

BID No. GEM/2023/B/3921000 dated 6th September 2023
RFP for Rate Contract for a period of 1 year for Supply, Installation & Maintenance of Laptops.
Pre-Bid Responses/ Clarifications to Queries raised by the Bidders.

Sr. No.	Clause No.	Clause as per RFP	Description of Query/ Clarification sought by Bidders	Bank's Response
1	Annexure 02 Eligibility Criteria - A1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.	We Request bank to Exempt this clause of for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organizations registered. Request for change Bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the last 3 years (As on RFP date).	No change.
			As per Govt. Memorandum MSE & Startup organization are allowed to get exemption on Prior Turnover & Prior Experience. So we request you to allow exemption of the same to MSE & Startup Organization.	No change.
2	Annexure 02 Eligibility Criteria – A2	Bidder must be in the business of supplying and implementing the Laptops in India for a period of last 3 years. (As on RFP date).	Bidder must be in the business of supplying and implementing the Laptops /Desktops /All in One PC in India for a period of last 3 years. (As on RFP date).	No change.
			Please consider this as 2 years for MSE & Startup organization. As per Govt. Memorandum MSE & Startup organization are allowed to get exemption on Prior Turnover & Prior Experience. So we request you to allow exemption of the same to MSE & Startup Organization.	No change.

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3	Annexure 02 Eligibility Criteria – B2.1	<p>Bidder must have registered an average turnover of Rs. 5 Crore or above (from Indian operations only) during the last three completed financial years 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies).</p> <p>OR</p> <p>The below clause is applicable for Bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder)</p> <p>Bidder must have registered an average turnover of Rs. 2 Crore or above (from Indian operations only) during the last three completed financial years 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies).</p>	<p>Please consider this as 2 years for MSE & Startup organization. As per Govt. Memorandum MSE & Startup organization are allowed to get exemption on Prior Turnover & Prior Experience. So we request you to allow exemption of the same to MSE & Startup Organization.</p>	No change.
4	Annexure 02 Eligibility Criteria – C1	<p>Experience & Support Infrastructure</p> <p>The bidder should have supplied & supported Laptops not less than</p> <p>A. 300 numbers of Laptops of in the past three years.</p> <p>AND</p> <p>B. Should have supplied, installed and supported – Laptops of the past 3 years to various branches / offices of Commercial Banks /</p>	<p>The bidder should have supplied & supported Laptops/Desktops/All in One PC's not less than</p> <p>A. 300 numbers of Laptops/Desktops/All in One PC's of in the past three years.</p> <p>AND</p> <p>B. Should have supplied, installed and supported – Laptops/Desktops/All in One PC's of the past 3 years to various branches / offices of Commercial Banks / Financial Institutions / PSUs / Govt. Organizations in India.</p>	No change.

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		Financial Institutions / PSUs / Govt. Organizations in India.	We Request bank to Exempt this clause of for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for Prior Experience exemption for the start-up recognized organizations registered.	No change.
			As per Govt. Memorandum MSE & Startup organization are allowed to get exemption on Prior Turnover & Prior Experience. So we request you to allow exemption of the same to MSE & Startup Organization.	No change.
5	Exemption from submission of EMD	Exemption from submission of EMD shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups.	As per GeM GTC (Page 17), EMD is exempted to the Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s). Please confirm.	As per GeM GTC, exemption will be given.
6	1.6 Delivery	Delivery The Laptops should be delivered within 4 weeks from the date of purchase order. Vendor will have to pay late delivery charges to Bank of Baroda @ 1% of the undelivered hardware value per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the undelivered hardware value. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order.	Whether the items to be delivered at single location or distributed locations?	Delivery will be across India.
			Request you to kindly consider delivery timeline of 8 weeks. Please share the quantity wise delivery locations.	Refer Addendum 1.
			Request you to kindly consider late delivery charges @ 0.5% of the undelivered hardware value per week.	
			Minimum time frame expected as per supply trend is 8-10 weeks, kindly amend this term accordingly.	Refer Addendum 1.

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7		<p>Installation Vendor will have to install the Hardware / Software within 7 calendar days after delivery of Item or intimation from Bank Team and hand it over to the Bank for acceptance testing within 7 calendar days of the Bank from the date of receipt of the hardware at our office and Bank's notification for installation of the Hardware / Software. Vendor will have to pay late installation charges to Bank of Baroda @ 1% of the relevant hardware value per day subject to a maximum of 5% of the total relevant hardware value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.</p>	<p>Request you to kindly consider install the Hardware / Software within 15 calendar days after delivery. Request you to kindly consider late installation charges @ 0.5% of the undelivered hardware value per week.</p>	No change.
8	Payment Terms	<p>70% - Delivery, 20% - Installation, Balance 10% of the total cost would be payable on completion of 5 years warranty period or against Bank Guarantee.</p> <p>Original delivery Challans duly stamped and signed by the Bank Official</p> <p>In case of SNR, 20% of total cost of hardware after two months on delivery of Laptops.</p> <p>Original Installation Report dully stamped and signed by the Bank Official along with the signature of the Engineers of vendor.</p>	<p>As per industry standards it should be 80% on delivery + 100% GST. Request you to release 80% on delivery and 10% on installation.</p> <p>Request you to accept the scanned copy of Original Delivery Challan.</p> <p>Kindly release 90 % of payment against the SNR case.</p> <p>Request you to accept the scanned copy of Original Install Report.</p>	<p>No change.</p> <p>No change.</p> <p>Scanned copy of Original Delivery Challan will be accepted.</p> <p>No change.</p> <p>Scanned copy of Original Install Report will be accepted.</p>

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		Payment authority	Please confirm the Payment authority (DIT, ZO, RO)	Already mentioned in RFP.
		Partial Payment	Request you to kindly release the partial payment	No change.
9	1.4 Contract period	The Rate Contract with the selected vendor will be valid for a period 1 year. However the contract will be valid for 5 years (5 years Warranty) till the expiry of warranty of the last delivered hardware.	Whether it will be a common warranty start date for all laptops?	Warranty will be start from date of Invoice.
10	3.8.12 Other RFP Requirements	There will be an acceptance test by the Bank after implementation of the solution. In case of discrepancy in solution implemented, the Bank reserves the right to cancel the entire purchase contract and the bidder should take back their equipment at their costs and risks. The test will be arranged by the bidder at the sites in the presence of the officials of the Bank and / or its consultants.	What will be timeline for acceptance test? Whether the warranty starts after the AT only?	Warranty will be start from date of Invoice.
11	Annexure 12 – SLA	Total Available Time - Two shifts a day (9am to 6pm) for six days a week	Kindly clarify the point "Two shifts a day.	Available time is from 9 AM to 6 PM.
12	3.6 Performance Guarantee	The successful vendor shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 15.	Ideally PBG value is 5% of TCO. PBG should not be more then 5 years 3 months. Need clarification on advisory bank State Bank of India.	No change.
			We request to please consider 3 % PBG instead of 10%	No change.

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13	1.7 Transportation and Insurance	Insurance cover should be provided by the bidder till the acceptance of the goods by the Bank.	Insurance cover should be till delivery at Customers place.	No change.
14	Warranty	The equipment should be attended within four hours of receipt of complaint	Request you to accept the response time 1 working day for Metro, 2 Working day for Urban, 3 working day for Remote locations.	No change.
		In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired.	Request you to remove this clause.	No change.
			We recommend you to opt for ADP (Accidental Damage Protection) along with the mentioned warranty term to have an edge for Warranty terms and also it will help: No matter how careful you are, accidents can happen. Help protect your computer against the dangers of everyday use with Accidental Damage Protection. ADP will repair your system if it is damaged by an accident not otherwise covered by the Limited Hardware Warranty, including: # Electrical surges and screen breaks — Repair of your computer in the event of an unforeseen electrical surge or accidental display break or damage. # Liquid spills — Repair of your computer in the event of an accidental liquid spill on or in unit. # Accidental drops and falls — Repair of your computer in the event of accidental drops, falls or other accidental collision.	No change.
15	4.4 Force Majeure	Such events are Acts of God or of public enemy, acts of Government of India in their sovereign capacity, strikes, political disruptions, bandhs, riots, civil commotions and acts of war.	Please add Pandemic	No change.

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16	1.1 Affixing Asset Tags on the Equipment's	It will be the responsibility of Vendor to affix the Asset tags on each Laptop being supplied to Bank and also share the details with the Bank team.	<p>Asset Tagging & Reporting:</p> <ul style="list-style-type: none"> • Fields on the label e.g. asset tag number, service tag number, warranty exp. date etc. Below are a few sample of labels, kindly take a look & we can customize the label as per the needs. • Label Placement • Fields on the asset reports – below the labels are the fields on the asset reports. Please help finalizing the same. • Asset Report Frequency (Weekly / Monthly) • The Asset tag can also be embedded in BIOS. • Also an Asset tag sample of your choice can be shared and we can replicate the same for prepastng at the factory level for the ordered systems. <p>Additionally we recommend to opt for "OEM's Configuration Services" which is at no cost with all the leading OEMs and have below feature set to enhance the Branding and Asset management task :</p> <p>Laptop Factory Configuration Services covers (at OEM's Factory only):</p> <ul style="list-style-type: none"> • Customized BIOS settings: Unlimited number of BIOS settings can be enabled/disabled from the factory as per BOI requirement predefined before confirmation of supply after releasing the work order. • Colored/BW BIOS logo which will flash instead of/with the OEM's standard logo while booting the Laptop. • Asset Report in excel format will be sent over email before the delivery of the Laptop • Asset Label with customized information like company's logo, asset number, warranty expiry date and many more as per BOB 	No change.
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			<p>requirement predefined before confirmation of supply after releasing the work order.</p> <ul style="list-style-type: none"> • Ship-box label with the configuration details pasted on the box for the identification • BIOS Logo & Customization • Asset Tagging & Reporting • BOBs GOLDEN Image loading at factory level prior to dispatch 	
17		BOI Logo in BIOS	<p>Additionally we are requesting to as "Bank of Baroda Logo in BIOS & this should be done by OEM at Factory Level".</p>	No change.