

KGB/ITW/RFP - 04/2021 dated 19-08-2021- PRE-BID RESPONSE

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
1	13	Delivery & Installation:	1.2	Delivery of all Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order (or) 8 weeks from the date of issue of purchase order, whichever is earlier.	We will request Bank to make it 12 weeks from the date of acceptance of PO or 14 weeks from issuing PO weeks considering the ongoing pandemic.	The contents of the mentioned clause in the present RFP is not as quoted. It is as follows : 1.1.2. Delivery of all Desktop Computers should be within 8 weeks from the date of acceptance of the Purchase Order (or) 10 weeks from the date of issue of purchase order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
2	12	C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) ,	1.3 1.5 1.7	The selected bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 4 weeks from the date of delivery of all the materials for each ordered locations. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and/or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware. Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.	We understand that Acceptance will be done at the time of Installation only and no separate visit is required. .	Number of visits is irrelevant. The requirement should be complied with.
3	14	Pre-Dispatch Inspection (PDI):	2.2	The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance.	We will request Bank to inform as 14 days in advance.	Adhere to the RFP clause.
4		Scope of Work	Annexure - 8	The bidder(s) must undertake to provide Post Warranty on-site Maintenance Support for supplied Desktop Computers with operating system and arrange for spare parts for a minimum period of 3 year after expiry of warranty period for all Hardware items. The Bidder shall provide service/support from 9 am to 7 pm on all Bank's working day for Branches / Offices with maximum resolution/response time specified in the RFP. The successful Bidder has to ensure the transferring of Data/Files/installed software from old Desktop Computers (if any) to the supplied Desktop Computer as required by the Bank.	1. Post Warranty Support will be limited to 2 years after expiry of warranty period only in case Bank places the AMC order on us. Please confirm. 2. Bidder will not be responsible for any loss of Data during Data Transfer	Strictly adhere to the RFP clause.
5		Scope of Work	8.a	The Customized Windows 10 Professional OS Image DVD (with preinstalled applications & settings) will be provided by the Bank at the time of awarding Purchase order (For the selected Bidder). The Image provided by the bank only should be used for installation of Desktops Desktop Computers of Kerala Gramin Bank only	We request a time gap of 10-15 days between providing the image and the first PO as we need few days to replicate the image and test it.	Strictly adhere to the RFP clause.
6	30-31	Award of contract and Bid validity period	1.1 5.4	Bank shall provide the address and contact details for delivery of Desktops Desktop Computers while placing the order. Bank at its discretion may release purchase order in on slot or multiple slot through centrally. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order.	We understand all orders will be placed within the validity period of 6 months. Please confirm.	Order will be placed within the bid validity period.

7	15	Penalties/Liquidated Damages:	3.2	In case faulty Desktop Computers are not repaired/ replaced within a Business day per, Bank shall impose a penalty of Rs. 100 (Plus GST) per All-In-One Desktop Computers per day and part thereof delay.	We will request Bank to give time of 2 days for metro and 3 days for non metro cities.	The contents of the mentioned clause in the present RFP is not as quoted. It is as follows: 3.2. In case faulty Desktop Computers are not repaired/ replaced within a Business day, Bank shall impose a penalty of Rs. 100 (Plus GST) per Desktop Computers per day and part thereof, for the delay. However, the total Penalty /LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the contract period. In The Bidder should also adhere to the clause 5.5.1 in Local Support.
8	14	3. Penalties/Liquidated Damages:		<p>3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Desktop Computers, per week or part thereof, on the order value of the Desktop Computers wise.</p> <p>3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Desktop Computers, per week or part thereof, on the Order value of the Desktop Computers wise.</p> <p>3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of taxes).</p>	<p>Request Bank to Amend this clause as:-</p> <p>3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Desktop Computers, per week or part thereof, on the Invoice value of the Desktop Computers wise.</p> <p>3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Desktop Computers, per week or part thereof, on the Invoice value of the Desktop Computers wise.</p> <p>3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 3% (Plus GST) of the Invoice value (exclusive of taxes).</p>	Should adhere to the RFP clause.

9		Scope Involved during warranty	8 9.5	<p>During the period of contract up to completion of Warranty the bidder shall perform the following:</p> <p>8.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty.</p> <p>8.2. Any Corruption in the Software or media shall be rectified during the full period of the contract, at no extra cost to the Bank.</p> <p>8.3. The system spare parts/ services, as and when required, and complete maintenance of the Desktops Desktop Computers during warranty period, shall be supported for a period of 6 Years.</p> <p>8.4. The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.</p> <p>8.5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.</p> <p>8.6. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be in E-mail and online portal/ Toll- free no. The bidder shall submit service call reports to respective regional offices at periodical intervals as per Appendix - K.</p> <p>8.7. Escalation matrix should be provided for support, technical, project, etc. as per Annexure-12.</p> <p>9.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On-Site Service Support. The scope of Warranty and AMC (if contracted) shall include</p> <p>9.5.1. Rectification of Bugs/defects if any.</p> <p>9.5.2. Preventive Maintenance Yearly.</p> <p>9.5.3. Maintenance of Desktops Desktop Computers including Software drivers.</p>	Software refers to OS only	Software refers to the software installed by the successful bidder prior to delivery.
10		AMC	9	<p>The Bank, at its discretion may enter into Annual Maintenance Contract (AMC) with the Bidder after completion of respective warranty periods.</p> <p>9.2. Support for maintenance of Desktops Desktop Computers (including OS and software license) supplied should be available for a minimum period of 3 years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables.</p> <p>9.3. The offer for Desktops Desktop Computers must include comprehensive onsite free warranty and AMC period for a total duration of Five (5) years from the date of installation and acceptance of system by the bank. However, consumable and physically damaged plastic will not be covered under warranty.</p> <p>9.4. The Bank will pay AMC charges for Desktops Desktop Computers (including OS) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.</p> <p>The bidder(s) must undertake to provide Post Warranty on-site Maintenance Support for supplied Desktops Desktop Computers with operating system and arrange for spare parts for a minimum period of 3 year after expiry of warranty period for all Hardware items. The Bidder shall provide service/support from 9 am to 7 pm on all Bank's working day for Branches / Offices with maximum resolution/response time specified in the RFP.</p>	1. Post Warranty Support will be limited to 2 years after expiry of warranty period only in case Bank places the AMC order on us. Please confirm.	Should adhere to the RFP clause.
11	16	Warranty	7	<p>7.1. The entire equipment/hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of three years from the Date of Installation/ commissioning. However, consumables and physically damaged plastic will not be covered under rate contract.</p> <p>7.2. If the hardware (including OS) & software does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.</p> <p>7.3. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.</p> <p>7.4. Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within Sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software D. non-compatibility with Finacle version 7 and above. that are not as per RFP terms.</p> <p>7.5. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.</p> <p>7.6. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.</p>	1. Warranty will be applicable only for Hardware and OS supplied under this RFP. OS warranty will be as per Microsoft Licensing terms.1. Any Broken / Seals and or missing items will need to be reported at the time of Installation within 14 days in writing by the Bank and HP will replace the material as per our standard DOA policy. Please confirm acceptance	Adhere to the RFP clause.

12	15		Delivery	70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/Office and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Request Bank to Amend this clause as:- 90% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/Office and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Should adhere to the RFP clause.
13	15	4. Payment Terms:	Installation	20% of the total cost will be released after selected installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank Officials of the respective Branch/Offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Request Bank to Amend this clause as:- 7% of the total cost will be released after selected installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank Officials of the respective Branch/Offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Should adhere to the RFP clause.
14	16		On completion of Warranty or submission of BG	10% of total cost will be released on completion of warranty or submission of warranty Bank Guarantee by the selected bidder.	Request Bank to Amend this clause as:- 3% of total cost will be released on completion of warranty or submission of Performance Bank Guarantee by the selected bidder.	Should adhere to the RFP clause.
15	14		Payment Terms	4.2 4.3 4.6	Bank will release the payment on completion of activity and on production of relevant documents /invoices. Please note that Originals of invoices or digitally signed invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/ Offices and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. The vendor has to submit installation report/ Sign off report duly signed by the Bank officials of the respective Branch/ Offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. The bank shall finalize the installation and acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.	In view of the current Pandemic situation and unforeseen lockdowns, we request the Bank to accept digital copies of Invoices and supporting Documents. Kindly confirm
16	38	Insurance	10	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their Factory /Godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	We request that the Insurance is limited till the Delivery of the goods at Bank's Premises as after that the goods will be in Bank's custody. In case of any Dead on Arrival goods, we shall replace the same as per our standard Dead on Arrival Policy provided that the Bank notifies to us in writing.	Adhere to the RFP clause.
17	33	Project Eexecution	8	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Malappuram. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Please note that our Project Manager will be based out of Gurgaon / Delhi and will be a Single point of contact for the project.	The Project Manager shall be made available exclusively for the project and shall visit Malappuram as and when required by the Bank.

18	19	Mean Time Between Failure (MTBF)	10	If during the warranty period any hardware and/ or software items fail on three or more occasions in a quarter, such hardware/ software items shall be replaced by equivalent /superior new hardware/ software items by the bidder at no additional cost to the Bank.	If during the warranty period any hardware and/ or software items fail on six or more occasions in a quarter, such hardware items shall be replaced by equivalent /superior new hardware items by the bidder at no additional cost to the Bank.	Adhere to the RFP clause.
19	35	Distribution of Purchase order	6.3	The Bank reserves the right to split the quantities among L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/ rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	We will request to distribute in 60:40 from L1 and L2 bidders.	No change.
20	55	Eligibility Criteria Declaration	Annexure-2 f	The Bidder should have their own of franchises 'Service /Support Office in all Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP	We will request Bank to accept A thorized Partners Support office .	The contents of the mentioned clause in the present RFP is not as quoted. It is as follows: The Bidder has to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is not having Service /Support Office at Head Office /Regional Office location, Bidder has to provide an undertaking that they will set up the support at Head Office/Regional office as per RFP terms. Bidder also has to provide the contact details as per Annexure 4.
21	55	Eligibility Criteria Declaration	OEM EXPERIENCE	g) OEM should have valid ISO and BIS certificate for Desktop Computer.	Request Bank to Amend this clause as:- g) OEM should have valid ISO and BIS/FCC/UL for Desktop Computer. (Note : BIS Certificate not applicable for Desktop Computers)	Please refer Amendment 1, Addendum Item No - 1
22	63	Technical Specifications	Annexure-7- 4	Minimum 19.5" or above LED Anti-Glare Monitor with TCO Certification. 1920x1080 Resolution or higher.	Kindly request customer to change display size to 21.5" or higher	Should adhere to the RFP clause.
23	64	Technical Specifications	Annexure-7-6	1X8 GB DDR4 RAM-2666 MHz or higher, expandable upto 64 GB or more with minimum 2 DIMM Slots.	Kindly request customer to change the expandability upto 32GB or higher	Should adhere to the RFP clause.
24	64	Technical Specifications	Annexure-7-11	512 GB or above (7200RPM) hard disk or higher capacity.	Kindly clarify if customer need 500GB HDD or 1TB HDD, 512GB HDD not available	Please refer Amendment 1, Addendum Item No - 2.
25	17	Subcontracting	11	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	Please note that our warranty and Installation services are provided by our Authorized Service Providers and we understand that their personnel performat the work, Service at the Bank premises. Kindly confirm	Should adhere to the RFP clause.
26	18	Defect Liability	13	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and/ or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	We understand by requirement here means the technical specifications as per . Kindly confirm	Should adhere to the RFP clause.