

Pre Bid Queries and Replies for RFP 02/2019-20 dated 05/04/2019 for Supply, Installation and Maintenance of Laptop Computers under Rate Contract

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A	Bid Schedule	Last Date and Time for Submission of Bids 20/04/2019, 11:00 AM	Request Bank to extend another 2 weeks' time for bid submission	Bidder has to comply with RFP Terms.
2	11	B	9. Training	No separate training is required. The selected Vendor has to give demo and explain the below operational guidelines of the product at the site of the installation to Bank's Officials: a. Login to Laptop Computers b. Initial Setup. c. Setting of Fingerprint for locking & un-locking the Laptop Computers. d. Connecting various Cables and Accessories	Kindly specify the vendor scope	Bidder has to comply with RFP Terms.
3	12	C	<u>1. Delivery & Installation:</u>	1.2. Delivery of all Laptop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be Seven (7) Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill 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	We request you to provide 8 weeks for delivery for non-road permit locations and 10 weeks for road permit locations. The laptops are back to back ordering items, hence we request you to extend the delivery timelines.	Bidder has to comply with RFP Terms
4	12	C	<u>1. Delivery & Installation:</u>	1.2. Delivery of all Laptop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be Seven (7) Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill 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	Request Bank to provide minimum 8 weeks of delivery time from the date of acceptance of the PO for non-road permit locations. The Delivery period for Road Permit locations will be 10 Weeks.	Bidder has to comply with RFP Terms.
5	12	C	<u>1. Delivery & Installation:</u>	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 Two (2) weeks from the date of delivery of all the materials for each ordered locations.	Request Bank to provide minimum 4 weeks of installation time from the date of product delivery.	Bidder has to comply with RFP Terms.
6	12	C	<u>1. Delivery & Installation:</u>	1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's	The damages in transit due to unforeseen instance are not in our control. We request you to consider the delivery date as of the damaged goods and other materials which are not damaged as the same date. We however, confirm that we will supply the goods as per the tender term.	Bidder has to comply with RFP Terms
7	13	C	<u>3. Penalties/Liquidated Damages:</u>	<u>3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under.</u> 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	We request you to change the penalty/liquidated damages calculation on the value of the item without including the tax as per the clause 3.1.3	Bidder has to comply with RFP Terms

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8	14	C	3. Penalties/Liquidated Damages:	<u>3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under.</u> 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	Request Bank to reduce the non-compliance of the delivery to 0.10% instead of 0.50%	Bidder has to comply with RFP Terms.
9	14	C	3. Penalties/Liquidated Damages:	3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	Request Bank to reduce penalty cap up to 2% of the total order value	Bidder has to comply with RFP Terms.
10	14	C	3. Penalties/Liquidated Damages:	3.2. In case faulty Laptop Computers are not repaired/replaced within a Business day as per clause 5.3, Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% (Plus GST) of the total value of the order.	Request Bank to reduce Rs. 50 /- per day of delay in repairing / replacement laptop	Bidder has to comply with RFP Terms.
11	14	C	3. Penalties/Liquidated Damages:	3.2. In case faulty Laptop Computers are not repaired/replaced within a Business day as per clause 5.3, Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% (Plus GST) of the total value of the order.	Please change the clause as: Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 2% (Plus GST) of the total value of the order	Bidder has to comply with RFP Terms.
12	13	C	<u>4. Payment Terms:</u>	<u>a. Payment Stages</u> Delivery <u>Percentage of Payment:</u> 70% <u>Condition/Remarks:</u> 70% on delivery of all Hardware & Software items on production 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 Warranty Certificate should be	We request you to change the payment term to 80% on delivery and 20% on installation report/SNR	Bidder has to comply with RFP Terms
13	13	C	<u>4. Payment Terms:</u>	<u>a. Payment Stages</u> Delivery <u>Percentage of Payment:</u> 70% <u>Condition/Remarks:</u> 70% on delivery of all Hardware & Software items on production 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 Warranty Certificate should be	Request Bank to release 90% payment on Delivery of Laptops	Bidder has to comply with RFP Terms.

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14	13	C	<p>4. Payment Terms:</p>	<p>a. Payment Stages Installation & Maintenance Percentage of Payment: 30% Condition/Remarks: 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If Laptop is not installed within 30 days from the date of Delivery of the Laptop, due to the reason attributable to the Bank, Bank will close the installation payment on receiving the invoice from the successful</p>	Request Bank to release balance 10% on successful installation.	Bidder has to comply with RFP Terms.
15	14	C	<p>4. Payment Terms:</p>	<p>4.3. The vendor has to submit installation report/ Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	In our ERP, the format for invoice used does not have an option for printing multiple serial nos/serial nos being supplied as per PO. Hence, we request you to allow us to provide the serial nos as an additional sheet.	Bidder has to comply with RFP Terms
16	14	C	<p>5. Local Support:</p>	<p>5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day. 5.3.2. Time specified above is from lodging of complaint.</p>	We request you to change the MTTR to two business days.	Bidder has to comply with RFP Terms
17	14	C	<p>5. Local Support:</p>	<p>5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day. 5.3.2. Time specified above is from lodging of complaint.</p>	Please change the clause as: Response time shall be 8 hours for urban branches and 10 hours for other locations	Bidder has to comply with RFP Terms.
18	15	C	<p>7. Warranty:</p>	<p>The entire equipment / hardware (including OS) & software deployed for this project 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 tender technical specifications for a period of 3 years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty</p>	We request you to change the warranty for a period of 36 months from the date of installation/SNR or 37 months from the date of delivery.	Bidder has to comply with RFP Terms

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19	16	C	9. Annual Maintenance Contract (AMC) (if contracted):	9.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank	If the AMC is quoted less than 5%, we request the bank to allow us to submit PBG for the difference percentage quoted for the period of three years (warranty period, as already bank is taking a PBG) and again allow extend/submit PBG for AMC period.	Bidder has to comply with RFP Terms
20	29	F	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	We request you to provide 30 days for submitting the PBG	Bidder has to comply with RFP Terms
21	29	F	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	Request Bank to consider 10% PBG	Bidder has to comply with RFP Terms.
22	30	F	8. Security Deposit / Performance Bank Guarantee:	8.5. Security Deposit/Performance Bank Guarantee should be valid for contract period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.	We request you to mention the number of months the BG is to be submitted as contract period. It should be either Installation Report /Site not ready	Bidder has to comply with RFP Terms
23	30	F	10. Pricing:	10.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.	As you are aware the volatility in dollar exchange rate (which is beyond predictability), we request you to review this clause. If the dollar exchange rate is increased by 3% (as on commercial closure date),we request you to increase the price to that affect. This can	Bidder has to comply with RFP Terms

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24	47	Annexure-2	Eligibility Criteria Declaration BIDDER EXPERIENCE Point no. c	<p><u>Eligibility Criteria:</u> c. The Turnover of the Bidder should be minimum Rs. 25 Crores each year during last 3 years (i.e. 2015-2016, 2016-17 and 2017-18). The turnover must be individual company's turnover and not that of any group of companies..</p> <p><u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> i) Audited Balance Sheet for last 3 Years (i.e. 2015-2016, 2016-17 and 2017-18). ii) A Certificate from Company's Auditor to that effect to be submitted.</p>	Request Bank to increase the turnover of bidder to 100 crores each year during last 3 years, to get a qualified bidder	Bidder has to comply with RFP Terms.
25	58	Annexure 7	Technical Requirements for Laptop Computers in Canara Bank	<p><u>d. Security:</u> i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable. ii. Finger Printer Reader</p>	We request the Bank to include the option of Firmware TPM 2.0 as well	Bidder has to comply with RFP Terms.
26	58	Annexure 7	Technical Requirements for Laptop Computers in Canara Bank	<p><u>d. Security:</u> i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable. ii. Finger Printer Reader</p>	We request you to please allow firmware TPM. We request you to please remove Finger Printer Reader.	Bidder has to comply with RFP Terms.
27	58	Annexure 7	Technical Requirements for Laptop Computers in Canara Bank	<p><u>f. Mother Board:</u> OEM logo or OEM Part Code no. should be embossed on the mother board</p>	We request you to change it to OEM logo/ OEM part code through embossing/ sticker pasted on the mother board	<u>Technical Specification modified as under:</u> "f. <u>Mother Board:</u> OEM logo or OEM Part Code no. should be embossed/ <u>printed</u> on the mother board. <u>(Sticker is not acceptable)</u> "
28	58	Annexure 7	Technical Requirements for Laptop Computers in Canara Bank Point no. f	<p><u>f. Mother Board:</u> OEM logo or OEM Part Code no. should be embossed on the mother board</p>	We request you please mention as OEM Mother board.	<u>Technical Specification modified as under:</u> "f. <u>Mother Board:</u> OEM logo or OEM Part Code no. should be embossed/ <u>printed</u> on the mother board. <u>(Sticker is not acceptable)</u> "

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29	58	Annexure 7	Technical Requirements for Laptop Computers in Canara Bank <u>Point no. 6</u>	<u>g. Memory:</u> 8 GB DDR4 RAM expandable to 16 GB or above	8 GB DDR4 RAM expandable to 32 GB or above.	Bidder has to comply with RFP Terms.
30	58	Annexure 7	Technical Requirements for Laptop Computers in Canara Bank	<u>g. Memory:</u> 8 GB DDR4 RAM expandable to 16 GB or above	Sir, we request the Bank to modify the RAM expandability to 32GB. This will enable the users to have more memory expandability option	Bidder has to comply with RFP Terms.
31	61	Annexure 8	Scope of Work	2. The Bidder should maintain the system during warranty period. During the Wa	In warranty only functional failure will cover under warranty, damaged parts or plastic parts are outside scope of warranty. Hence, we request you to amend this clause.	Bidder has to comply with RFP Terms
32	61	Annexure 8	Scope of Work	7. The bidder (s) must undertake to provide Post Warranty on-site Maintenance Support for supplied Laptop Computers with operating system and arrange for spare parts for a minimum period of 2 year after expiry of warranty period (in total 5 Years) for all Hardware items. The Bidder shall provide service/support from 9 am to 7 pm on all Bank's working day for Branches / Offices with maximum resolution/response time specified in the RFP.	We request you to change the service support from 9 AM to 6 PM	<u>RFP Clause is modified as under:</u> "7. The bidder (s) must undertake to provide Post Warranty on-site Maintenance Support for supplied Laptop Computers with operating system and arrange for spare parts for a minimum period of 2 year after expiry of warranty period (in total 5 Years) for all Hardware items. The Bidder shall provide service/support from <u>9 am to 6 pm</u> on all Bank's working day for Branches / Offices with maximum resolution/response time specified in

Date: 16-04-2019
Place: Bengaluru

Deputy General Manager