria Declaration	The Bidder should have their own of franchises 'Service /Support Office in all Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP	We will request Bank to accept Athorized Partners Support office .	amendment has been made (addendum item no.2)
42		New Clause		In case there is increase or decrease of more than 3% in dollar price, the approved price to be revised to the extent of 1% less than the actual	bidder have to comply RFP guidelines
43	56	Technical Specifications	5 USB or higher (min. 3 USB 3.1), (1 Microphone & 1 Headphone or One Headphone/ microphone combo pack (3.5mm)), 1 Audio Out, 1 Rj45 Ethernet port, HDMI 2.0 or above	We recommend to include "HDMI (or) Display port (DP)" since both are digital ports supporting 4K resolution. Most external displays are with Display Port connectivity today. We also recommend to include a Type-C USB port for future proofing your investment	bidder have to comply RFP guidelines

44	57	Technical Specifications	Genuine Windows 10 Professional 64 Bit with Recovery DVD should be loaded with the image given by the Bank.	Loading the desktop with Windows 10 Professional OS with the image given by the bank is agreed upon. However, we recommend that the requirement for Recovery DVD with each system be removed. The AIO desktop specification does not include an Optical Drive (no DVD drive). Also, this will only add to cost and e-waste (in most systems they will never be used).	bidder have to comply RFP guidelines
45	57	Technical Specifications	TPM 2.0 Security Chip (Integrated/Discrete)	For enhanced security on the Desktop, we recommend that TPM 2.0 Security Chip (discrete/integrated) be added to the specification so that the bank's assets are secured.	no changes in specifications
46	47	Eligibility Criteria Declaration	The bidder should not be from a country which shares a land border with India unless the bidder is registered with the competent authority. Supporting documents to be submitted with part A conformity to eligibility criteria	The Bidder and OEM both need to submit the declaration in their letter head. Kindly note some declaration was being asked by canara bank and other Government Banks in India	bidder have to comply RFP guidelines

47	46	Annexure 2	The Bidder should have supplied and installed at least 400 numbers of All-In-One Desktop Computers single/ multiple orders during the period from 01/04/2017 to 31/03/2021 for Scheduled Commercial Banks/Government Departments/ Public Sector Units.	“The Bidder should have supplied and installed atleast 400 numbers of Computer, Printers, Scanners etc in single/ multiple orders during the period from 01/04/2017 to 31/03/2021 for Scheduled Commercial Banks/Government Departments/ Public Sector Units/BFSI.”	Amendmend has been made (Addendum Item no.2)
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