

Clarifications to Bid Document No. HO:TMD:PG:362:2012-13 dated 17.05.2012 – Procurement of 450 Laptops

S. No.	Page No. & Subject	Vendor Query / Request	Clarification
1.	Page No. 25 Point No. 1 Bank's image (OS and applications) needs to be preloaded at the plant.	The process of image creation and testing is quite comprehensive in nature. This is to ensure that the image is fool proof. It involves a lot of effort and time. Request for 3 weeks additional time for the first shipment alone.	Please refer Amendment No.2 & No.3
2.	Page No. 24, Point No.22 Laptop Specification - Weight - less than 2.8kg	Lesser weight is always preferred; would also ensure entry level models are not offered by any OEM. Request the Weight - within 2.3kg	Please adhere to tender specification.
3.	Page No.24, Point No.24 Laptop Specification - Battery warranty of 3 yrs	While many OEMs offer battery warranty for the 2 nd and 3 rd year, they provide replacement only once during that period. If the battery fails for the 2 nd time it would have to be at the customer's expense. This clause would cover the bank's interest. Request for Battery warranty of 3 yrs with multiple replacements.	It is clarified that during the warranty period, the battery to be replaced, even if it is failed more than one time.
4.	Page No. 24 Laptop Specification	TPM 1.2 embedded security chip on the laptop which is helpful to the bank for introducing security features.	Please adhere to tender specification.
5.	Page No. 24 Laptop Specification	Slot for Kensington lock with metal reinforcement which is helpful for physical security of the laptop.	Please adhere to tender specification.
6.	Page No. 24 Point No. 16 Laptop Specification – Preloaded Operating System Windows 7 64bit professional with	Please confirm on the documentary proof required on the same. Also OS with recovery media will be provided Only to 64 Bit	Confirmation from OEM stating that Disk Recovery System is available and working of same will be verified at the time of

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	recovery media and Disk Recovery System (Documentary proof to be submitted)		Inspection.
7.	Page No. 24 Point No. 21 Laptop Specification - Certification	Certificate of Authenticity (CoA) certified Windows 7 professional 32/64 bit edition certified. Please confirm COA is required for 32 Bit or 64 Bit Edition	It is clarified that COA is required for 64bit Edition
8.	Page No. 24 Point No. 23 Laptop Specification - Drivers	Necessary Driver CDs to be provided for installation of Windows 7 32bit/64bit Professional. Driver CDs can be provided only for the OS loaded 64 Bit. Please confirm on the same or to have both 32bit/64Bit Driver CDs.	It is clarified that 64 Bit Driver CD to be provided.
9.	Page No. 25 Point No. 1 Laptop Specification – Additional Details	OS needs to be loaded as per the requirements of the Bank. Please confirm does any other OS needs to be loaded apart from Windows 7 Professional requested in Page No 24, Sl.No 16.	It is clarified that Windows 7 Professional with custom configuration/settings is required
10.	Page No. 25 Point No. 2 Laptop Specification – Additional Details	Specific OS settings needs to be configured as per the bank's requirement. Please confirm on the OS Settings which needs to be configured as the same has to be evaluated technically.	It is clarified that specific OS settings/configuration will be provided to the successful bidder at the time of issue of Purchase Order.
11.	Page No. 25 Point No. 3 Laptop Specification – Additional Details	Other Software like MS Office (will be given by Bank), Symantec Antivirus and Acrobat reader etc., need to be loaded. Please confirm whether the Software's MS Office, Symantec Antivirus & acrobat reader etc will have to be loaded in the factory or at the site level. If the same needs to be	Symantec Antivirus is the part of this tender. In respect of any other commercial software, bank will provide necessary licence well before the date of

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		loaded in the factory, require necessary license SW from Bank along with the PO as this will consume time for manufacturing & testing. Also request to have the delivery period calculated from the date of issuing all the Necessary settings, License, Media Image and locations along with the firm PO.	delivery of Laptop.
12.	Page No. 25 Point No. 5 Laptop Specification – Additional Details	BIOS settings / configuration for disabling/enabling USB access and setting up of access passwords. Needs to have the Settings along with the PO. Also request to have the delivery period calculated from the date of issuing all the Necessary settings, License, Media Image and locations along with the firm PO	BIOS setting / configuration for disabling/enabling USB access and setting of access passwords will be provided at the time of issue of Purchase Order.
13.	Page No. 25 Point No. 7 Laptop Specification – Additional Details	A demo piece should be shown before actual delivery. Please confirm when we need to submit the Demo Unit either during the technical evaluation or before the actual delivery as factory inspection clause is included.	A Demo piece should be provided within two weeks from the date of purchase order.
14.	Page No. 8, Clause 6.1 – Bid Validity Bid validity of 90 days from the last date of submission.	Due to exchange rate fluctuation it's very risky to take a long call on commercials. Request for Bid validity of 45 days from the last date of submission.	Please adhere to tender requirement.
15.	Page No.23 Clause 3 - Delivery Schedule Delivery instructions would be issued before 31-03-2013.	Due to exchange rate fluctuation, it's very risky to take a long call on commercials. Hence request the bank to include a clause that if the exchange rate varies +/- 5% of what it is on the date of bid submission, the commercials would be revised to the same extent; OR we request the bank to limit the	Please refer Amendment No.1.

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		execution period up to a term of 3 months from the date of the order.	
16.	<p>Page No. 16 Clause 10.2 - Warranty</p> <p>This warranty shall remain valid for 36 months after the Goods have been installed at the final destination indicated in the Contract, or for forty two (42) months after the date of receipt of shipment at the destination, whichever period concludes earlier. This should be incorporated in the invoice.</p>	<p>There could be a time lag of upto 1 month from the time the goods leave the OEM's warehouse. 6-7 months over the warranty period would be quite taxing for an OEM.</p> <p>This warranty shall remain valid for 36 months after the Goods have been installed at the final destination indicated in the Contract, or 37 months after the date of receipt of shipment at the destination, whichever period concludes earlier. This should be incorporated in the Invoice.</p>	Please adhere to tender requirement.
17.	<p>Page No.23 Clause 3 - Delivery Schedule</p> <p>Delivery within 4 weeks for non-road permit locations.</p>	<p>1 week buffer as the m/c might require to travel to interior locations. Request for Delivery within 5 weeks for non-road permit locations.</p> <p>Delivery Should be made within 6 Weeks from the date of delivery instructions issued by the bank and to be installed within 2 Weeks from the date of delivery. The delivery Instructions for the total quantities should be issued within 4 Weeks from the date of PO(As this is not a RC, the price & bid validity is only for 90 Days. Hence to keep the price validity for more than 180 Days & having inventory for 6 months will not be possible due to technology change and USD fluctuations)</p>	Please refer Amendment No.2
18.	<p>Page No.23 Clause 3 - Delivery Schedule</p>	<p>At times road permit procurement is found to be time consuming. Hence this request</p>	Please refer Amendment No.3

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	Delivery within 5 wks for road permit locations	for delivery within 7 weeks for road permit locations	
19.	Page 35, MAF MAF asks for guarantee and warranty on products.	Only warranty on products. Industry norm is only warranty.	It is clarified that warranty on products is required.
20.	Section V – Technical Qualification Criteria – Point No. 3 The organisation should have Branches / Service Centre Facilities / Franchises (should be registered) in any 20 places out of 32 places given in the tender (within a radius of 100 km in the remaining places).	As per the criteria, we have support centers and OEM service center in all locations. Please confirm whether these documents will enough to participate in this tender.	Please adhere to tender requirement.