

Sl. No.	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
1	14	19. Clarification of Offers	<p>19.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.</p> <p>19.3. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.</p>	Please clarify on process of normalization, when and how normalization will be carried out	During the process of Evaluation of Bids Bank will scrutinize the Bids based on the documents submitted and seeking clarifications wherever required for normalization of Bids.
2	17	Annexure - 1: Other clauses	4. Whether Call logging Procedure, Preventive and Break down/Corrective Maintenance is provided.	Kindly elaborate if this with respect to router, modem or link maintenance	Call logging Procedure with regards to maintenance of Network Equipments.
3	17	Annexure-1 Other Clauses Point No. 7	7. Whether ensure that, the hardware/software items quoted are not End of Life/End of Support	In this Eoi there is no Hardware/Software requirement mentioned, as the EOI is for partner/vendor empannelement, request you to remove this clause	The Clause stand deleted from EOI.
4	17	Annexure-1 Other Clauses Point No. 8	Whether ensured that, the separately sealed envelopes for Empanelment of Network Integrators for Supply, Installation & Commissioning Of LAN/WAN Devices And Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link in our Bank are placed and superscribed as per EOI instructions. The Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	<p>This clause clashes with the clause 16.1 - Page 12, wehre only one sealed envelop are been asked for</p> <p>In case bidders need to submit bid copy in two difference envelop, what would be the required documents to be submitted in each envelop</p>	The Clause is modified as under "Whether ensured that, the offer is in sealed envelope and superscribed as Empanelment of Network Integrators for Supply, Installation & Commissioning Of LAN/WAN Devices And Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link in our Bank. The Name of the Bidder and Due date of the EOI is specified on the top of the envelope."



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5	17	Annexure-1 Other Clauses Point No. 10	Ownership letter by the bidder (Under taking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership)	Bidder and Third party ownership undertaking letter or similar declaration requires in the event of individual projects where execution is required third-party involvement. This should be a part of particular RFP where ownership detail/acknowledgement is required for project execution/time-line declarations. Request you to remove this point in this EOI and enclose the same as and when required for particular RFP, as at this point we're not sure if we need any third-party involvement in future projects with Canara Bank, and also sharing third-party ownership certificate would be challenge at this stage.	The Clause stand deleted from EOI.
6	18	Annexure-1 Other Clauses Point No. 11	The Bidder also to submit a certificate/Letter from OEM that the proposed Architecture, Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations and can be integrate and interoperate with Bank's existing CBS Software.	As mentined in Sl No. # 1 & 2, in this Eoi there is no specific Hardware/Software requirement mentioned, as the EOI is for partner/vendor empannelement, request you to remove this clause If Canara Bank has any particular OEM(s) in mind for LAN/WAN devices and modems, kindly let us know to share detail/MAF of the OEMs. Are MAFs required for routers and modems only? If no, please provide a list of components for which MAF is required	The Clause stand deleted from EOI.
7	11	14. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	14.2. In Case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 12 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per ANNEXURE-8. 14.3. The EMD of bidders will be returned upon the finalization of Empanelment.	As the EMD would be returned after finalizing empanelment of vendors, request you to modify the EMD (BG) validity to 90 days	Bidder has to comply with EOI clause.
8	7	5. Eligibility Criteria No. 3	The bidder should have their support centers in top 100 business centers of the Bank in the Country. In case the bidder is not having support centers at all locations an undertaking to be submitted by the bidder that the support centers shall be established as per EOI ANNEXURE-5. <u>Documents to be submitted along with the EOI:</u> The details of support centers to be provided as per ANNEXURE-5. Details should have full address, contact person name, contact no, e-mail id, etc.	Request you to modify this caluse as: "The bidder should have their support presence in top 100 business centers of the Bank in the Country. "	Bidder has to comply with EOI clause.



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9	7	5. Eligibility Criteria No. 4	<p>The applicant must have established WAN connectivity for more than 500 locations across the country in multiple orders by supplying Routers, Modems (if required for link commissioning) and by coordinating in commissioning the link during the period of 01.04.2010 to 31.03.2013 for large corporate, Government Offices and Public Sector Units in that applicant must have established WAN connectivity for more than 150 locations across the country in a single order.</p> <p><u>Documents to be submitted along with the EOI:</u> Purchase Order Copies from the customers to be produced specifying the eligibility criteria for the following: 1) Supply, Installation, Commissioning of WAN 2) Supply, Installation & Commissioning of WAN Network Devices</p>	The clause is not clear. Does this mean that the orders shown should include router and modem supply or no?	Bidder has to comply with EOI clause.
10	7	5. Eligibility Criteria No. 4	<p>The applicant must have established WAN connectivity for more than 500 locations across the country in multiple orders by supplying Routers, Modems (if required for link commissioning) and by coordinating in commissioning the link during the period of 01.04.2010 to 31.03.2013 for large corporate, Government Offices and Public Sector Units in that applicant must have established WAN connectivity for more than 150 locations across the country in a single order.</p> <p><u>Documents to be submitted along with the EOI:</u> Purchase Order Copies from the customers to be produced specifying the eligibility criteria for the following: 1) Supply, Installation, Commissioning of WAN 2) Supply, Installation & Commissioning of WAN Network Devices</p>	Request you to modify this clause as: "The applicant must have established WAN connectivity for more than 300 locations across the country in multiple orders by supplying Routers or Modems (if required for link commissioning) and by coordinating in commissioning the link during the period of 01.04.2008 to 31.03.2013 for large corporate, Government Offices and Public Sector Units in that applicant must have established WAN connectivity for more than 100 locations across the country in a single order."	Bidder has to comply with EOI clause.



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11	8	5. Eligibility Criteria No. 5	<p>Bidders shall be the Original Equipment Manufacturers (OEM) of Network integration business. (OR) An authorized dealer (OR) Network Integrators <u>Documents to be submitted along with the EOI:</u></p> <p>If the bidder is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available.</p> <p>If the bidder is an Authorized Dealer or Network Integrator, an Authorization letter from the leading OEMs of LAN & WAN Network devices to deal/market their product in India and it should be valid for a minimum period of ONE year from the date of submission of Bid.</p>	<p>If bidders are required to share MAF/Authorization letter from specific OEMs, they would be bound to quote for the specific OEM products only for the tenders for mentioned contract period. This would lead to compromise of solutions. Request you to remove this point, as this would give flexibility to bidders to quote best of the solutions during contract period as per solution requirement</p>	<p>Bidder has to comply with EOI clause.</p>
12	8	5. Eligibility Criteria No. 7	<p>The bidder should have implemented Network cabling solutions either fiber and/or UTP conforming to standards during the period from 01.04.2010 to 31.03.2013 for large corporate, the Governments and Public Sector Units with at least 500 LAN points of connectivity in multiple orders & in that 100 LAN points of connectivity in a single order. <u>Documents to be submitted along with the EOI:</u></p> <p>Purchase Order Copies and Satisfactory Services letter from the Customers to be produced</p>	<p>Request you to modify this clause as: "The bidder should have implemented Network cabling solutions either fiber and/or UTP conforming to standards during the period from 01.04.2008 to 31.03.2013 for large corporate, the Governments and Public Sector Units with at least 500 LAN points of connectivity in multiple orders & in that 100 LAN points of connectivity in a single order."</p>	<p>Bidder has to comply with EOI clause.</p>
13	21	Annexure-3 Applicant's Profile Point:B-1	<p>Write up on Company's experience/expertise in supply, installation, integration, commissioning and maintenance of LAN/WAN devices and other peripherals covering technical skills in doing Network Integration capability of the company, for integrating the proposed LAN/WAN expansion of our Bank</p>	<p>Kindly elaborate what exactly is required in the writeup document</p>	<p>Bidder to provide write up on Company's experience/expertise in supply, installation, integration, commissioning and maintenance of LAN/WAN devices and other peripherals covering technical skills in doing Network Integration capability of the company, for integrating the proposed LAN/WAN expansion of our Bank along with the Bids.</p>



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14	21	Annexure-3 Applicant's Profile Point:B-2	Whether technically well equipped to integrate with the existing Networking architecture of the Bank and installation and commissioning of LAN/WAN devices and configuration of multiple WAN devices to the Routers/Switches etc.	Kindly elaborate on what exactly is required against this clause, as there is no technical requirement has been asked in this EOI	Bidder has to comply with EOI clause.
15	21	Annexure-3 Applicant's Profile Point:B-3	The details of the LAN/WAN/Network Security devices available worldwide	Please elaborate this clause., as there is no technical requirement has been asked in this EOI. Do you require datasheets or product matrices will do? Kindly share Canara Bank's preferred OEM(s), if any, to share required documents	Bidder shall provide the details of LAN/WAN/Network Security devices from reputed OEMs. Bidder may submit Datasheets / Brochures of leading Networking /Security products for the same.
16	25	Annexure 5	Service Support Details	Are Columns 9 and 10 is mandatory to be filled or can be removed/un-filled (as N/A) wherever applicable	Bidder has to fill all the columns of Annexure 5 as mentioned in the EOI.
17	31	Annexure-7 Manufacturer Authorisation Form	Manufacturer Authorisation Form As per draft		Bidder has to comply with EOI clause.
18	9 & 10	8. De-empanelment of bidders	<p>8.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.</p> <p>8.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its procurement process where the Bank has authentic information the bidder has been debarred from participating in the procurement process by a foreign country, international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard.</p> <p>8.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.</p> <p>8.4. Empanelled Vendors not submitting their response continuously for 3 limited tenders may be de-listed from our empanelment list at the discretion of the Bank.</p>	Request deletion	Bidder has to comply with EOI clause.
19	20	Annexure-2 Covering Letter	We accept all the Instructions and Terms and Conditions of the subject EOI.	We accept all instructions and T&Cs of the subject of EOI subject to the deviations submitted.	Bidder has to comply with EOI clause.

