

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

Prebid queries response / clarification as part of Addendum

Sr. No.	RFP Clause	Vendor's Clarifications / Suggestion asked	Clause to be amended as under
1	4. Bid Security (Earnest Money Deposit) Rs. 85,00,000/- (Rupees Eighty Five Lakh Only)	As per GEM GTC, Bidder whose turnover is above 500 crore is exempted from EMD. Request to consider the same.	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	1.6 Delivery 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.	Request to amend delivery penalty as: 0.5% 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. We request to BOB consider Android based Tablets should be delivered within 10 weeks from the date of purchase order. Please consider penalty as 0.5%	1.6 Delivery 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 @ 0.5% of the undelivered hardware value per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 10% 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	1.8 Installation 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	Request to extend Installation time for atleast 2 weeks. Request to amend installation penalty as: 0.5% of the relevant hardware value per week subject to a maximum of 5% of the total relevant hardware value, for delay in installation.	1.8 Installation 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

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	<p>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.</p> <p>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>Please give us detailed SOW for Bidder and OEM Proceptive. And also provide list of locations</p>	<p>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.</p> <p>Vendor will have to pay late installation charges to Bank of Baroda @ 0.5% of the relevant hardware value per day subject to a maximum of 10% of the total relevant hardware value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.</p>
4	<p>1.9 Warranty The entire Android based Tablet covering all components will remain under onsite, comprehensive maintenance warranty for a period of 3 (three) years.</p>	<p>Kindly consider one year carry in warranty.</p>	<p>No Chnage</p>
5	<p>1.9 (a) Warranty 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</p>	<p>Request to Consider as below: 1. The equipment should be attended next business day of receipt of complaint in Metro cities. 2. The equipment should be attended 2 business days of receipt of complaint in Urban cities. 3. The equipment should be attended 3</p>	<p>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 72 hours of receiving complaint and alternate system should be given till</p>

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	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.	business days of receipt of complaint in Rural areas..	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.
6	<p>1.11 Payment Terms</p> <p>.....</p> <p>.....</p> <p>The method and conditions of payments to be made to the successful bidder shall be:</p> <p>>90% of the total cost of hardware on delivery & installation (satisfactory functioning) of Android based Tablets plus 100% of GST at actuals. The required documents to be provided along with original invoice:</p> <p>a) Original delivery Challans duly stamped and signed by the Bank Official.</p> <p>b) Confirmation letter from OEM mentioning the serial number of the product and that the Hardware supplied is under 3 (three) years back to back warranty.</p> <p>c) Original Performance Bank Guarantee (if not submitted) along with SFMS copy.</p> <p>.....</p> <p>.....</p> <p>> Balance 10% of the total cost would be payable on completion of 5 years</p>	<p>As already 5% PBG is requested in this Bid against PO. We would request to waived of The early retention money PBG which is 10% of contract value and release Payment 100 % against the delivery.</p> <p>Request to accept payment terms as: 95% on delivery at ROs and 5% against plug in installation at Regional offices against PBG.</p> <p>Also accept scan copy of delivery challan and installation report for payment claim.</p> <p>Request to accept & release partial payment once the delivery completed in a Region or Zone.</p> <p>In your RFP 2 BG's are required, 5% PBG against PO and 10% for early retention of money. We would request to waive off The early retention money BG i.e 10 % of contract value and release full amount as no other Govt/PSU's/BFSI Customers take 2 BG's gainst one order they also consider only one BG i.e PBG against PO.</p>	No Change

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	warranty period or against Bank Guarantee in the format as specified in Annexure 16 for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of 39 months.		
7	Payment Terms 70% - Delivery, 20% - Installation, Balance 10% of the total cost would be payable on completion of 5 years warranty period or against Bank Guarantee.	As per industry standards it should be 80% on delivery + 100% GST. Request you to release 80% on delivery and 10% on installation.	No Change
8	Annexure-2 (C.1): Experience & Support Infrastructure The bidder should have supplied & maintained successfully at least - 10,000- no's of similar TABs in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.	Suggestion: Request to relax on the experience criteria from 10,000 to 7000 Numbers in last 3 years or Bidder/OEM experience for this requirement. Request you to consider the Bidder/ OEM should have supplied & maintained successfully at least -10,000- no's of similar/any TABs in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.	Annexure-2 (C.1): Experience & Support Infrastructure The Bidder should have supplied & maintained successfully at least - 10,000- nos. Android based Tablets in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.

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		<p>We request to BOB kindly consider and give us relaxation The bidder should have supplied & maintained successfully at least -5,000- no's of TABs in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.</p> <p>OR</p> <p>Kindly consider OEM/Bidder should have supplied & maintained successfully at least -10,000- no's of TABs in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.</p>	
9	<p>Annexure-2 (B1.1) Financial: Must have registered an average annual turnover of Rs. 120 Crores 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 OEM who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the OEM as an MSE or a Start-up needs to be submitted by the bidder)</p>	<p>Please allow OEM average annual turnover of Rs. 40 Crores for MSME.</p>	No Change
		<p>Please consider Either MSME/MSE's OR registered an average annual turnover of Rs. 40 Crores during the last three completed financial years 2020-21, 2021-22 and 2022-23.</p>	

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	<p>OEM must have registered an average annual turnover of Rs. 40 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>		
10	<p>Annexure-9 Letter of Undertaking from Bidder: Sub: RFP for Supply, Installation & 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</p>	<p>As per Bid requirement, warranty is 5 year but in the Annexure 9 it is mentioned 5 Year. Kindly Clarify</p>	<p>Letter of Undertaking from Bidder: Sub: RFP for Supply, Installation & 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.</p>

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	of the OEM) hereby convey our unconditional acceptance of terms & conditions related to support for our products during 5 Years Warranty period if..... fails to do so.		We..... (Name of the OEM) hereby convey our unconditional acceptance of terms & conditions related to support for our products during 3 Years Warranty period if..... fails to do so.
11	<p>Annexure-11 (Technical Specification)</p> <p>BIOMETRIC FINGER SCANNER</p> <p>a) Inbuilt L1 Biometric Finger Print Scanner (STQC & UIDAI certified) through Tablet case. The Assembly should have cover for protection when the device is not in use.</p> <p>b) Fingerprint Scanner & charging of Tablet should work simultaneously.</p>	<p>Mentioned specification i.e. inbuilt L1 Biometric Finger Printer Scanner favoring to specific OEM.</p> <p>We request to kindly modify the same with following. It will attract more OEM as well as bidders to participate in this prestigious Bid.</p> <p>A) 10" tablet with separate L1 Biometric Finger Printer Scanner (STQC & UIDAI Certified)</p> <p>B) Fingerprint Scanner & charging of tablet should work simultaneously with internal or external USB dock.</p>	No Change
		Please clarify as to why the inbuilt L1 Biometric Finger Print Scanner required	
12	<p>Annexure-11 (Technical Specification)</p>	<p>Kindly remove the Sedex Certification</p> <p>Please remove SEDEX certification</p>	Annexure-11 (Technical Specification)

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	CERTIFICATIONS: RoHS, EPR, BIS, Sedex		CERTIFICATIONS: RoHS, EPR & BIS
13	Annexure-11 (Technical Specification) ISO Standard: 90001:2015, 14001:2015, 27001:2022 & 20000-1:2018	ISO Standard: 9001:2015, 14001:2015, 27001:2022 & 20000-1:2018	Annexure-11 (Technical Specification) ISO Standard: 9001:2015, 14001:2015 & 27001:2022