

**BID No. GEM/2023/B/4109617 dated 16th October 2023 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	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.
2	1.6 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.	Request to change from 6 weeks to 8 weeks due to recent import guidelines.	No change.
			Request you to kindly consider delivery timeline of 8 weeks. Please share the quantity wise delivery locations. Request you to kindly consider late delivery charges @ 0.5% of the undelivered hardware value per week.	No change.
3	1.8 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.	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.	No change.
4	Payment Terms	70% - Delivery, 20% - Installation,	Request for a change from 70% to 90% of total cost.	No change.

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		Balance 10% of the total cost would be payable on completion of 5 years warranty period or against Bank Guarantee.	Request you to release 80% on delivery and 10% on installation.	No change.
		Original delivery Challans duly stamped and signed by the Bank Official	Request you to accept the scanned copy of Original Delivery Challan.	Scanned copy of Original Delivery Challan will be accepted.
		In case of SNR, 20% of total cost of hardware after two months on delivery of Laptops.	Request you to accept the scanned copy of Original Install Report.	Scanned copy of Original Install Report will be accepted.
		Original Installation Report dully stamped and signed by the Bank Official along with the signature of the Engineers of vendor.		
		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.
5	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.
6	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.
7	Annexure 11 – Technical Specifications of Laptops	CPU - Intel Core i3 11 th Generation or above with turbo frequency @ 4.10 Ghz or higher	Request you to please make it 13 th Gen as it is the latest generation.	No change.
		Body Material	Please mention Full metal body with metallic hinges.	No change.