

## Annexure I

Response to queries raised by prospective bidders and extension of bid submission date for RFP for Supply , Installation, Commission and Maintenance of Computer Hardware - Desktop PCs, Scanners, Passbook Printers and Laser Jet Printers (Last date of submission is extended to 06/09/2018 13:00 hours)						
Sr No	Page	Point /Section	Main Section Name	Clarification Point as stated in Tender Document	Comment/Suggestions	Comment from Bank
1	4	1	Bid Submission	30/08/2018 up to 13:00 hours.	Kindly extend same to 06/09/2018.	The last date of submission is extended to 06/09/2018 13:00 hours <b>Refer Annexure II</b>
2	7	Point # 2.7	Offer Validity Period	The offer should hold good for a period of 180 days from the date of the opening of Commercial bid.	Dollar volatility is beyond control of anybody & predication of it in current scenario is not possible. Hence, holding offer for 180 days is not possible. Hence, request inclusion of ERV clause i.e. Exchange Rate Variation with dollar rate variation of more than 2% then price will increase accordingly to validate the offer as desired.	No change.
3	13	Point # 2.24 Subpoint # 6	Costs & Currency	In addition to transit insurance normal electronic equipment insurance should be available up to installation or up to 30 days from date of delivery whichever is earlier.	As per authorized terms transit insurance is only applicable till delivery to destination & not till installation. Hence, request elimination for same.	No change.
4	13	Point # 2.24 Subpoint # 7	Costs & Currency	All applicable taxes and levies including GST.		Excluding GST. Revised format for Annexure H on page number 35 is attached separately in corrigendum. <b>Refer Annexure II</b>
5	13	Point# 2.25 Fixed Price	Fixed Price	No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted	Dollar volatility is beyond control of anybody & predication of it in current scenario is not possible. Hence, holding offer price for 180 days as per offer validity clause# 2.7 is not possible. Hence, request inclusion of ERV clause i.e. Exchange Rate Variation with dollar rate variation of more than 2% then price will increase accordingly to validate the offer as desired.	No change.
6	14	Point# 2.27 Fixed Price	Order Splitting	.....the difference in total price between L1 and L3 is less than or equal to 15 percent.	Price difference of 15% is too big and may even be difficult to match the prices of L1. Hence we recommend to amend the clause as below - .....the difference in total price between L1 and L3 is less than or equal to 5 percent.	No change.
7	14	Point # 2.29	Right to Alter Quantity	Maharashtra Gramin Bank reserves the right to alter the proposed new hardware quantities (10 -20% variation within 180 days period) specified in the tender	Dollar volatility is beyond control of anybody & prediction of it in current scenario is not possible, hence Hence, holding offer for 180 days with variation in qty is not possible. Hence, request inclusion of ERV clause i.e. Exchange Rate Variation to validate the offer as desired. We also recommend to release single shot purchase order looking at above mentioned facts.	No change.

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8	14	Point # 2.30	Rate Contract	The validity of the rate contract shall be 6 months from the date of last pre-delivery inspection.	Dollar volatility is beyond control of anybody & predication of it in current scenario is not possible. Hence, holding offer for 6 months is not possible. Hence, request inclusion of ERV clause i.e. Exchange Rate Variation to validate the offer as desired.	No change.
9	15	Point # 2.31	Repeat Order	Maharashtra Gramin Bank reserves the right to place repeat order/s on the bidder under the same terms and conditions within a period of six months from the date of acceptance of first purchase order by the bidder. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.	Dollar volatility is beyond control of anybody & predication of it in current scenario is not possible. Hence, holding offer for 6 months is not possible.	No change.
10	15	Point # 2.32	Exchange Rate Variation	Exchange rate variation clause will be applicable for repeat order only. Prices accepted by Bank shall be increased or decreased in repeat order if the ERV is more than 5%. ( The % will be calculated from date of submission of commercial offer and repeat order proposal). The price increase or decrease will be proportionate to difference more than 5%. i.e. if dollar variation is + 7% than prices will increased by 2%.	Request consideration of ERV for more than 2% instead 5%.	No change.
11	16	Point# 3.1	Eligibility of the Bidder	....having a turnover of minimum 3 Crores per year in the last three financial years....	We recommend to ammend the clause by increasing turn over to 10 Cr.	No change.
12	16	Point# 3.1	Eligibility of the Bidder	The bidder should have support centers at 17 district places of Banks area of operation, either own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.	We request to remove the mandatory requirement of having 17 service centers. However, we will provide the list of service centers in Maharashtra mapped to the 17 districts in Annexure G (A). Kindly confirm.	The modified clause should be read as under. The bidder should have support person at 17 district places of Banks area of operation, either own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.
13	17	Point# 3.4	OS Certification	All the PCs should have Microsoft Windows 10 Professional Certification/ Windows Server 2008 R2	We would like to highlight that the desktops as per software OEM policy desktops configuration asked in the tender are not verified for Win Server 2008 R2 OS. Hence we recommend to amend the clause as - All the PCs should have Microsoft Windows 10 Professional Certification	No change.
14	17	Point# 4.1	Support Personnel	The successful bidder shall post one resident engineers at our Head Offices, Aurangabad for the purpose of support and maintenance.	Request for clarity for duration engineer to be posted	The modified clause should be read as under. The successful bidder shall post one resident engineers for 6 years at our Head Offices, Aurangabad for the purpose of support and maintenance.

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15	18	Point# 4.3	Payment Terms	Payment will be processed and released centrally. Bidders have to punch / upload the details of hardware on Banks inventory portal in each branch. The details will be shared with successful bidder. The data received from inventory portal and the bills submitted will be verified during payment release.	Kindly clarify the details on requirement of the below scope. This should be done by the Banks personnel as Vendor will not have access to Banks system. Kindly confirm: "Bidders have to punch / upload the details of hardware on Banks inventory portal in each branch".	No change.
16	18	Point# 4.4	Pre-dispatch Inspection	1) Maharashtra Gramin Bank and/or its nominated consultants will carry out factory/pre-dispatch inspection of all the equipment before the dispatch to Maharashtra Gramin Bank. 2) Annexure I – Pre-Dispatch Inspection Procedure	Kindly confirm on the % of samples which will be inspected during the PDI.	Total Quantity.
17	19	Point# 4.5	Delivery , Installation and commissioning	The Bidder shall be responsible for delivery of the equipment ordered at all the sites within 6 weeks and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order.	Looking at the last mile delivery locations and limitations of courier services, we request to change <u>delivery period 8 weeks and installation period 10 weeks from the date of PO</u>	The modified clause should be read as under. The Bidder shall be responsible for delivery of the equipment ordered at all the sites within 6 weeks and for making them fully operational at no extra charge within 9 weeks of receiving the purchase order.
18	20	Point# 4.8	Interworking of Hardware and Software	The bidder must integrate hardware, software and networking components supplied by him to make the system integrated and fully functional.	Request clarity on current in use software to be installed on hardware to be supplied.	This relates to Installation of OS/Software, Drivers, its peripherals and deployment of Hardware in Bank domain.
19	20	Point# 4.9	Acceptance Test	At the discretion of Maharashtra Gramin Bank, acceptance test will be conducted by the bidder at the site in the presence of the officials of Maharashtra Gramin Bank and/or its nominated consultants.	Since bank is going with Pre dispatch inspection, all the hardware will be tested by Bank personnel itself. Hence request to remove the clause.	No change.
20	20	4.11 (vi)	Preventive Maintenance	Preventive maintenance for hardware and software (OS) should be done once in a quarter. Vendor shall submit quarterly report to bank for having done the preventive maintenance.	As the materials are already under onsite warranty, we request to amend the preventive maintenance requirement to annually, instead of quarterly.	The modified clause should be read as under. Preventive maintenance for hardware and software (OS) should be done once in a quarter. Vendor shall submit half yearly report to bank for having done the preventive maintenance.
21	21	Point# 4.13	Annual Maintenance Charges	The bidder should provide post warranty AMC services @ 4% p.a. on the cost of Hardware. The cost of 4% annual AMC will be loaded to the cost for arriving TCO & L1.	Standard AMC services is very critical at 4% p.a. Looking at current senario request to increase it to 6%. Same is 6 - 8% in other bank cases	The modified clause should be read as under. The bidder should provide post warranty AMC services @ 4% p.a. (minimum) on the cost of Hardware. The cost of 4% annual AMC will be loaded to the cost for arriving TCO & L1.

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22	22	Point# 4.13	Annual Maintenance Charges	AMC contract of three years will be concluded with performance BG equivalent to one quarter payment valid for 3 years.	We request to remove the requirement to submit Performance Guarantee during AMC period.	NO Change, this can be decided at that time with mutual understanding with successful bidder.
23	22	Point# 4.13	Annual Maintenance Charges	During warranty period all parts developing defects are replaceable at no cost to the Bank.	We request to amend as below: During warranty period all parts developing defects are repairable / replaceable at no cost to the Bank.	The modified clause should be read as under. During warranty period all parts developing defects are repairable / replaceable at no cost to the Bank.
24	22	Point# 4.14	Spare Parts	Bidder will make the spare parts for the systems available for a minimum period of six years from the time of acceptance of the system.	As you are aware in current scenario of IT industry technology is changing frequently, hence maintaining Spare parts for 6 years is not possible. Request you to change it to 5 years	No change.
25	22	Point# 4.15	Liquidated Damages	.....the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof ...	We request to change the clause as - the bidder will be liable to pay a sum of 0.5% (half percent) of the order value per site per week or part thereof	No change.
26	22	Point# 4.16	Penalty for downtime	Any equipment other than servers that is reported to be down by 3.00 PM on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.	We request amend the Resolution SLA to 2 Business Days for Divisional headquarters and 3 Business Days for other locations. Kindly confirm.	The modified clause should be read as under. Any equipment other than servers that is reported to be down by 3.00 PM on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 48 hours.
27	23	Point # 4.16	Penalty for downtime	Desktop PC - 500, PBP - 400, Scanner - 100, LJP - 200	Request relaxation in clause as Desktop PC - 200, PBP - 150, Scanner - 50, LJP - 100 since, certain a time situation's are beyond control of any human hence, adhering deadlines become real challenge.	No change.
28	25	Point # 4.24	Loading of Anti-Virus Software	Maharashtra Gramin Bank is implementing an Enterprise-wide Anti-Virus Solution across all the branches. The successful bidder will cooperate with the existing vendor of the Anti-virus solution for loading of the Anti-Virus solution on the machines at the branches / offices of the bank.	Request you to kindly enable for MHDD preparation along with all configuration for software and antivirus beforehand so as to get all the required software installed before machines go for production.	NO Change, Successful bidder to do needful in mutual coordination with bank.
29	26	Point# 28	Other Instructions	The purchase order will be issued in phased manner as per banks requirement.	Current situation of Economy where certainty of Dollar is unpredictable. Request to place single order for complete qty as mentioned in tender	No change.

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30	27	Point# 6.1 subpoint# 2	CPU	6th Generation Intel® Core™ i3-6300 Processor(4MB cache, 3.8Ghz)/ AMD A10 PRO 7800B(3.9Ghz; 4MB Cache) processor or equivalent or higher	We recommend to amend the specifications to the current available specifications in market as - 7th Generation Intel® Core™ i3-7100 Processor(3MB cache, 3.9Ghz) or latest / AMD A10 9700 (Base freq - 3.5 GHz and Turbo Freq - 3.8GHz ) processor or latest	The modified clause should be read as under. 7th Generation Intel® Core™ i3-7100 Processor(3MB cache, 3.9Ghz) or euqivalent or latest/ AMD A10 9700 (Base Freq - 3.5 GHz and Turbo Freq - 3.8GHz) processor or equivalent or latest
31	45	Point# 20.2 subpoint# 2	CPU	6th Generation Intel® Core™ i3-6300 Processor(4MB cache, 3.8Ghz)/ AMD A10 PRO 7800B(3.9Ghz; 4MB Cache) processor or equivalent or higher	We recommend to amend the specifications to the current available specifications in market as - 7th Generation Intel® Core™ i3-7100 Processor(3MB cache, 3.9Ghz) or latest / AMD A10 9700 (Base freq - 3.5 GHz and Turbo Freq - 3.8GHz ) processor or latest	The modified clause should be read as under. 7th Generation Intel® Core™ i3-7100 Processor(3MB cache, 3.9Ghz) or euqivalent or latest/ AMD A10 9700 (Base Freq - 3.5 GHz and Turbo Freq - 3.8GHz) processor or equivalent or latest
32	27	Point# 6.1 subpoint# 4	Motherboard	Intel : H81 or higher Chipset on OEM Motherboard AMD : AMD A75 or higher Chipset on OEM Motherboard	Since current available 7th Generation Processor is asked suitable chipset for 7th Generation Intel Processor is H110. Also as far as AMD is concerned latest chipset is B350 is latest chipset thus request you to change the same	The modified clause should be read as under. Intel : H110 or higher Chipset on OEM Motherboard AMD : B350 or higher Chipset on OEM Motherboard
33	45	Point# 20 subpoint# 4	Motherboard	Intel : H81 or higher Chipset on OEM Motherboard AMD : AMD A75 or higher Chipset on OEM Motherboard	Since current available 7th Generation Processor is asked suitable chipset for 7th Generation Intel Processor is H110. Also as far as AMD is concerned latest chipset is B350 is latest chipset thus request you to change the same	The modified clause should be read as under. Intel : H110 or higher Chipset on OEM Motherboard AMD : B350 or higher Chipset on OEM Motherboard
34	27	6.1 Desktop PC,6-Display Controller	Annexure A-Technical Specification	64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours	Now a days display controller is inbuilt in a processor , hence requested to make it to Integrated Video	The modified clause should be read as under. Integrated HD Video.
35	27	Point # 6.1 Subpoint # 8	Optical Device	16x or higher speed DVD RWOM	Request clarification whether ODD required is DVDRW or DVDRoM	The modified clause should be read as under. 8x or higher speed DVD RW
36	45	Point# 20 subpoint# 8	Optical Device	16x or higher speed DVD RWOM	Request clarification whether ODD required is DVDRW or DVDRoM	The modified clause should be read as under. 8x or higher speed DVD RW
37	27	Point # 6.1 Subpoint # 5	Monitor	18.5" Wide TFT LCD Colour Monitor with TCO 05 Certified	Current certification for Monitor is TCO 06, Hence request to change the certification to <u>TCO 07</u>	The modified clause should be read as under. 18.5" Wide or higher TFT LCD Colour Monitor with TCO 07 Certified

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38	45	Point# 20 subpoint# 5	Monitor	18.5" Wide TFT LCD Colour Monitor with TCO 05 Certified	Current certification for Monitor is TCO 06, Hence request to change the certification to <u>TCO 07</u>	The modified clause should be read as under. 18.5" Wide or higher TFT LCD Colour Monitor with TCO 07 Certified
39	27	6.1 Desktop PC, 10-Ports	Annexure A-Technical Specification	Minimum 1 Serial Port, 1 Parallel Port, 6 High speed USB 3.0 Port (Minimum 2 in the front side ), PS/2 Keyboard and mouse Ports	Requesting to make it 6 USB out of which 4 USB 3.0 Port and 2 USB 2.0 Port	The modified clause should be read as under. Minimum 1 Serial Port, 1 Parallel Port, 4 High speed USB 3.0 Port & 4 USB 2.0 Port, PS/2 Keyboard and mouse Ports
40	27	6.1 Desktop PC,13-Power Supply	Annexure A-Technical Specification	200 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC	Requesting to make 180 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC	No change.
41	27	Point # 6.1 Subpoint # 16	Operating System	Bank will provide necessary CD for Windows Server 2008 R2. Vendor has to support the hardware with OS for the contract period.	As per Microsoft Policy only Win 10 Pro 64 bit can be provided. Hence request to check with Microsoft for Installations of Windows Server 2008 R2 on desktops as per media to be provided by Bank. Please note Desktops are not certified for installation of Win Server OS. Hence request to check with software OEM on the same. Also as OS warranty is as per software OEM Support for OS will be as per Software OEM itself. Hence we request to remove OS from vendor support during contract period	No change.
42	45	Point# 20 subpoint# 16	Operating System	Bank will provide necessary CD for Windows Server 2008 R2. Vendor has to support the hardware with OS for the contract period.	As per Microsoft Policy only Win 10 Pro 64 bit can be provided. Hence request to check with Microsoft for Installations of Windows Server 2008 R2 on desktops as per media to be provided by Bank. Please note Desktops are not certified for installation of Win Server OS. Hence request to check with software OEM on the same. Also as OS warranty is as per software OEM Support for OS will be as per Software OEM itself. Hence we request to remove OS from vendor support during contract period	No change.
43	10 15 48	2.17 (8) 2.33 21 (Annex O)	Integrity Pact	1) Pre Contract Integrity Pact on Rs. 500 on Stamp Paper 2) Adoption of Integrity Pact: 3) PRE CONTRACT INTEGRITY PACT	We request deletion of the fall clause in the Integrity Pact to align with the revised format of the Integrity Pact issued by the CVC	No change.

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44	NA	NA	Limitation of Liability	New clause proposed	We propose for inclusion of below clause on Limitation of Liability: "The Contractor's total aggregate liability to Buyer under this Contract shall be limited to the amount payable by the Buyer to Contractor for the relevant Purchase Order. Neither Buyer nor Contractor shall be liable for lost revenues or profits, downtime costs, loss or damage to data, or indirect, special or consequential costs or damages of any kind."	Added new clause as 4.30 on Page Number 26 should be read as - Limitation of Liability: "The Contractor's total aggregate liability to Buyer under this Contract shall be limited to the amount payable by the Buyer to Contractor for the relevant Purchase Order. Neither Buyer nor Contractor shall be liable for lost revenues or profits, downtime costs, loss or damage to data, or indirect, special or consequential costs or damages of any kind." <b>Refer Annexure II</b>