

Ref: RFP - KGB/ITW/RFP - 09/2021 dated 22-12-2021

Sl.No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Pre-Bid Query Response
1	12	C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-In-One Desktop Computers should be within 8 weeks from the date of acceptance of the Purchase Order (or) 10 weeks form the date of issue of purchase order, whichever is earlier	We request bank to Amend the clause as below :- 1.2. Delivery of all All-In-One Desktop Computers should be within 12 weeks from the date of acceptance of the Purchase Order (or) 14 weeks form the date of issue of purchase order, whichever is earlier	Refer Amendment - 1, Item no -1
2	14	C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) 4. Payment Terms	4.1. Payment Schedule will be as under :	70% on delivery of all Hardware & Software items on production of relevant documents. 20% of the total cost will be released after selected installation of Hardware/Software items supplied as per Scope of Work. 10% of total cost will be released on completion of warranty or submission of warranty Bank Guarantee by the selected bidder.	We request bank to Amend the clause as below :- 70% on delivery of all Hardware & Software items on production of relevant documents. 27% of the total cost will be released after selected installation of Hardware/Software items supplied as per Scope of Work. 3% of total cost will be released on completion of warranty or submission of warranty Bank Guarantee by the selected bidder.	No change in RFP clause.
3	15	C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Local Support	5.4 Bidder has to work with different teams of Bank to integrate the Complaint Management System of the Bank with the Complaint Management of the OEM/ Bidder. Further details of the package will be shared with the successful bidders only.	What exactly has to be done, do you mean your complaint management software to integrated with OEM/Bidder compliant software system. In that case you have to provide all the details now.	Secured link to bidder 's portal to be provided for complaint entry at Branch/Office level and monitoring at Head Office level.
4	17	C.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	9. Annual Maintenance Contract (AMC):	9.2 Support for maintenance of All-In-One 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.	9.2 Support for maintenance of All-In-One Desktop Computers (including OS and software license) supplied should be available for a minimum period of 5 years, covering all parts, maintenance and support, after expiry of warranty period.	Refer Amendment - 1, Item no -2

5	31	F. OWNERSHIP & AWARDING OF CONTRACT 6. Distribution of Purchase order:	6.4.4	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.	Please consider and confirm L1 :L2 with 60:40 ratio .	No change in RFP clause.
6	32	F. OWNERSHIP & AWARDING OF CONTRACT	8. Project Execution:	The entire project needs to be completed expeditiously. The selected bidder should supply 2 systems one at PMO, Bengaluru and one at HO on Proof of Concept (PoC) basis within two weeks from the date of issue of purchase order, so as to ensure compatability with the Bank"s software. If any technical/compatibility issue is noticed during PoC period, the same should be rectified before the delivery time specified in the RFP. 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 and he/she shall be made available exclusively for the project and shall visit Malappuram as and when required by the Bank. 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.	Request you to please provide 10-12 week for the POC as the same to be arrange from OEM .	No change in RFP clause.
7	32	F. OWNERSHIP & AWARDING OF CONTRACT	Warranty Performance Bank Guarantee:	9.1. The successful bidder should submit a Security Deposit of 10% of the contract value /Performance Bank Guarantee as specified in Bid schedule within 15 days from the date of acceptance of the Order or 21 days from the date of issue of Purchase Order whichever is earlier.	We request bank to Amend the clause as below :- 9.1. The successful bidder should submit a Security Deposit of 3% of the contract value /Performance Bank Guarantee as specified in Bid schedule within 15 days from the date of acceptance of the Order or 21 days from the date of issue of Purchase Order whichever is earlier.	No change in RFP clause.

8	40	F. OWNERSHIP & AWARDING OF CONTRACT 15. Force Majeure:	15.5	As the impact of Covid-19 pandemic is prevailing while releasing this RFP itself, the Force Majeure clause will not be applicable for delivery and installation timelines, except for national level complete lockdown or triple lockdowns imposed by state governments in transit/delivery locations that may come into effect after the issue of purchase order.	Request you to consider Covid-19 , Omicron is prevailing due to which deliveries from OEM will be delayed .Also installation may be delayed due to restrictions on lockdown/ transportation .	No change in RFP clause.
9	47	Annexure - 2 Eligibility Criteria Declaration	b	Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution. If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of Six years from the date of submission of Bid.	The product availability to deal/market depends on OEM Request you to consider product support for 5 year.	As mentioned under point no - (4) above, the anticipated period of support is 5+1 = 6 years. Bidder shall provide AMC support for post warranty period of 1 year also if the bank so desires.
10	48	Annexure - 2 Eligibility Criteria Declaration	f	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4.	Request you to consider authorised service provider.	Authorized service providers of OEM also are acceptable.
11	57	Annexure-7 Technical Requirements for All-	I. Specification of All-In-One Desktop Computers	Changes in Technical Specification suggested by a potential Bidder.		The bidder can supply AIO PCs with higher configuration over and above the configuration mentioned in Annexure-7
12	60	Annexure - 8 Scope of work	SI No. 9	The bidder(s) must undertake to provide Post Warranty on-site Maintenance Support for supplied All-In-One 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.	Please clarify whether three year or five year.	5 yers warranty + AMC period, if AMC is entered at Bank's discretion.
13	60	Annexure - 8 Scope of work	SI No. 19	Successful bidders have to setup centralized helpdesk as per clause 5 of the Section-C of this RFP.	Please consider helpdesk cost seperately in the commercial format.	No change in RFP clause.

14	61	Annexure - 8 Scope of work	Sl No. 11 a,b,c	Installation of MS Office (Wherever required),,Installation of Antivirus,,Installation of Unicode Hindi fonts and other utilities	Please confirm whether the bank will supply the same.	Yes, if the Bank decides to install.
15	61	Annexure - 8 Scope of work	Serial No - 11.d	Making necessary configuration required for working of Finacle and Biometric device installation and ensure functioning of CBS application.	Please let us know which version of finacle should be the latest. What is the biometric device.	Finacle version 7 and above, biometric device presently used is MSO 1300 E-series (may change subsequently)
16	62	New Clause	Annexure-8 Scope of Work	Buyback of Old AIO PC/Desktop	Kindly Include the buyback clause:- Existing old working AIO PC/Desktops with Keyboard, Mouse and Monitor to be bought back from the same location. Total number of old items to be bought back shall not exceed the total quantity of order.	Not included in the present project.
17	66	Annexure - 13 Manufacturer/Authorised Distributor in India Authorization Form	Annexure - 13	Annexure-13- Manufacturer/Authorised Distributor in India Authorization Form	Request you to consider standard format of MAF from OEM .	Both Bidder and the OEM should sign the Annexure as given in the RFP.
18	67	Annexure - 13 Manufacturer/Authorised Distributor in India Authorization Form	Paragraph- 4	We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not “End of Life” during the next One Year and “End of Support” for a minimum period of Six Years.	Request you to consider end of support of 5 year.	No change in RFP clause.

