KARNATAKA GRAMEENA BANK

DIT & DBS WING, BENGALURU

CORRIGENDUM-2 TO RFP KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025 FOR "SUPPLY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF ALL-IN-ONE (AIO) COMPUTERS WITH RATE CONTRACT FOR A PERIOD OF 1 YEAR".

It is decided to amend the following in respect Of the above RFP:

A. RFP Document/ATC Clauses:

Sl. No.	Section/Annexure/ Appendix of RFP Document	Clause No.	Existing Clause / Description	Amended Clause
1	A. BID SCHEDULE & ABBREVIATIONS Page No.: 2	1. Bid Schedule	Earnest Money Deposit (Refundable)- **₹44,00,000/-**	Earnest Money Deposit (Refundable) - **₹25,00,000/-**
2	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 13	1. Delivery & Installation	1.2. Delivery of all items should be within **Four (4) weeks** from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	1.2. Delivery of all items should be within **Six (6) weeks** from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
3	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 13	1. Delivery & Installation	1.3. 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 **2 weeks** from the date of	1.3. 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 **Three (3) weeks** from the date of

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Sl. No.	Section/Annexure/ Appendix of RFP Document	Clause No.	Existing Clause / Description	Amended Clause
			delivery of all the materials for each ordered locations.	delivery of all the materials for each ordered locations.
4	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 15	4. Payment Terms	3. Warranty payment for **5 Years**	3. Warranty payment for **4 Years**
5	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 16	4. Payment Terms	*Note: The warranty cost should be minimum of 8% of the product price or above. Below 8% shall be considered as the tender is being rejected.*	*Note: The warranty cost should be minimum of 8% of the product price or above **(for 4 Years)**. Below 8% shall be considered as the tender is being rejected.*
6	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 17	7. Warranty	7.5. The Bidder shall provide, after the warranty commences for all Software/Products components, **Web & Mobile App & telephone support** to the Bank/Branches/ Respective delivered locations during Business Days for Booking the complaints at free of cost to the Bank.	7.5. The Bidder shall provide, after the warranty commences for all Software/Products components, **Web or Mobile App** & telephone support to the Bank/Branches/Respective delivered locations during Business Days for Booking the complaints at free of cost to the Bank.
7	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 18	8. Scope Involved During Warranty	8.4. The vendor shall be given in person or through **Web Portal, App**, telephone, letter and E-mail within a time as specified below. 8.4.1. **Web and Mobile app** shall be provided along with the telephone, letter and E-mail for registering the complaints.	8.4. The vendor shall be given in person or through **Web Portal or App**, telephone, letter and E-mail within a time as specified below. 8.4.1. **Web or Mobile app** shall be provided along with the telephone, letter and E-mail for registering the complaints.
8	F. OWNERSHIP & AWARDING OF CONTRACT	10. Performance Security	10.1. The successful bidder should submit a Security Deposit /	10.1. The successful bidder should submit a Security Deposit / Performance Bank

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Sl. No.	Section/Annexure/ Appendix of RFP Document	Clause No.	Existing Clause / Description	Amended Clause
	Page No.: 34		Performance Bank Guarantee equivalent to 5% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of **60 months** from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 2 months from the last date of validity.	Guarantee equivalent to 5% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of **12 months** from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 2 months from the last date of validity.
9	Annexure 2 Page No.: 63 to 65	Eligibility Criteria Declaration	Wherever only **"Bidder"** is being used in an Annexure-2	It should be read and considered as **"OEM/Bidder".**
10	Annexure 2 Page No.: 64	Eligibility Criteria Declaration	The Bidder should have supplied and installed 5000 numbers of All-In-One (AIO) Computers in the state of Karnataka in single/multiple orders during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units / RRBs. **Out of the above orders Bidder must have supplied the All-In-One (AIO) Computers for across Karnataka state in a single order during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks /**	The **OEM/Bidder** should have supplied and installed 5000 numbers of All-In-One (AIO) Computers in the state of Karnataka in single/multiple orders during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units / RRBs.

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Sl. No.	Section/Annexure/ Appendix of RFP Document	Clause No.	Existing Clause / Description	Amended Clause
			Government Departments / Public Sector Units.	
11	Annexure 2 Page No.: 13	Eligibility Criteria Declaration	The OEM/Bidder should have their **Own Service** /Support Office in at least 10 out of 29 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP.	The OEM/Bidder should have their Own/ **Authorized Service Centre** /Support Office in at least 10 out of 29 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP.
12	Annexure 2 Page No.: 13	Eligibility Criteria Declaration	g) The Bidder should have their own of franchises' Service /Support Office in at least 15 out of 29 Regional Office location of the Bank as mentioned in Annexure-4 of the RFP.	**This clause stands deleted.**
13	Annexure-7 Page No.: 66 to 68	Technical Requirements for All-In-One (AIO) Computers	Existing Annexure-7	Amended Annexure-7
14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) Page No.: 17	8. Scope Involved During Warranty:	8.5. Only licensed copies of software shall be supplied. The bidder shall **grant an irrevocable perpetual license** to the Bank to use the software. Further, all software supplied shall be of latest un-vulnerable version. In case if any vulnerable found in the system during the contract period, it the responsibility of the bidder to arrest the vulnerable and provide the complied statement with free of cost.	8.5. Only licensed copies of software shall be supplied. The bidder shall **supply a PC with an irrevocable license (should be injected to the BIOS etc., of that particular PC)** to the Bank to use the software. Further, all software supplied shall be of latest un-vulnerable version. In case if any vulnerable found in the system during the contract period, it is the responsibility of the bidder to arrest the vulnerable and provide the complied statement with free of cost.
15	Annexure-8 Page No.: 69	Scope of Work	12. All the items (Hardware & Software) of All-In-One (AIO) Computers (including all other critical parts) would be	12. All the items (Hardware & Software) of All-In-One (AIO) Computers (including all other critical parts) would be

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Sl. No.	Section/Annexure/ Appendix of RFP Document	Clause No.	Existing Clause / Description	Amended Clause
			covered under **Comprehensive Warranty & AMC except consumable (Cartridge Toner) and physically damaged Plastic.** If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of bidder to fill up the gap.	covered under **Comprehensive Onsite Warranty & AMC except consumable and physical damages.** If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of bidder to fill up the gap.

All the other instructions and terms & conditions of the above subjected RFP remain unchanged.

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

Date: 30.06.2025

Place: Bengaluru

General Manager

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Annexure-7

Technical Requirements for All-In-One (AIO) Computers

SUB: RFP for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year.
Ref: Your KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025

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 equipment 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.

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

Technical Specification of All-In-One (AIO) Computers

Sl. No.	Functionality	Description	Bidder Compliance (Yes/No)	Remarks
a	Make (Commercial - Enterprise Model)	Must be specified and relevant brochure must be enclosed.		
b	Model Name & No.	Must be specified.		
c	Form Factor	"All-in-one" with USB key board and mouse. All-in-One with stand and tilt feature.		
d	Monitor	Minimum 23.8" with Antiglare and LED Backlight. Aspect Ratio of 16:9, 1000:1 (Contrast Ratio). Resolution Full HD (1920x1080), Built in dual speaker.		
e	CPU	**1. intel Core i5 14th Generation or higher. Or Equivalent AMD Ryzen 8000 series Processor or higher.**		

Sl. No.	Functionality	Description	Bidder Compliance (Yes/No)	Remarks
		2. If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the Benchmark Certificate (with benchmarking score) from anyone of the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark 2018. b. PC Mark 10.		
f	**Memory**	Minimum 1 x 16 GB DDR5 RAM-4800 MHz expandable up-to 64 GB or more with minimum 2 DIMM Slots.		
g	**Mother Board**	OEM logo should be embossed on the mother board (Sticker is not acceptable). System should be able to support OS - 64 bit.		
h	**Chipset**	**The motherboard should be compatible with the offered processor series. Intel Q series Chipset / AMD pro 600 series Chipset or higher/equivalent, supporting Professional/Business Series. The bidder may offer an equivalent or higher chipset with equal or better features and performance.**		
i	**Graphics**	Intel UHD Graphics or equivalent AMD Radeon or higher.		
j	**Processor Thermal Design Power (TDP)**	65 W or less		
k	**Hard Disk Drive**	Minimum 512 GB SSD NVME		
l	**Networking facility**	100/1000 Mbps integrated Ethernet card with remote booting facility, remote system installation, remote wake up compatible.		
m	**Wireless Connectivity**	Integrated wireless WIFI 6E + Bluetooth 5.3.		
n	**Ports**	1. Five (5) USB ports or higher on board (min. 2 USB 3.0 ports) / Four (4) USB ports on board (min. 2 USB 3.0 ports) and USB 3.0 Hub with		

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Sl. No.	Functionality	Description	Bidder Compliance (Yes/No)	Remarks
		minimum 35cms cable (min. 4 ports) 2. One (1) audio port for microphone & head phones /(Combo) 3. Rj45 Ethernet port, 4. HDMI 2.0 or above / Display Port.		
o	Camera	5MP web cam with at least 70 Degree view angle (Field of View) and dual integrated microphone.		
p	Key Board	104 Keys Mechanical (Windows & Linux Compatible) with Rupee symbol on keyboard with 50 Million characters keystroke life.		
q	Mouse	Two button optical scroll Mouse of OEM Make with Mouse Pad.		
r	Power Supply	OEM Standard External Power Supply (Adaptor with Input: 100-240 V, 50-60 Hz).		
s	Operating System (OS)	Genuine Windows 11 Professional or latest version of Windows Professional OS, with 64 Bit should be pre-installed in the All-in-One Desktop Computers. Recovery media should be loaded in the D drive of the Hard Disk of the All-in-One Desktop Computers.		
t	Certifications	BIS, BEE/Energy Star, CE, FCC, EPR, **EPEAT INDIA Certification** and any other Indian Certificate ISO 9001, 14001, 20001, 27001 Certification.		
u	Other Technical Requirements	1. OS installation/ re-installation should be done by the successful bidder in case of any error/ corrections/corruption in OS without any extra cost to the Bank. 2. Bank will inform the partition at the time of placing LOI/Order. 3. Bidder has to configure the Backup of the Drive in the nearest AIO/PC available at the Branch/Office.		
v	Security	TPM 2.0 Security Chip Discrete.		
W	Stand	Height adjustable Stand with tilt.		

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