

**BID No. GEM/2024/B/4587230 dated 6th February 2024**  
**RFP for Supply, Installation & Maintenance of Android based Tablets.**

**Addendum dated 20<sup>th</sup> March 2024**

Sr. No.	RFP Clause	Clause to be amended as under
1	<b>4. Bid Security (Earnest Money Deposit)</b> Rs. 85,00,000/- (Rupees Eighty Five Lakh Only)	<b>4. Bid Security (Earnest Money Deposit)</b> Rs. 85,00,000/- (Rupees Eighty Five Lakh Only)  Note: MSE/Startups and others will be exempted from EMD submission as per Govt of India and/or GeM guidelines.
2	<b>1.6 Delivery</b> Android based Tablets should be delivered within 8 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.	<b>1.6 Delivery</b> Android based Tablets should be delivered within 8 weeks from the date of purchase order. Vendor will have to pay late delivery charges to Bank of Baroda @ <b>0.5%</b> of the undelivered hardware value per week or part thereof, for late delivery beyond due date of delivery, to a maximum of <b>10%</b> of the undelivered hardware value. If delay exceeds the maximum percentage of 10%, Bank of Baroda reserves the right to cancel the entire order.
3	<b>1.8 Installation</b> Installation of all the Android based Tablets including unpacking of cartons / boxes, mounting of the hardware/ equipment's and installation will be the responsibility of vendor. 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.	<b>1.8 Installation</b> Installation of all the Android based Tablets including unpacking of cartons / boxes, mounting of the hardware/ equipment's and installation will be the responsibility of vendor. 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 @ <b>0.5%</b> of the relevant hardware value per day subject to a

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	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.	maximum of <b>10%</b> of the total relevant hardware value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.
4	<p><b>1.9 (a) Warranty</b> Warranty should cover the following: a) The equipment should be attended within four hours of receipt of complaint (exclusive of travelling time). In case problems persist, Tablets should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the vendor at no extra cost to the Bank, so that normal job of the Bank may not get hampered.</p>	<p><b>1.9 (a) Warranty</b> Warranty should cover the following: a) The equipment should be attended within four hours of receipt of complaint (exclusive of travelling time). In case problems persist, Tablets should be replaced within <b>72 hours</b> of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the vendor at no extra cost to the Bank, so that normal job of the Bank may not get hampered.</p>
5	<p><b>Annexure-2 (C.1): Experience &amp; Support Infrastructure</b> The bidder should have supplied &amp; maintained successfully at least -10,000- no's of similar TABs in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT &amp; ITES / Manufacturing / Large Corporates in India in past 3 Years.</p>	<p><b>Annexure-2 (C.1): Experience &amp; Support Infrastructure</b> The Bidder should have supplied &amp; maintained successfully at least -<b>10,000- nos. of Android based Tablets</b> in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT &amp; ITES / Manufacturing / Large Corporates in India in past 3 Years.</p>

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6	<p><b>Annexure-9</b> <b>Letter of Undertaking from Bidder:</b> Sub: RFP for Supply, Installation &amp; Maintenance of Android based Tablets. We ..... (Name of the OEM) who are established and reputable manufacturers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (who is the vendor submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of ..... which are manufactured by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorised the Bidder for this purpose. We..... (Name of the OEM) hereby convey our unconditional acceptance of terms &amp; conditions related to support for our products during 5 Years Warranty period if..... fails to do so. .....</p>	<p><b>Annexure-9</b> <b>Letter of Undertaking from Bidder:</b> Sub: RFP for Supply, Installation &amp; Maintenance of Android based Tablets. We ..... (Name of the OEM) who are established and reputable manufacturers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (who is the vendor submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of ..... which are manufactured by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorised the Bidder for this purpose. We..... (Name of the OEM) hereby convey our unconditional acceptance of terms &amp; conditions related to support for our products during <b>3 Years</b> Warranty period if..... fails to do so. .....</p>
7	<p><b>Annexure-11</b> <b>(Technical Specification)</b></p> <p><b>CERTIFICATIONS:</b> RoHS, EPR, BIS, Sedex</p>	<p><b>Annexure-11</b> <b>(Technical Specification)</b></p> <p><b>CERTIFICATIONS:</b> RoHS, EPR &amp; BIS</p>
8	<p><b>Annexure-11</b> <b>(Technical Specification)</b></p> <p><b>ISO Standard:</b> 90001:2015, 14001:2015, 27001:2022 &amp; 20000-1:2018</p>	<p><b>Annexure-11</b> <b>(Technical Specification)</b></p> <p><b>ISO Standard:</b> 9001:2015, 14001:2015 &amp; 27001:2022</p>