

CO: Information Technology Department

Date: 14.12.2018

Clarifications/Amendments to the Pre-bid Queries Ref: CO/ITD/1057/R1/2018-19 dated 05/12/2018 - Request for Proposal for Rate Contract for supply, installation and maintenance of Computer related items.

S.No	RFP Clause	Query Raised	Clarification/ Amendment
1.	Page No. 7- Clause No. 5 (d) - Eligibility Criteria The annual turnover should be Rs.50.00 crores or above in each of the following three financial years of the bidder 2015-16, 2016-17, 2017-18.	As your requirement is huge, you should ask for Rs 100 Crores of annual turnover each year so that you get only serious bidders.	Please adhere to tender terms.
2.	Page No. 8- Clause No. 7 - Warranty & AMC The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination, whichever period concludes earlier. Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty. If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank. AMC will be payable half yearly in advance and will be made by the respective Offices and who have placed purchase orders. All parts should be covered under AMC.	Requesting to change: The items installed should be under a comprehensive onsite warranty for 36 Months from the date of Installation or for Thirty Nine (39) Months after the date of receipt of shipment at the destination, whichever period concludes earlier. Extending 6 Months warranty from the date of delivery is too Long. Request Bank to Amend:-The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for Thirty Nine (39) months after the date of receipt of shipment at the destination, whichever period concludes earlier. Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty. If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank. AMC will be payable yearly in advance and will be made by the respective Offices who have placed purchase orders. All parts should be covered under AMC.	Please adhere to tender terms. Cost of hardware, Warranty cost, AMC cost etc. will be paid by the respective Offices who have placed purchase orders.



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3.	Page No. 9 - Clause No. 8 (d) - Bid Security (Earnest Money Deposit (EMD)) and cost Of Bid Document MSC/NSIC registered bidders are exempted from submitting the cost of bid document and bid security. Such bidders should submit the copy of registration certificate and other documents as proof which should be valid for the current period	Request to add MSME registered bidders also for exemption of submitting the cost of bid document and bid security.	Please adhere to tender terms.
4.	Page No. 10- Clause No. IV (a) - Time frame for completion of project Delivery: Delivery of the equipments within five weeks from the date of purchase order and installation to be completed within one week from the date of delivery of the equipments. In respect of road permit locations, additional one week for delivery shall be given.	Request to change the clause: Delivery of the equipments within 6 weeks from the date of purchase order and installation to be completed within 2 week from the date of delivery of the equipments	Please adhere to tender terms.
5.	Page No. 12- Clause No. VIII - Terms of Payment (i) On Delivery: Eighty (80)% of the Purchase Order price of the delivered goods shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit	PBG ensures protection of your interest of assured services. So, we request you to change the payment terms 80% on delivery, 10% on Installation against & 10% against submission of 10% PBG valid for 3yrs warranty instead of 5% retention Money.	Please adhere to tender terms.



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	Insurance Policy & Original of Storage cum erection policy. (ii) On Installation: Fifteen (15) % of the Purchase Order price of Goods received shall be paid upon installation/configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative. Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to Purchaser i.e. (Indian Bank) on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the systems are delivered. In such cases, the supplier has to install the systems as and when required by the Bank, free of cost. (iii) The remaining 5% of the Purchase Order amount will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.	Request bank to Amend:- (i) On Delivery: Eighty (80)% of the Purchase Order price of the delivered goods shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy. (ii) On Installation: Twenty (20) % of the Purchase Order price of Goods received shall be paid upon installation/configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative. Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to Purchaser i.e. (Indian Bank) on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the systems are delivered. In such cases, the supplier has to install the systems as and when required by the Bank, free of cost. Payment will be made by the respective Offices who have placed purchase orders only. Zonal office will not ask branches to pay directly	
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6.	Page No. 17- Clause No. XXIII (7) - Other terms and Conditions In case of Laserjet Printer, all the parts of the laserjet Printer should be covered except toner during warranty Period and AMC Period	Branches should use OEM original Toner cartridges during the warranty and AMC Period. If it is refilled cartridges Printer warranty will be void.	Please adhere to tender terms.
7.	Page No. 17- Clause No. XXIII (8) - Other terms and Conditions In case of Dot matrix Printers, all parts of the Dot Matrix Printers (80 & 130 Col) including Print head should be covered except Plastic parts during warranty Period	In case of Dot matrix Printers, all parts of the Dot Matrix Printers (80 & 130 Col) including Print head should be covered except Plastic parts and Ribbon Cartridge during warranty Period. Also Branches should use Original OEM cartridges till the warranty and AMC Period.	Please adhere to tender terms.
8.	Page No. 17- Clause No. XXIII (12) - Other terms and Conditions The rate contract fixed will be valid for a period of one year from the date of rate contract order issued. If agreed by both the bank and the vendor/s, the same shall be extended for further period of one year	The Seller will cover for Foreign Exchange (FX) variations of up to +/- 4% of the quoted exchange rate. Any variation beyond +/- 4% between the quoted exchange and the rate prevalent at the date of Invoice shall be to buyers account at Extra cost Exchange Rate Variation Clause to be added - Request bank to Amend:- We request to add the Exchange Rate Variation Clause as per the enclosed Office Memorandum dated 1st Oct 2013 from Ministry of Finance	Please adhere to tender terms.
9.	Page No. 17- Clause No. XXIII (13) - Other terms and Conditions Along with the Bid, the bidder has to provide their GSTN Number.	GSTN no required only for chennai or Multi Location. Pls clarify	GSTN No. should be provided for Multi Location.

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10	Page No. 19- Specification for i5 Processor PC Keyboard : 104 keys or above mechanical keyboard with USB interface (Same make as OEM)	Desktop manufactures doesn't have Mechanical keyboard. Kindly accept reputed brand like TVS or equivalent.	<u>Amendment</u> Keyboard : 104 keys or above mechanical keyboard with USB interface.
11	Page No. 21- Specification for i3 Processor PC Keyboard : 104 keys or above mechanical keyboard with USB interface (Same make as OEM)	Desktop manufactures doesn't have Mechanical keyboard. Kindly accept reputed brand like TVS or equivalent.	<u>Amendment</u> Keyboard : 104 keys or above mechanical keyboard with USB interface.
12	Page No. 21- Specification for Laptop with i3 processor Audio & Camera: Internal speakers, Integrated 1.0 Megapixel HD or above Webcam with Microphone.	Internal speakers, Integrated 720p Megapixel HD or above Webcam with Microphone. Commercial laptops are with 720 pixel and above. Request to amend the same	No Change in tender Specification.
13	Page No. 22- Specification for Laptop with i3 processor Keyboard with touch pad	Backlit keyboard with touch pad. Better usage during night lights.	No Change in tender Specification.
14	Page No. 22- Specification for Laptop with i3 processor Microsoft Windows 10 64bit certification.	Microsoft Windows 10 64 bit certified. EPEAT Gold. Hardware TPM 2.0. EPEAT Gold certification will Ensure that the parts used have a longer service life cycle and are better in quality	No Change in tender Specification.
15	Page No. 22- Specification for Laptop with i5 processor Audio & Camera: Internal speakers, Integrated 1.0 Megapixel HD or above Webcam with Microphone.	Internal speakers, Integrated 720p Megapixel HD or above Webcam with Microphone. Commercial laptops are with 720 pixel and above. Request to amend the same	No Change in tender Specification.



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16	Page No. 23- Specification for Laptop with i5 processor Keyboard with touch pad	Backlit keyboard with touch pad. Better usage during night lights.	No Change in tender Specification.
17	Page No. 23- Specification for Laptop with i5 processor Microsoft Windows 10 64bit certification.	Microsoft Windows 10 64 bit certified. EPEAT Gold. Hardware TPM 2.0. EPEAT Gold certification will Ensure that the parts used have a longer service life cycle and are better in quality	No Change in tender Specification.
18	Page No. 22- Specification for Laptop with i5 processor Motherboard/Chipset: Intel original OR OEM Mother Board with Latest Generation Compatible Intel Chipset. Certificate from the OEM regarding the compatibility (Documentary Proof) should be submitted.	Intel original OR OEM Mother Board with Latest Generation Compatible Intel Q Series Chipset. Certificate from the OEM regarding the compatibility (Documentary Proof) should be submitted.	No Change in tender Specification.
19	Page No. 27 - Legal Size Laser Printer Black & white legal size printer with USB interface	Black & white legal size printer with USB & Network interface	No Change in tender Specification. Bidder can quote with higher configurations.
20	Page No. 27 - Legal Size Laser Printer 20 PPM (A4 size) or above	25 PPM (A4 size) or above	No Change in tender Specification. Bidder can quote with higher specifications.
21	Page No. 27- Legal Size Laser Printer Memory 16 MB or above	Memory 256 MB or above	No Change in tender Specification. Bidder can quote with higher specifications.
22	Other queries - General	New Proposed Clause Request to Add new clause for one OEM one Bidder.	Please adhere to tender terms.


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