

Corrigendum-1 to GeM Bid ref. no: GEM/2024/B/5378055 dated 09/09/2024 RFP for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank.

It is decided to amend the following in respect of the above GeM bid:

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	01/10/2024, 15:00:00	<u>04/10/2024, 15:00:00</u>
Bid opening Date/Time	01/10/2024, 15:30:00	<u>04/10/2024, 15:30:00</u>

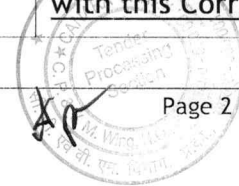
b.

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Section C - Deliverable and Service Level Agreements	6. Warranty	<p>6.5 During Warranty Period Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly) to ensure</p> <p>6.5.1 smooth and trouble-free working of the Tablet Computers</p> <p>6.5.2 the performance of the Tablet Computers at the contracted capacity.</p> <p>6.5.3 Maintenance of Tablet Computers.</p>	<u>This clause stands deleted</u>
2.	Section C - Deliverable and Service Level Agreements	1. Project Timelines	Existing Clause	<u>1. Amended Project Timelines attached with this Corrigendum</u>





<p>3.</p>	<p>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</p>	<p>5. Penalties & Liquidated damages</p>	<p>5.2 In case of defect Tablet Computers If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Tablet Computers. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.</p>	<p>5. 2 In case of defect Tablet Computers If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. <u>200/-</u> per day or part thereof on the respective cost of Tablet Computers. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.</p>
<p>4.</p>	<p>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</p>	<p>7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)</p>	<p>7.10 Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. 1000/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.</p>	<p>7.10 Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. <u>200/-</u> per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.</p>
<p>5.</p>	<p>Annexure-9 Scope of Work</p>	<p>Scope of Work</p>	<p>Existing Annexure -9 Scope of work</p>	<p><u>Amended Annexure-9 Scope of Work attached with this Corrigendum</u></p>






6.	Annexure-10 Technical Specifications	Technical Specifications	Existing Annexure-10 Technical specification	<u>Amended Annexure-10 Technical Specifications attached with this Corrigendum</u>
7.	Annexure-15 Bill of Material	Bill of Material	Existing Annexure-15 Bill of Material	<u>Amended Annexure-15 Bill of Material attached with this Corrigendum</u>

All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 27/09/2024

Place: Bengaluru


Deputy General Manager



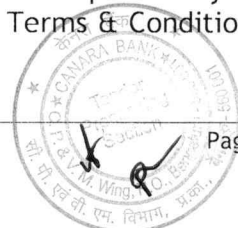
SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Amended Project Timelines

- 1.1. The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall have deemed to have been accepted by the vendor.
- 1.2. Bank shall provide the address and contact details for delivery of Tablet Computers while placing the order. Delivery of Tablet Computers will be Pan India.
- 1.3. The time of completion shall be vital to the Contract. The successful bidder shall complete the assignment as per the timelines stipulated here below, which will be effective from the date of acceptance of the Purchase Order:

Sl. No.	Activity Details	Timelines*	Cumulative weeks*
1.	Delivery of Tablet Computer with Tablet cover and standee	Within <u>10 Weeks</u> from the date of acceptance of the Purchase Order or 7 weeks from the date of issue of Purchase Order whichever is earlier.	<u>10 Weeks</u>
2.	Installation of the Tablet Computer	2 Weeks from the date of Delivery of all the materials for each ordered locations	<u>12 Weeks</u>

- 1.4. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty & AMC (if contracted) should be applicable to the altered locations also.
- 1.5. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.6. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 1.7. Installation of the Tablet Computer will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.





- 1.8. If undue delay happens for delivery and / or installation of the ordered hardware/s by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.
- 1.9. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.



Amended Annexure-9
Scope of Work

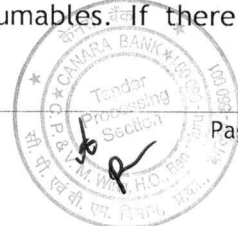
SUB: RFP for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank.

Ref: GEM/2024/B/5378055 dated 09/09/2024.

All points mentioned in below are mandatory to comply and non-compliance to any of the point lead to disqualification of the bidder during evaluation.

Broad Scope of Work

1. The selected bidder should maintain the supplied Tablet Computer during comprehensive onsite warranty period of Two (2) year and one (1) year AMC period. During the contract period, the selected bidder is bound to do all hardware spares replacement/software related repairs without extra cost to Bank covering all parts & labor from the date of acceptance of the systems by Canara Bank at the respective locations i.e. On-Site Comprehensive Warranty.
2. The selected bidder shall deliver Tablet Computers at the respective consignee locations as per the Delivery Schedule on receipt of the Purchase Order from the Bank.
3. For each location, the selected bidder is expected to provide Tablet Computers with the related hardware, all subsystems, software drivers and manuals etc.
4. The selected bidder will be the single point of contact to the Bank.
5. The configuration as per the technical and other specifications of the Tablet Computers must be functional and installed from the day one.
6. Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.
7. During installation if the bank requires any new Software/OS/Utility, the selected bidder has to install without any cost where the licenses of the software are with the Bank.
8. All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the selected bidder and the cost of the same to be added along with the respective Hardware items.
9. The selected bidder has to supply all the Tablet Computers to the ordered locations as per the Technical Specifications mentioned in the **Annexure-10**.
10. The selected bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Tablet Computers.
11. The selected bidder shall provide all other required equipment's and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.
12. All the items (Hardware & Software) of Tablet Computers would be covered under Comprehensive Warranty except plastic parts & consumables. If there is any gap





between Bank's requirement and OEM Warranty then it will be the responsibility of the selected bidder to fill up the gap.

13. The selected bidder will be responsible for affixing asset tags and complete inventory details of each Tablet Computer supplied to the Bank. The Asset Tags so printed by the selected bidder must have the company's logo along with other details like Warranty validity, call logging no., mail id etc. The asset tag details for the Tablet Computer would be mutually decided by the Bank and the selected bidder.
14. During the warranty period, the selected bidder may require to do Preventive Maintenance (PM) as will be decided by the Bank minimum on quarterly basis for the Tablet Computer supplied and submit the reports while claiming warranty payment.
15. The specifications of the Tablet standee are as below:
 - Floor standing of 4 ft height (Bolted to ground)
 - Tablet enclosure with a secure, fully enclosed metal tablet housing
 - Special security Locks & Keys (stronger than traditional lock and key systems)
 - The holder should tilt 180° & rotates 360°, ideal for portrait and landscape views, and should also offer full access to tablet's ports and buttons.
 - The standee base should have slip- and scratch resistant padding.
16. Bidder to provide toll free numbers for on-call support for minor issues in the proposed tablets during the Banking business hours i.e. 09.00AM- 06.00 PM.
 - All the hardware or required components should be shipped directly from OEM to Bank premises.
 - All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.
 - The selected bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. The selected bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.
 - The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.
 - The bidder should be fully compliant with ISO27001 controls at the time of bidding.

Bidder has to mandatorily comply with each individual point of the above Scope of Work without any deviation.

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date

Signature with seal

Name

Designation

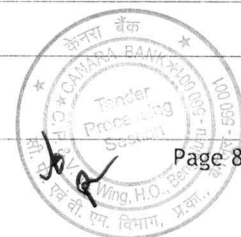


Amended Annexure-10
Technical Specifications

SUB: RFP for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank.

Ref: GEM/2024/B/5378055 dated 09/09/2024.

Sl. No	Tablet Computers Specifications	Bank's Requirement	Bidder's offer
1.	Make & Model of offered product		
2.	Display Size	<u>10 inch or higher</u>	
3.	Resolution	1920x1080 FHD or higher	
4.	Brightness	350 nits or higher	
5.	Processor Core	Octa-Core or higher	
6.	Processor Speed	2GHz or higher	
7.	Storage	64 GB or higher (expandable to 512 GB)	
8.	Memory	8 GB or higher	
9.	Operating System	Android 13 or higher	
10.	Camera	Rear - 8 MP or higher Front- 5 MP or higher	
11.	Number of SIM Available (Device should support 4G/5G Network)	Single Sim/Dual Sim	
12.	Wi-Fi Connectivity	Yes	
13.	Slots and Ports	USB-C connector	
14.	Battery	7000 mAh or higher	
15.	Network	Wi-Fi, LTE, 4G/5G	
16.	Power Supply	AC Power Supply, 190 to 240 v, 50 Hz	
17.	Accessories	1. Charger as per Indian electrical environment 2. Data Cable	
18.	Warranty	2-year Comprehensive Onsite Warranty	
19.	AMC	1 year AMC post 2 years warranty	
Specifications for standee			
20.	Material of standee	Durable metal standee having the capability for sustaining multiple customer handling in normal course of operation	
21.	Height of standee	4 ft Standee	





Sl. No	Tablet Computers Specifications	Bank's Requirement	Bidder's offer
22.	Portability	Floor standing (Bolted to ground), Tablet enclosure with a secure, fully enclosed metal tablet housing with lock and key security	
23.	Angle Scope	Rotate and Tilt with Landscape & Portrait	
24.	Colour of Standee	White/Black/ custom colour	
25.	Security Lock	Special security Locks & Keys (stronger than traditional lock and key systems)	
26.	Security Keys	2 numbers of unique secure keys	

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

We hereby comply with the above Technical Specification without any deviations.

Date

Signature with seal

Name:

Designation:





Amended Annexure-15
Bill of Material

SUB: RFP for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank.

Ref: GEM/2024/B/5378055 dated 09/09/2024.

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A
Cost details of Tablet Computers

[Amount in Rupees]

Sl. No.	Item Details	Unit Price (Excl. of Tax)	Qty.	Total Cost (Excl. of Tax)	Tax for Column c		Total Cost (Incl. of tax)
					% of tax	Tax Amt	
		a	b	c=a*b	d	e	f=c+e
1.	<u>Tablet Computer with Cover, Standee, lock</u> with comprehensive onsite Warranty for 2 Years as per RFP Term & Condition		9800*				
Total cost of Tablet Computers							

*The quantity mentioned is indicative in nature and Bank at its discretion to may increase/decrease the quantity. Bidder has to provide the required quantities at the rate quoted above during the entire contract period.

Table -B
Post Warranty AMC Cost for Tablet Computer

[Amount in Rupees]

Sl. No	Description	Cost per Unit (Excl. of tax)	Qty.	Total cost of AMC (Excl. of Tax)	Tax for Column c		Total cost of AMC for 1 Years (Incl. of Tax)
					% tax	Tax Amt	
		a	b	c=a*b	d	e	f= c+e
1.	Comprehensive AMC Cost for Tablet Computer		9800				
Total Cost for Comprehensive AMC for 1 Years							



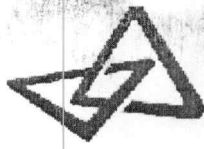


Table-C

Total Cost of Ownership for 3 years Contract Period

[Amount in Indian Rupees]

Sl. No.	Description	Total Cost (Inclusive of taxes)
1.	<u>Total Cost for Tablet Computers with Cover, Standee, lock with comprehensive onsite Warranty for 2 Years as per Table-A</u>	
2.	Total Cost for 1 Year AMC for Tablet Computers as per Table-B	
3.	Total Cost of Ownership [Sum of row 1 and 2]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:

Signature with Seal:

Name:

Designation:





Amended Annexure-2
Pre-Qualification Criteria

[On Firm's / Company's letter head]

SUB: RFP for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank.

Ref: GEM/2024/B/5378055 dated 09/09/2024.

We have carefully gone through the contents of the above referred RFP along with replies to prebid queries & amendment, if any and furnish the following information relating to Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The Bidder should submit signed Pre-Contract Integrity Pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act) whichever is higher, as per Appendix-F.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of	





		registration under shops and commercial Establishments Act., GST etc.)	
4.	The bidder should not be owned by or controlled by any director/employee/ex-employee of the Bank or by any of their relatives	Bidder has to submit an undertaking to this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
6.	Bidder shall be the Original Equipment Manufacturer (OEM) of the offered Product. (OR) An authorized partner/dealer/distributor of the offered Product.	If the applicant is OEM, an Undertaking Letter has to submit in this effect. (OR) If the bidder is an authorized partner/dealer/ distributor, an authorization letter from their OEM/ OSO/ OSD to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid.	
7.	The Bidder should have supplied & installed at least 3000 numbers of single order or in cumulative orders in any one of the single FY to the same entity of offered Model/s or Immediate Previous Model/s or equivalent model/s of offered model/s in line with Bank's requirement during the last 3 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.	Purchase Order Copies. Along with Satisfactory completion certificate issued by scheduled Commercial Banks/ <u>Foreign Banks/State Government/Central Government/PSU.</u>	



8.	The Bidder should have average annual turnover of Rs.20.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
9.	The Net Worth of bidder should not be negative as on 31/03/2023 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
10.	The Bidder/OEM should have its own/ franchise Service/Support Office at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Tablet Computers.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-9(A).	
11.	The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty / AMC period. The availability of services of the Engineers for the proposed locations all over India.	The Bidder has to submit certificate from Company's HR undertaking that the qualified engineers are in the company's role.	
12.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The Bidder should submit self-declaration on the Company's letter head to this effect.	
13.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has	



<p>the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
<p>14. Authorization Certificate - Whether the Bid is authenticated by authorized person.</p>	<p>Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory</p>	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation :

