

Annexure I

Response to queries raised by prospective bidders for RFP for Supply , Installation, Commision and Maintenance of Computer Hardware - Desktop PCs, Scanners, Passbook Printers and Laser Jet Printers						
Sr No	Page	Point /Section	Main Section Name	Clarification Point as stated in Tender Document	Comment/Suggestions	Comment from Bank
1	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.
2	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.
3	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.
4	14	Point# 2.27 Fixed Price	Order Splittingthe 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.
5	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.
6	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.

7	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.
8	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.
9	16	Point # 3.1	Eligibility of Bidder	The bidder should have executed sales orders for supply of hardware to scheduled commercial banks/PSU/Private Sector entities (having pan India presence) totaling to ₹2.00 Crores or more during each of last three financial years. Necessary certificates to that effect from the banks should be enclosed.	We are a Registered Company as per The Company Act, 1956 and have a Business turnover of more than 3 Crores with the mix of hardware Sales and Service. Hence Request the Bank to modify the clause as below: The bidder should have executed Sales/Service orders from any bank totaling to ₹2.00 Crores or more during each of last three financial years. Necessary certificates to that effect from the banks should be enclosed.	The Modified clause should be read under as- The bidder should have executed Sales & Service orders for supply of hardware to scheduled commercial banks/PSU/Private Sector entities (having pan India presence) totaling to ₹3.00 Crores or more during each of last three financial years. Necessary certificates to that effect from the banks should be enclosed. Same should be read in Point 2.17 sub point 4 Compliance of eligibility criteria sub point 6 on Page No. 10
10	17	Point # 3.3	Earnest Money Deposit	Entities registered under NSIC certification will be allowed to participate as per the guidelines.	We are a Registered Company as per The Company Act and are registered under MSME with Central Government. As per the entities benefits of registration under MSME we are eligible for waiver of EMD and Tender Fee. So requested to add MSME certificate alongwith NSIC.	The Modified clause should be read under as- Entities registered under NSIC/MSME certification will be allowed to participate as per the guidelines.
11	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.

12	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 9 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>	No change.
13	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.
14	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.
15	21	Point# 4.13	Annual Maintenance Charges	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.	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	No change.
16	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.
17	22	Point# 4.15	Liquidated Damagesthe 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.
18	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.
19	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 mahines go for production.	NO Change, Successful bidder to do needful in mutual cordination with bank.
20	26	Point# 4.25	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 signle order for complete qty as mentioned in tender	No change.

21	27	Point# 6.1 subpoint# 2	CPU	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	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 (2 MB cache, 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 (2 MB cache, Base Freq - 3.5 GHz and Turbo Freq - 3.8GHz,) processor or equivalent or latest
22	45	Point# 20.2 subpoint# 2	CPU	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	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 (2 MB cache, 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 (2 MB cache, Base Freq - 3.5 GHz and Turbo Freq - 3.8GHz) processor or equivalent or latest
23	27	Point# 6.1 subpoint# 10	Ports	PS/2 keyboard and Mouse Ports	Since PS/2 ports are outdated we request you to kindly remove the same.	No Change.
24	45	Point# 20.2 subpoint# 10	Ports	PS/2 keyboard and Mouse Ports	Since PS/2 ports are outdated we request you to kindly remove the same.	No Change.
25	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.
26	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.