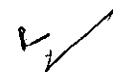


Pre Bid replies to GeM Bid ref no. GEM/2023/B/3303425 dated 24/03/2023 for Supply, Installation, Maintenance of Tablet Computers for total period of 3 Years (1-year warranty and 2 years of AMC).

| Sl. No. | GeM bid Clause | Clause/ Technical Specification | Bidder's Query | Bank's Reply |
|---------|--|---|--|--|
| 1. | GEM Document GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 | Past Performance and experience 3 Years Experience | As Bank is going for high value requirement and Qty we request you to consider the Past performance of the bidder or to have more than 3 years experience in supply and executing in similar kind of project in supply of tab with 50% of the bid qty. | Bidder to refer Corrigendum-1 for amended Eligibility Criteria. |
| 2. | GEM Document GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 | Past Performance and experience 3 Years Experience | Since bank is going for the PAN India project for high Qty requirement, we request you to consider that the bidder / OEM quoted model has been supplied in the market in the last 3 year in any of the Government organization during previous years. | Bidder to refer Corrigendum-1 for amended Eligibility Criteria. |
| 3. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: 11. Delivery and Acceptance | 11. Delivery and Acceptance 11.3 The successful 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 Two (2) weeks from the date of delivery of all the materials for each ordered locations. | We request you to provide minimum of 3 weeks from the date of installation. | Bidder to comply with GeM bid terms and conditions. |

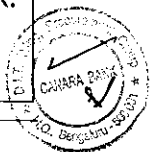


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| 4. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC: 11. Delivery and Acceptance</p> | <p>13. Warranty:</p> <p>13.1. The entire equipment's/ hardware (including OS) & software deployed for this GeM bid 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 GeM bid technical specifications for a period of One (1) year from the date of acceptance.</p> | <p>As per Industry standard the TAB is always comes under carry in warranty, as it is plug and play device we request you to change the same to carry in warranty.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |
| 5. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>16. Penalties & Liquidated damages:</p> <p>16.2. In case faulty Tablet Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per Tablet Computer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 25% (Plus GST) of the invoice value of warranty/ AMC payment of that Tablet Computer for that quarter.</p> | <p>We request you to change from Within a Business day to 48 hrs from the date of call log for warranty issue. We request you to reduce the penalty amount from Rs. 100 to 50/- for delay and also reduce the percentage from 25% to 5 % for invoice value of warranty/ AMC.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |
| 6. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> | <p>17. Payment terms: 17.1 Point 3:</p> | <p>We request you to remove this clause release the warranty payment after complete installation and satisfaction. We request you to consider the payment</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |



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| | <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>The payment of the total amount quoted for Warranty shall be made to the selected bidder on Quarterly basis. The total amount quoted for 1-year Warranty for Tablet Computers in the Annexure-11 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period. Payment of warranty should be paid after submitting the PBG.</p> | <p>terms as 70% against delivery and 30% against Installation along with warranty clause. As we are submitting the PBG during the contract period of One year / AMC period.</p> | |
| <p>7.</p> | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>19.Scope of work during contract period:</p> <p>19.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder.</p> <p>19.2. Any corruption in the Software or media shall be rectified during the full period of the contract at no extra cost to the Bank.</p> <p>19.3 The system spare parts/services, as and when required, and complete maintenance of the Tablet</p> | <p>Please clarify on the scope of work, whether the bidder need to install the banking software and Finger print reader and need to integrate or only Basic installation accepted for the same.</p> | <p>Only basic installation software (OS & RD Services) accepted. Bank related software installation, Bank will take care.</p> |

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| | | Computers during warranty period shall be supported for a period to be specified by the bank. | | |
| 8. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 20. Local Support: 20.3 Response Time and Meantime to Restore [MTTR] 20.3.1 Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 20.3.2 Time specified above is from lodging of complaint. 20.3.3 However, penalties will be applied as per clause 16. | We request you to change from 6 hrs for urban branches to 24 hrs and 36 hrs from Other locations. | Bidder to comply with GeM bid terms and conditions. |
| 9. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 25.5. Secure Deployment & Security Compliance to Policies and Process The bidder should be fully compliant with ISO27001 controls at the time of bidding | We request you to include all ISO certificates like ISO9001, ISO 20000:1, ISO 27001 | Bidder to comply with GeM bid terms and conditions. |
| 10. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 42. Product demonstration/POC: 42.2The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed | We request you to consider for a POC of the product before submission of the bid. The quoted model to be certified by Canara Bank for its compatibility with the Bank's CBS, before submission of technical bid. Bidder has to provide Tablet along with necessary accessories which is being proposed to be quoted against this tender | Bidder to refer Corrigendum-1 for amended scope of work. |



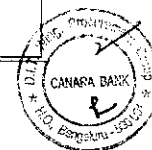
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| | | <p>Tablet Computers at the site mutually agreed.</p> <p>42.5 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.</p> | <p>to Bank for Proof of Concept (PoC). The Tablet proposed to be quoted should be given to Bank for PoC on or before the date of Technical Bid Submission. Bidder should extend full support for PoC by deputing knowledgeable resources to make the PoC successful. All the charges in this regard should be borne by the bidder. All the bidders have to submit the proof of PoC of the proposed Tablet computers duly signed by Bank representative along with the technical bid.</p> | |
| 11. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>Annexure -5 Pre-Qualification Criteria Point No.6</p> <p>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.</p> | <p>We request you to change as, Bidders should not be under debarment/blacklist / suspended period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/departments during the Financial Year 2022-23.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |
| 12. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Display Size : 10 Inch (Minimum)</p> | <p>We request you to change as Display 10.5 Inch (Minimum) or higher as the industry standard 4 GB and 64GB product all OEM are coming with 10.5" above, so we request you to consider the same and also the bank is currently using the screen size of 10.5" Model.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |

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| 13. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Minimum 64GB Expandable upto 512GB | We request you to change the storage capacity as Minimum 64 GB on Board expandable up to 1TB.(as per your requirement the storage requirement mentioned is 64 GB , the OS will occupy at least 18 to 20GB the balance will be of 40 GB, since bank look for 5 year usage and technology development, request you to consider the expandable of storage up to 1 TB so that the data can be stored without any problem for next 5 years.) | Bidder to comply with GeM bid terms and conditions. |
| 14. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 4 Certifications: Certificates BIS, EPR, RoHS and any other relevant Indian Certificates. | We request you to include the ATC along with tech Spec, 1.Top 4 Brands as per IDC report. Dear Sir, It is always to have all security-related certifications for the proposed tablet as per the Industry standard, so please consider the following , CE, FCC, RoHS, SAR | Bidder to comply with GeM bid terms and conditions. |
| 15. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 1: Bio Metric Device: bio-metric device with FRM/FIR complied RD Services compatible with android. | Please clarify on the Bio metric device which need to provided based on the banking application it may differ., so we request you mention the brand which is currently used in Canara Bank, so that it can avoid technical issue arising out of Biometric Devices. As per Latest UIDAI Guidelines, the existing Bio metric device (L0 Compliance) support will be suspended by the UIDAI by End of year, the new Devices will have Additional Features of L1 Compliance certificate.. kindly clarify on the same. | The Additional Parameters is modified as: Bio Metric Device: bio-metric device with FRM/FIR complied RD Services with L0 &L1 Compliance and compatible with android. |
| 16. | NA | NA | General Service Centers | Bidder to comply with GeM bid terms and conditions. |



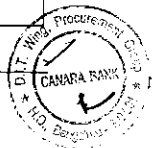
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| | | | After-sale service support is very important considering a massive project like this and it is essential to have sufficient service centers to support across India. Hence, we request your support for considering "Service Centers should be min. of 2000 across India and also mention that the service center should be available in all Regional office of Canara Banks. | |
| 17. | NA | NA | General State Level, District Level, Or higher We request you to mention the warranty clause as District level, since bank is going to use PAN INDIA, we request you consider the same and amend the warranty clause. | Bidder to comply with GeM bid terms and conditions. |
| 18. | NA | NA | General Dedicated Toll free support and 24/7 Support. After sales support is very important for this kind of large project across India and it is always to have reachable to customer support for all your technical queries. Hence, our humble submission is to have a Dedicated Toll-free number with 24x7 support reachable to your field officers(with Multi Lingual Support). | toll free number for Bank Business Hours i.e. 9AM - 6PM support. |
| 19. | NA | NA | General Remote Assist Support: We request you to consider this point as the majority of problems can solve over the Remote Support tool and our experts take the end users on remote support and provide solutions then and there and Canara Bank field officers .Our humble request is to add this point(remote | Bidder to comply with GeM bid terms and conditions. |

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| | | | support) in the tender so that this can play a major role and it can surely reduce the downtime of field operations. | |
| 20. | NA | NA | General Chat Support We request you to consider this feature for a project of PAN INDIA, we believe in a strong support structure by all means and seek your support for adding "what's app chat support also in the tender.(What's app support for Query, Service Center Location, Repair Status & Technical Support) | Bidder to comply with GeM bid terms and conditions. |
| 21. | NA | NA | General OEM MDM Features We request the bank to have a OEM Provided MDM Solutions which will have high security feature and we can restrict the application considering the mis use of tab for other application and we can monitor the tab from single location across India. | Bidder to comply with GeM bid terms and conditions. |
| 22. | GEM Document GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 GEM Document | 3 Years' Experience | Since there is no mention of Past performance details we request you to consider the Past performance of the bidder or OEM to have more than 3 years' experience in supply and executing in similar kind of project in supply of tab with 50% of the bid qty. | Bidder to refer Corrigendum-1 for amended Eligibility Criteria. |
| 23. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions | 13. Warranty 13.1. The entire equipment's/ hardware (including OS) & software deployed for this GeM bid shall be under Comprehensive Onsite Warranty covering all | Kindly consider to change the warranty from Onsite to carry in warranty... All mobile / TAB are carry in warranty as per OEM standards. Please change the same. | Bidder to comply with GeM bid terms and conditions. |



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| | ATC: | parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the GeM bid technical specifications for a period of One (1) year from the date of acceptance. | Please specify addition items required, if any. We will charge for any additional items. | |
| 24. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 17.1 Payment Schedule Point No.3 Warranty: The payment of the total amount quoted for Warranty shall be made to the selected bidder on Quarterly basis. The total amount quoted for 1-year Warranty for Tablet Computers in the Annexure-11 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period. Payment of warranty should be paid after submitting the PBG. | we request to change the payment terms as 75% against delivery and 25% against Installation. | Bidder to comply with GeM bid terms and conditions. |
| 25. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 42.Product demonstration/POC 42.2The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed Tablet Computers at the site mutually agreed. 42.5 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in | Since Bank is looking for PAN India Purchase of Tablet computers for all their filed executives or branches, we request you to consider for a POC of the product before submission of the bid., this will help in reducing the time and only the product which are supported can participate and also help in getting the quality bidder and product also. So that bank officials can certify the same on working condition of the product before bid submission. | Bidder to refer Corrigendum-1 for amended scope of work. |

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| | | this regard, no correspondence shall be entertained. | | |
| 26. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Clause 3: Display Size : 10 Inch (Minimum) | We request you to change as Display 10.5 Inch (Minimum) or higher as the industry standard 4 GB and 64GB product, this will give better viewing experience and comfort without compromising on the battery usage. | Bidder to comply with GeM bid terms and conditions. |
| 27. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Clause 7: Minimum 64GB Expandable upto 512GB | Kindly consider the storage capacity as Minimum 64 GB on Board expandable up to 1TB, since bank will be using this product for a minimum period of 3 years. | Bidder to comply with GeM bid terms and conditions. |
| 28. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 4 Certifications: Certificates BIS, EPR, RoHS and any other relevant Indian Certificates. | kindly consider the following in certificates to be submitted along with bid. like , CE, FCC, RoHS, SAR, BIS, EPR | Bidder to comply with GeM bid terms and conditions. |
| 29. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 1: Bio Metric Device: bio-metric device with FRM/FIR complied RD Services compatible with android. | Please clarify on the Bio metric device which need to provided based on the banking application it may differ., so we request you mention the brand which is currently used in Canara Bank, so that it can avoid technical issue arising out of Biometric Devices. As per Latest UIDAI Guidelines, the existing Bio metric device (L0 Compliance) support will be suspended by the UIDAI by End of year, the new Devices will have Additional | The Additional Parameters is modified as: Bio Metric Device: bio-metric device with FRM/FIR complied RD Services with L0 &L1 Compliance and compatible with android. |

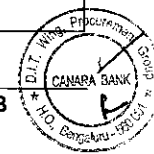


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| | | | Features of L1 Compliance certificate.. kindly clarify on the same. | |
| 30. | NA | NA | General Service Centers After-sale service support is very important considering a massive project like this and it is essential to have sufficient service centers to support across India. Hence, we request your support for considering "Service Centers should be min. of 2000 across India and also mention that the service center should be available in all Regional office of Canara Banks. | Bidder to comply with GeM bid terms and conditions. |
| 31. | NA | NA | General State Level, District Level, Or higher We request you to mention the warranty clause as District level, since bank is going to use PAN INDIA, we request you consider the same and amend the warranty clause. | Bidder to comply with GeM bid terms and conditions. |
| 32. | NA | NA | General Dedicated Toll free support and 24/7 Support. After sales support is very important for this kind of large project across India and it is always to have reachable to customer support for all your technical queries. Hence, our humble submission is to have a Dedicated Toll-free number with 24x7 support reachable to your field officers(with Multi Lingual Support). | Bidder to comply with GeM bid terms and conditions. |
| 33. | NA | NA | General Remote Assist Support: We request you to consider this point as the majority of problems can solve over | Bidder to comply with GeM bid terms and conditions. |

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| | | | the Remote Support tool and our experts take the end users on remote support and provide solutions then and there and Canara Bank field officers .Our humble request is to add this point(remote support) in the tender so that this can play a major role and it can surely reduce the downtime of field operations. | |
| 34. | NA | NA | General Chat Support We request you to consider this feature for a project of PAN INDIA, we believe in a strong support structure by all means and seek your support for adding "whats app chat support also in the tender.(What's app support for Query, Service Center Location, Repair Status & Technical Support) | Bidder to comply with GeM bid terms and conditions. |
| 35. | GEM Document GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 | Past Performance and experience 3 Years' Experience | As Bank is going for high value requirement and Qty we request you to consider the Past performance of the bidder or to have more than 3 years' experience in supply and executing in similar kindly of project in supply of tab with 50% of the bid qty. | Bidder to refer Corrigendum-1 for amended Eligibility Criteria. |
| 36. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 13. Warranty: 13.1. The entire equipment's/ hardware (including OS) & software deployed for this GeM bid shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and | As per Industry standard the TAB is always comes under carry in warranty, as it is plug and play device we request you to change the same to carry in warranty. | Bidder to comply with GeM bid terms and conditions. |

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| | | output as specified in the GeM bid technical specifications for a period of One (1) year from the date of acceptance. | | |
| 37. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 16. Penalty / Liquidity damages: 16.2 Penalty / Liquidity damages: In case faulty Tablet Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per Tablet Computer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 25% (Plus GST) of the invoice value of warranty/ AMC payment of that Tablet Computer for that quarter. | We request you to change from Within a Business day to 24 hrs from the date of call log for warranty issue. We request you to reduce the penalty amount from Rs. 100 to 50/- for delay and also reduce the perentage from 25% to 10 % for invoice value of warranty/ AMC. | Bidder to comply with GeM bid terms and conditions. |
| 38. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | 17.1 Payment Schedule Point No.3 Warranty: The payment of the total amount quoted for Warranty shall be made to the selected bidder on Quarterly basis. The total amount quoted for 1 year Warranty for Tablet Computers in the Annexure-11 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period.Payment of | we request to change the payment terms as 80% against delivery and 20% against Installation. | Bidder to comply with GeM bid terms and conditions. |

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| | | warranty should be paid after submitting the PBG. | | |
| 39. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | <p>19.Scope of work during contract period:</p> <p>19.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder.</p> <p>19.2. Any corruption in the Software or media shall be rectified during the full period of the contract at no extra cost to the Bank.</p> <p>19.3 The system spare parts/services, as and when required, and complete maintenance of the Tablet Computers during warranty period shall be supported for a period to be specified by the bank.</p> | Please clarify on the scope of work, whether the bidder need to install the banking software and Finger print reader and need to integrate or only Basic installation accepted for the same. | Only basic installation software (OS & RD Services) accepted. Bank related software installation, Bank will take care. |
| 40. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | <p>20. Local Support:</p> <p>20.3 Response Time and Meantime to Restore [MTTR]</p> <p>20.3.1 Response Time shall be 6 hours for Urban Branches and 8</p> | We request you to chage from 6 hrs for urban branches to 24 hrs and 36 hrs from Other locations. | Bidder to comply with GeM bid terms and conditions. |



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| | | <p>hours for other locations. MTRR shall be a Business day.</p> <p>20.3.2 Time specified above is from lodging of complaint.</p> <p>20.3.3 However, penalties will be applied as per clause 16.</p> | | |
| 41. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>42. Product demonstration/POC</p> <p>42.2 The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed Tablet Computers at the site mutually agreed.</p> <p>42.5 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.</p> | <p>Since Bank is looking for PAN India Purchase of Tablet computers for all their filed executives or branches, we request you to consider for a POC of the product before submission of the bid., this will help in reducing the time and only the product which are supported can participate and also help in getting the quality bidder and product also. So that bank officials can certify the same on working condition of the product before bid submission.</p> | <p>Bidder to refer Corrigendum-1 for amended scope of work.</p> |
| 42. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Display Size : 10 Inch (Minimum)</p> | <p>We request you to change as Display 10.5 Inch (Minimum) or higher as the industry standard 4 GB and 64GB product all OEM are coming with 10.5" above, so we request you to consider the same and also the bank is currently using the screen size of 10.5" Model.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |
| 43. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> | <p>Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Minimum 64GB Expandable upto 512GB</p> | <p>We request you to change the storage capacity as Minimum 64 GB on Board expandable up to 1TB.(as per your requirement the storage requirement mentioned is 64 GB , the OS will occupy at</p> | <p>Bidder to comply with GeM bid terms and conditions..</p> |



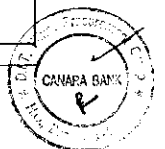
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| Buyer Added Bid Specific Terms and Conditions ATC: | | least 18 to 20GB the balance will be of 40 GB, since bank look for 5 year usage and technology development, request you to consider the expandable of storage up to 1 TB so that the data can be stored without any problem for next 5 years.) | |
| Gem bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 4 Certifications: Certificates BIS, EPR, RoHS and any other relevant Indian Certificates. | We request you to include the ATC along with tech Spec, 1. Top 4 Brands as per IDC report. Dear Sir, It is always to have all security-related certifications for the proposed tablet as per the industry standard, so please consider the following , CE, FCC, RoHS, SAR | Bidder to comply with Gem bid terms and conditions. |
| Gem bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 1: Bio Metric Device: bio-metric device with FRM/FIR complied RD Services compatible with android. | Please clarify on the Bio metric device which need to provided based on the banking application it may differ., so we request you mention the brand which is currently used in Canara Bank, so that it can avoid technical issue arising out of Biometric Devices. As per latest UIDAI Guidelines, the existing Bio metric device (LO Compliance) support will be suspended by the UIDAI by End of year, the new Devices will have Additional Features of L1 Compliance certificate.. kindly clarify on the same. | The Additional Parameters is modified as: Bio Metric Device: bio-metric device with FRM/FIR complied RD Services with LO & L1 Compliance and android compatible. |
| 46. | NA | General Service Centers After-sale service support is very important considering a massive project like this and it is essential to have sufficient service centers to support across India. Hence, we request your support for considering "Service Centers should be | Bidder to comply with Gem bid terms and conditions. |



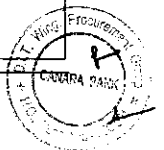
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| | | | | min. of 2000 across India and also mention that the service center should be available in all Regional office of Canara Banks. |
| | | NA | NA | General State Level, District Level, Or higher We request you to mention the warranty clause as District level, since bank is going to use PAN INDIA, we request you consider the same and amend the warranty clause. |
| | | NA | NA | General Dedicated Toll free support and 24/7 Support. After sales support is very important for this kind of large project across India and it is always to have reachable to customer support for all your technical queries. Hence, our humble submission is to have a Dedicated Toll-free number with 24x7 support reachable to your field officers.) with Multi Lingual Support). |
| | | NA | NA | General Assist Support: We request you to consider this point as the majority of problems can solve over the Remote Support tool and our experts take the end users on remote support and provide solutions then and there and Canara Bank field officers. Our humble request is to add this point(remote support) in the tender so that this can play a major role and it can surely reduce the downtime of field operations. |
| | | NA | NA | Bidder to comply with Gem bid terms and conditions. |



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| 50. | NA | NA | <p>General Chat Support We request you to consider this feature for a project of PAN INDIA, we believe in a strong support structure by all means and seek your support for adding "whats app chat support also in the tender.(What's app support for Query, Service Center Location, Repair Status & Technical Support)</p> | Bidder to comply with GeM bid terms and conditions. |
| 51. | NA | NA | <p>General OEM MDM Features We request the bank to have a OEM Provided MDM Solutions which will have high security feature and we can restrict the application considering the misuse of tab for other application and we can monitor the tab from single location across India.</p> | Bidder to comply with GeM bid terms and conditions. |
| 52. | NA | General | <p>EMD EMD EXEMPTION According to General Terms and Conditions on GeM 4.0 (Version 1.3) dt 7th August 2022, Page no. 15, sub point (vi.), NSIC certified firms are exempted from furnishing EMD. We are registered under Central Government Program NSIC's Single Point Registration Scheme is eligible for EMD Exemption and we are having the benefits to waive the EMD. Hence, we request the department to kindly consider NSIC Certificate as per Government of India/GeM General Terms & Conditions. We are exempted in other Canara Bank, State Bank of India, Union Bank of India,</p> | Bidder to comply with GeM GTC and ATC and STC terms and conditions |



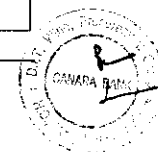
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| | | | Karnataka Gramin Bank, Bank of India and other government organisations. | |
| 53. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | Annexure-4 Bid Security Declaration | Bid Security Declaration (Applicable for firms seeking exemption of EMD as per RFP GTC) We would like to request the Bank to kindly clarify that as per Annexure-4, the Bank has given format to submit the Bid security declaration, kindly clarify and consider the same and exempt all Bidders from submitting the EMD amount. | Bidder to comply with GeM GTC and ATC and STC terms and conditions |
| 54. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | 20. Local Support 20.1 The selected bidder should be capable of meeting the service & support standards as specified in this Bid. | Request bank to kindly consider below Service Center clause as Canara Bank has footprint all across India making Service clause as one of the important and mandatory requirement. We request the bank not to accept Online Service Center or any Self-declaration. We request Bank to consider Physical Service Centers only. 1. The Bidder/OEM should have their own Service /Support Office in at least 12 out of 24 Circle Office locations of the Bank. 2. The Bidder/OEM should have their own of franchises' Service /Support Office in at least 60 out of 174 Regional Office locations of the Bank. | Bidder to comply with GeM bid terms and conditions. |
| 55. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | 12. Pre-Dispatch Inspection (PDI) 12.1. 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 | Kindly confirm PDI charges should be borne by the Bank (Buyer) or Seller. | If bank will go for PDI and charges will be borne by the Bank. |



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| | | PDI, there will not be any change in delivery terms and conditions. However, the Bank will have the discretion to conduct PDI. | | |
| 56. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6 ATC</p> | <p>11.Delivery and acceptance 11.2 Delivery of all Tablet Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from 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. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.</p> | <p>As per GeM bid and Bid ATC Page no. 4, Point no. 11 , the department has allowed 49 days (7 weeks) in delivery period, GEM has issued notification for extension of delivery of IT related products based on requests of multiple OEM's for extension in delivery period for IT hardware category has implemented extension of minimum delivery period to 90 days on applicable categories. Global Challenges with regard to Semiconductors & IC shortages which are having a huge impact in component supply critical to manufacturing of our finished products. We are taking various extraordinary measures which includes incurring higher costs, however under severe circumstances these measures may still not be able to meet delivery timelines as a result of the current Force Majeure situation related to COVID 19 & Semiconductors-IC shortages. Kindly allow atleast 90 days delivey duration as 49 days is such a short span of time to fulfill the huge quantity.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |
| 57. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions</p> | <p>11.Delivery and acceptance 11.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work</p> | <p>We request you to please provide 3 to 4 weeks for installation.</p> | <p>Bidder to comply with GeM bid terms and conditions.</p> |



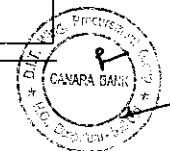
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| | Point. 6 ATC | at the bank branch/office within Two (2) weeks from the date of delivery of all the materials for each ordered locations. | | |
| 58. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | <p>20. Local Support:</p> <p>20.3 Response Time and Meantime to Restore [MTTR]</p> <p>20.3.1 Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</p> <p>20.3.2 Time specified above is from lodging of complaint.</p> <p>20.3.3 However, penalties will be applied as per clause 16.</p> | We request you to change from 6 hrs for urban branches to 24 hrs and 36 hrs from Other locations. | Bidder to comply with GeM bid terms and conditions. |
| 59. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | <p>16. Penalties & Liquidated damages:</p> <p>16.2. In case faulty Tablet Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per Tablet Computer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 25% (Plus GST) of the invoice value of warranty/ AMC payment of that Tablet Computer for that quarter.</p> | We request the bank to kindly consider at least 3 Business Days. And also would like to request the bank to change the Penalty from same business day to from 4th working day after case is registered. Request you reduce the Penalty amount from Rs.100 to Rs. 50 per day. | Bidder to comply with GeM bid terms and conditions. |



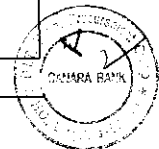
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| 60. | NA | NA | <p>General As per GeM terms and conditions and as per Meity for OEM eligibility.</p> <ol style="list-style-type: none"> 1. We request the bank to consider more than 20 years establishment in India. 2. We request the bank to consider minimum 2000cr. Turnover. 3. We request the bank to kindly consider that OEM should have sold 50,000 Tablets in each year in last three Calendar years. (2020, 2021 and 2022) 4. The OEM should be among top 5 IDC in last four quarters. | Bidder to comply with GeM bid terms and conditions. |
| 61. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | NA | <p>General: As per GeM Bid Technical Specifications and as per Annexure-2 Technical Requirements for Tablet Computers in Canara Bank:</p> <p>We request Canara Bank to kindly consider Metal Body Tablet as they mobile handhold devices more prone to damages. Plastic scratches more easily but scratches on metal will be more noticeable as the metal case is sturdy, elegant and stain resistant.</p> | Bidder to comply with GeM bid terms and conditions |
| 62. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | NA | <p>General As per GeM Bid Technical Specifications and as per Annexure-2 Technical Requirements for Tablet Computers in Canara Bank:</p> <p>We request Canara Bank to kindly consider latest Operating System Android 12.0 or higher as Android 12 is more customizable and personalized, and has a heavier focus on performance and privacy than Android 11. Battery life, privacy and security, and</p> | Bidder to refer Corrigendum-1 for amended Technical Specifications in Annexure-2. |



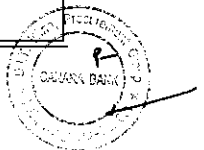
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| | | | other performance features has been added to the latest Operating system Android 12. | |
| 63. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Clause 3: Memory Minimum 4 GB | As per GeM Bid Technical Specification Page no. 5, bank has allowed 3 GB RAM or higher whereas as per Bid ATC Annexure-2, Page no. 38 and GeM Bid Page no. 6 Additional Technical Specifications bank has mentioned Memory should be minimum Minimum 4 GB. We request Canara Bank to kindly consider only 4GB RAM - Memory as per GeM Bid Additional Specification Parameters and ATC Annexure-2. Because bidders will be able to pair the GeM catalogue and quote with 3GB RAM. Even as per Point no. 6 you have mentioned Qualcomm MSM8953 and this parameter is becoming restrictive against the local suppliers and only single OEM will be qualified here. We request you to kindly accept Mediatek Processor. Kindly confirm and specify your requirement. | We have clearly mentioned in Additional Technical Specification and ATC document. Bidder to comply with GeM bid terms and conditions. |
| 64. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Point No.10 Rear Camera (Mega Pixel) - Min 8 MP | As per GeM Bid Technical Specification Page no. 5, bank has allowed Rear Camera (Mega Pixel) 5 or higher whereas as per Bid ATC Annexure-2, Page no. 38 bank has mentioned Rear Camera should be 8MP. We request Canara Bank to kindly consider 13 MP Rear Dual Camera with autofocus. | Bidder to comply with GeM bid terms and conditions. |
| 65. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Point No.10 | As per GeM Bid Technical Specification Page no. 5, bank has allowed Front Camera (Mega Pixel) 2 or higher whereas as per Bid ATC Annexure-2, Page no. 38 bank has mentioned Front Camera should be 5MP. | Bidder to comply with GeM bid terms and conditions. |



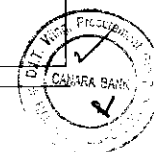
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| | Buyer Added Bid Specific Terms and Conditions ATC: | Front Camera (Mega Pixel) - Min 5 MP | We request Canara Bank to kindly consider only Front Camera : 5MP as per ATC. | |
| 66. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions ATC: | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Point No.20 Other-All other features like Face ID etc. should be as per OEM | We request the bank to kindly clarify the meaning of all other features? Face Recognition available in the tablet. | The additional features may be shared with L1 bidder. Bank has given minimum required specifications in the Bid document. |
| 67. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 4 Certifications: Certificates BIS, EPR, RoHS and any other relevant Indian Certificates. | We request the bank to kindly consider the relevant certifications like CB, CE, FCC, SA8000, ISO 20000, ISO 27000. | Bidder to comply with GeM bid terms and conditions |
| 68. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Additional Specification Parameters - Tablet Computers (9000 pieces) | Additional parameters Clause 4 Certifications: Certificates BIS, EPR, RoHS and any other relevant Indian Certificates. | We request the bank to kindly confirm that Bidder should quote for biometric also along with Tablet-computers. If yes, kindly share the Bio-metric device specification & Model and confirm that how to punch the unit price for Tablets and Biometrics separately in GeM/BOM while participating the bid. Kindly confirm the Preventive Maintenance under Warranty and AMC should be done for Tablets or Biometric devices also. | Bidder to refer Annexure-9 and TCO value is including of bio metric device and specifications clearly mentioned in Additional Specification Parameters. |
| 69. | NA | NA | General As per the Consignee Locations across pan India. (Delivery will be Pan India). Request you to please confirm exact qty. and location of delivery as well as installation. | Please refer GeM Bid document for same. |



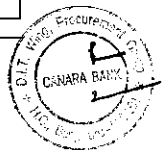
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| 70. | NA | NA | <p>General Average Annual turnover of OEM As per GeM General Terms & Conditions, Average Annual turnover requirement of OEM should be less than or equal to 400% of estimated bid value / bid estimated value (rounded to nearest lakhs). Buyer must ask for supporting documents for OEM Average Annual turnover and OEM authorization certificate from resellers in the document section. Hence, we request the respective bank to kindly consider our request and mention the Average Annual Turnover Criteria of OEM to followed.</p> | Bidder to comply with GeM bid terms and conditions |
| 71. | NA | NA | <p>General Payment Terms Payment will be released from Central office or Regional office. Please confirm</p> | Payment will be released centrally only. |
| 72. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions Point. 6 ATC</p> | <p>16. Penalties/Liquidated Damages</p> <p>16.1.2 Non-compliance of the installation: clause 11.3 will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in installation of per Tablet Computer, per week or part thereof, on the value of Tablet Computer (excluding Warranty and AMC).</p> | <p>Requested to clarify on the LD clause on Delivery of Tablet example, a bidder received Delivery instruction of 10 Tablet to particular location, the delivery happened only for 8 units the balance delivered after the due date, the LD will be applicable for 2 units or for all 10 units.</p> | LD applicable for remaining 2 units only. |
| 73. | NA | NA | <p>General L1 Arrival</p> | The TCO will be considered as per BOM in ATC document. |



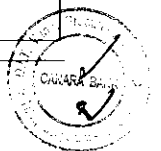
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| | | | We request to please clarify on the L1 Arrival of the Bidder. Whether TCO will be consider (Inclusive of AMC Charges or based on Product cost and AMC Charges separately) | |
| 74. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | 16.Penalties/Liquidated Damages: 16.1.3 However, the total Penalty/LD to be recovered under above clauses 16.1.1 & 16.1.2 shall be restricted to 10% (Plus GST) of the value of that Tablet Computers (excluding Warranty and AMC). | Request you to consider maximum 5% of the total value of the order instead of 10% | Bidder to comply with GeM bid terms and conditions |
| 75. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | Annexure-1 Scope of work: 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. | We would like to request the Bank to kindly confirm what all Software's are required during the Installation. | Only basic installation software (OS & RD Services) accepted. Bank related software installation, Bank will take care. |
| 76. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | 17.Payment terms 17.1 Payment Schedule of S.NO 1 90% On delivery of Tablet Computer/s and on submission 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 | We would like to request the Bank to kindly confirm that as per Payment Terms Serial no. 1 and 2 for Payment Stages, 90% payment will be released against Delivery & 10% against the Installation. However as per the Serial no. 3 and 4, The payment of the total amount quoted for Warranty and AMC shall be made on Quarterly basis. | Bidder to comply with GeM bid terms and conditions |



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| | | Warranty Certificate should be submitted while claiming payment in respect of orders placed. | | |
| 77. | GeM bid ref. No. GEM/2023/B/330425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Point No.6 Processor Chip: Qualcomm MSM8953 (Octa-Core, up to 2.0 GHz) or equivalent Core & Speed or higher | Please allow 'Processor Chip: Qualcomm Snapdragon/Exynos/Intel/ Mediatek/ Spreadtrum (Octa core, up to 2.0 Ghz). | Bidder to comply with GeM bid terms and conditions. |
| 78. | GeM bid ref. No. GEM/2023/B/330425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Point No.20 Other: All other features like Face ID etc. should be as per OEM. | Please modify as Other: All other features like Face ID, Gyroscope sensor should be as per OEM. | This point stands deleted. |
| 79. | GeM bid ref. No. GEM/2023/B/330425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | Annexure-9 Bill of Material Note: Masked Bill of Material should be submitted with the technical proposal. | Please remove the clause as GeM portal has no provisions to submit commercial/masked bill. Submission of commercial bills on GeM as a part of bid may disqualify the bidder. | Bidder has to submit the Annexure-9 without commercials price it is indicating bidder accepted Price break up. |
| 80. | GeM bid ref. No. GEM/2023/B/330425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 | 17.Payment terms 17.1 Payment schedule will be as under: • Delivery: 90% on delivery of Tablet Computers | Please change the payment clause to - "100% payment should be made for delivery of goods & for the services as per the bid. | Bidder to comply with GeM bid terms and conditions. |



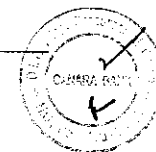
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| | ATC | and on submission of relevant documents. • Installation & Acceptance: 10% of the total cost will be released on installation & acceptance of Tablet Computer/s and on submission of relevant documents. • Warranty: The payment of the total amount quoted for Warranty shall be made to the selected bidder on Quarterly basis. • AMC: The amount should be payable quarterly in arrears. | | |
| 81. | NA | NA | General MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption. & Further, the Startups are also exempted from submission of EMDs | Bidder to comply with GeM bid terms and conditions |
| 82. | GeM bid ref. No. GEM/2023/B/330425 dated 24/03/2023 ATC Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | 10. Training No separate training is required. The selected bidder has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials. | No separate training is required. The selected bidder has to give an online demo session and explain operational guidelines of the product at the site of the installation to Bank's Officials | Bidder to comply with GeM bid terms and conditions |
| 83. | GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023 | 11. Delivery and acceptance 11.2 Delivery of all Tablet Computers should be within Six (6) weeks from the date of | Provide list of delivery locations of the tablet and increase the delivery & installation time to 12 weeks. | Bidder to refer Corrigendum-1 for amended Delivery and acceptance. |



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| | Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | acceptance of the Purchase Order or Seven (7) Weeks from 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. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post. | | |
| 84. | GeM bid ref. No. GEM/2023/B/330425 dated 24/03/2023 Buyer Added Bid Specific Terms and Conditions Point. 6 ATC | Annexure-1 Scope of Work Braod of Scope of work: The selected bidder should maintain the supplied Tablet Computer during comprehensive onsite warranty period of One (1) year and Two (2) 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. | 3 year of standard on-site/carry-in warranty | Bidder to comply with GeM bid terms and conditions |
| 85. | NA | NA | General Please clarify the estimated project value | Bidder to comply with GeM bid terms and conditions |




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| 86. | <p>GeM bid ref. No. GEM/2023/B/3303425 dated 24/03/2023</p> <p>Buyer Added Bid Specific Terms and Conditions ATC:</p> | <p>Annexure-2 Technical Requirement for Tablet Computer in Canara Bank Display Size : 10 Inch (Minimum)</p> | <p>Dear Sir, as per the Industry trend wider screen is acceptable for all major bank's operations considering field activities.</p> <p>A wider screen like 10.5 inches and above will ease field officers' activities and this can also give us a long-lasting battery capacity with daylight operations smoothly. Also, these larger screen sizes will tend to have very good processor speeds and operations capacities.</p> <p>Hence, our sincere submission is to consider a screen size of min of 10.5 or above.</p> | <p>Bidder to comply with GeM bid terms and conditions</p> |
| 87. | NA | NA | <p>General</p> <p>Should be min of 2000 + across India</p> <p>Dear Sir, post-sale service support is very important considering a massive project like this and it is essential to have sufficient service centers to support across India.</p> <p>Hence, we request your support for considering "Service Centers should be min. of 2000 across India.</p> | <p>Bidder to comply with GeM bid terms and conditions</p> |
| 88. | NA | NA | <p>General</p> <p>24x7 Toll free number with multi-lingual support</p> <p>Dear Sir, considering the large project across India and it is always to have</p> | <p>Bidder to comply with GeM bid terms and conditions</p> |



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| | | | <p>reachable to customer support for all your technical queries. Hence, our humble submission is to have a Dedicated Toll-free number 24x7 reachable to your field officers.</p> | |
| 89. | NA | NA | <p>General Dedicated Escalation Matrix Dear Sir, since this is a PAN India project and we would strongly believe that Department should have a clear dedicated escalation matrix to serve better field operations without any hurdles.</p> | Bidder to comply with GeM bid terms and conditions |
| 90. | NA | NA | <p>General What's app support for Query, Service Center Location, Repair Status & Technical Support Dear Sir, it is evident that this kind of project should have all means of support systems available to field officers who are using Tabs for important works. Hence, we believe in a strong support structure by all means and seek your support for adding "whats app chat support also in the tender.</p> | Bidder to comply with GeM bid terms and conditions |
| 91. | NA | NA | <p>General CE, FCC, RoHS, SAR Dear Sir, it is always to have all security-related certifications for the proposed tablet as per the Industry standard. We would request you please consider these certifications and amend in the tender.</p> | Bidder to comply with GeM bid terms and conditions |
| 92. | NA | NA | <p>General: Past performance of Quoted tablets</p> | Bidder to comply with GeM bid terms and conditions |

| | | | | |
|-----|----|----|--|--|
| | | | As bank is going for the PAN India project for higher quantity of Tablet requirement, we request you to consider that the bidder / OEM quoted model has been supplied in the market in the last 3 year in any of the State/Central/PSU/Government organisation during previous years. | |
| 93. | NA | NA | <p>General</p> <p>Quoted model to be tested/Demonstrated to the Bank, as the process of technical evaluation</p> <p>As bank is going for the PAN India project for higher quantity of Tablet requirement, we request you to consider that the bidder/OEM should demonstrate the quoted model to the department, which helps to avoid any product or specifications mismatch at the time of delivery and installation</p> | Bidder to comply with GeM bid terms and conditions |
| 94. | NA | NA | <p>General</p> <p>Make in India reservation for Class 1 Category</p> <p>As per the GOI notification, request the bank to consider the MII reservation for Class 1Supplier</p> | Bidder to comply with GeM bid terms and conditions |

Date: 13/04/2023
Place: Bengaluru


Deputy General Manager
