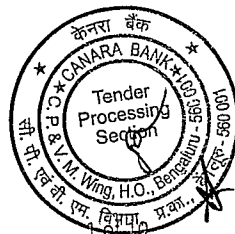
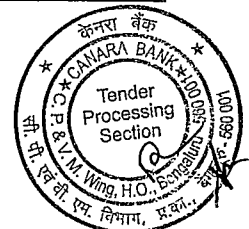


Replies to Pre bid Queries for the GeM bid ref. No: GEM/2024/B/5045957 dated 13/06/2024 for Supply, Installation and Maintenance of Laptop Computers for a period of Five years (Three (3) years Comprehensive Onsite Warranty and Two (2) years AMC)

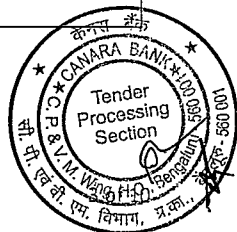
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. c, Processor Intel Core i7-1355U (10 Core, 5.0 GHz with turbo frequency, 12 MB Cache, 12 Thread) or Equivalent AMD Ryzen 7 processor or higher	Request you to change it to Intel Core i7-1355U or AMD Ryzen 7 7730U Processor (8 Cores, 4.5Ghz with turbo frequency, 12 MB Cache, 12 Thread) or Equivalent or higher	Bidders to comply with RFP terms and conditions. The current technical specifications in the ATC is the minimum requirement of the Bank. As per GeM terms and conditions " The terms and conditions stipulated in STC & SLA will supersede those in GTC and terms and conditions stipulated in ATC will supersede those in GTC and STC in case of any conflicting provisions."
2	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. o, Ports and Card Reader 3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader	Request you to change it to 3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher with one type C), HDMI/mini display port 2.0 or above.	Bidder to refer corrigendum-1.
3	NA	Generic	Generic	Item Category Laptop - Notebook (Q2) Internal	Instead of Laptop Notebook(Q2) If we provide Laptop Notebook (Q3) is it acceptable	Bidders to comply with RFP/GeM bid terms and conditions
4	NA	Generic	Generic	It is a link Bid	Is it possible to change as BOQ bid (if its possible)	Bidders to comply with RFP/GeM bid terms and conditions



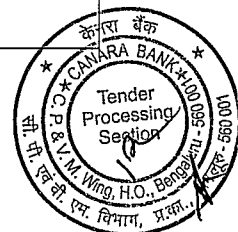
5	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. c, Processor Intel Core i7-1355U (10 Core, 5.0 GHz with turbo frequency, 12 MB Cache, 12 Thread) or Equivalent AMD Ryzen 7 processor or higher	Please confirm the physical parameter of Processor as 10 Core 5.0 GHz with turbo frequency, 12 MB Cache, 12 thread or higher	Bidders to comply with RFP terms and conditions. The current technical specifications in the ATC is the minimum requirement of the Bank. As per GeM terms and conditions " The terms and conditions stipulated in STC & SLA will supersede those in GTC and terms and conditions stipulated in ATC will supersede those in GTC and STC in case of any conflicting provisions."
6	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. f, Mother Board OEM logo or OEM Part Code no. should be embossed/printed on the mother board. (Sticker is not acceptable).	The Laptops model is of Make in India and the OEM Part Code will be available in the form of a sticker for warranty identification. It will not impact any kind of service and warranty support as the Warranty is identified by the Serial No of the laptop. Hence request to accept sticker on motherboard	Bidders to comply with RFP terms and conditions
7	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. h, HDD 512 GB M.2 SSD	Request you to change to 1 TB SSD as the cost difference is very very minimum, but the storage is getting doubled. It will help the bank for long terms.	Bidders to comply with RFP terms and conditions



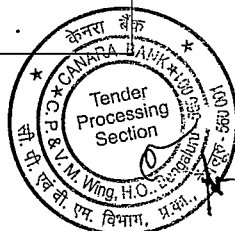
8	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. r, Power Supply 110V-240V, 40-60Hz AC Supply with rechargeable Battery Pack Comprising of Li-Ion/ Li-Polymer battery Suitable for minimum 8 hours Backup. 3 pin Adaptor suitable for Indian Power Sockets.	We suggest o mention the battery Capacity in Whr. We suggest minimum 45 Whr battery	Bidders to comply with RFP terms and conditions
9	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. c, Processor Intel Core i7-1355U (10 Core, 5.0 GHz with turbo frequency, 12 MB Cache,12 Thread) or Equivalent AMD Ryzen 7 processor or higher	Please confirm the physical parameter of Processor as 10 Core 5.0 GHz with turbo frequency , 12 MB Cache , 12 thread or higher	Bidders to comply with RFP terms and conditions. The current technical specifications in the ATC is the minimum requirement of the Bank. As per GeM terms and conditions " The terms and conditions stipulated in STC & SLA will supersede those in GTC and terms and conditions stipulated in ATC will supersede those in GTC and STC in case of any conflicting provisions."
10	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. f, Mother Board OEM logo or OEM Part Code no. should be embossed/printed on the mother board. (Sticker is not acceptable).	The Laptops model is of Make in India and the OEM Part Code will be available in the form of a sticker for warranty identification. It will not impact any kind of service and warranty support as the Warranty is identified by the Serial No of the laptop. Hence request to accept sticker on motherboard	Bidders to comply with RFP terms and conditions



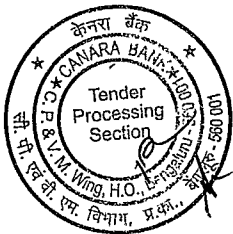
11	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. g, Memory 1x 16GB DDR4 RAM-3200 MHz or higher expandable upto 32 GB or more with minimum 2 DIMM slots.	Expandable up to 64GB for Better update	Bidders to comply with RFP terms and conditions
12	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. h, HDD 512 GB M.2 SSD	Request you to change to 1 TB SSD as the cost difference is very very minimum , but the storage is getting doubled. It will help the bank for long terms.	Bidders to comply with RFP terms and conditions
13	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. o, Ports and Card Reader 3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader	Request the bank to accept HDMI to 1.4 or Higher to enable all OEMs	Bidder to refer corrigendum-1.
14	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. r, Power Supply 110V-240V, 40-60Hz AC Supply with rechargeable Battery Pack Comprising of Li-Ion/ Li-Polymer battery Suitable for minimum 8 hours Backup. 3 pin Adaptor suitable for Indian Power Sockets.	We suggest to mention the battery Capacity in Whr. We suggest minimum 45 Whr battery	Bidders to comply with RFP terms and conditions
15	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. Delivery of all Laptop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of issue of Purchase Order, whichever is earlier.	Delivery of all Laptop Computers should be within Seven (7) weeks from the date of acceptance of the Purchase Order or Eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier.	Bidder to refer corrigendum-1.



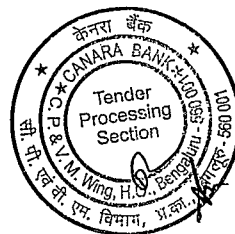
16	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within Two (2) weeks from the date of delivery of all the materials for each ordered locations.	1.4. The successful 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 Four (4) weeks from the date of delivery of all the materials for each ordered locations.	Bidders to comply with RFP terms and conditions
17	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Payment terms	4.1. The payment schedule will be as under and will released after execution of contract agreement as per the following schedule: Sl. No: 3 Warranty- 10% of cost of Laptop Computers as per Table-A of Annexure-15- After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per GeM Terms. Or On submission of a bank guarantee for equivalent to 10% of the cost of Laptop Computer.	As per the gem bid terms bidder should provide EPBG 5 % for 62 Months in the warranty Period to maintained the warranty and service. Hence kindly review and remove these 10 % Clause.	Bidders to comply with RFP/GeM bid terms and conditions
18	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	18. Local support	18.3. Response Time and Meantime to Restore [MTTR] 18.3.1. Response Time shall be 6 hours for Urban/Metro Branches and 8 hours for other locations. MTTR shall be next Business day.	Request the bank to amend the clause for Response Time shall be 12 hours for Urban/Metro Branches and 24 hours for other locations.	Bidders to comply with RFP/GeM bid terms and conditions



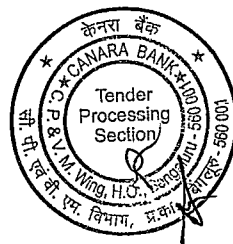
19	58	Annexure-2 Pre-Qualification Criteria	Sl. No. 6	<p>Pre-Qualification Criteria: The bidder / OEM should have supplied minimum 300 nos. of Laptop Computers in a single order of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from the date of RFP. Documents to be submitted In compliance with Qualification Criteria: Purchase Order Copies/ Letters duly mentioning the Make and quantity of the Laptop Computers from the Customers to this effect are to be enclosed.</p>	<p>The bidder / OEM should have supplied minimum 200 nos. of Laptop Computers in a single order of the any reputed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from the date of RFP.</p>	Bidder to refer corrigendum-1.
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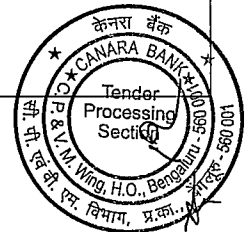
20	68	Annexure-9 Scope of Work	Broad Scope of Work	<p>Sl. No: 13 Bidder has to arrange for taking backup of existing Desktops/Laptops for data migration from the existing machine to new machine in case of replacement of Desktops/Laptops Computers. The following activity also to be completed by the Bidder while installation of the Laptops in the Branches / Offices :-</p> <p>a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities.</p>	Required software should be provided from the Bank request to confirm on the same	The required softwares shall be provided by the Bank. The successful bidder has to install the same.
21	68	Annexure-9 Scope of Work	Broad Scope of Work	<p>Sl. No: 19 The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty / AMC period. The availability of services of the Engineers for the proposed locations all over India. The Bidder has to submit certificate from Company's HR undertaking that the qualified engineers are in the company's role.</p>	Request bank accept bidder / OEM Authorized service engineers to provide the service across pan India.	Bidder to refer corrigendum-1.



22	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. c, Processor Intel Core i7-1355U (10 Core, 5.0 GHz with turbo frequency, 12 MB Cache, 12 Thread) or Equivalent AMD Ryzen 7 processor or higher	As per the original GeM catalogue Bid, AMD is qualifying considering the "Golden Parameters", but due to additional parameters in the ATC document on the technical specification (Annexure 10) of Laptop for processor parameter, which restricts AMD based Laptops to participate. Requesting the bank to kindly make the below necessary changes to also qualify AMD Ryzen 7 7730U Processor, as per the catalogue value. Changes requested: "Intel Core i7-1355U or AMD Ryzen 7 7730U Processor; either of them having (8 Cores, 4.5Ghz with turbo frequency, 12 MB Cache, 12 Thread) or Equivalent or higher". Kindly note: AMD Ryzen 7 7730U processor is leading with 7nm FinFET Technology, it comes with 8 Performance Cores, 16 threads, 20MB cache with higher integrated Graphic frequency of	Bidders to comply with RFP terms and conditions. The current technical specifications in the ATC is the minimum requirement of the Bank. As per GeM terms and conditions " The terms and conditions stipulated in STC & SLA will supersede those in GTC and terms and conditions stipulated in ATC will supersede those in GTC and STC in case of any conflicting provisions."
23	71	Annexure-10 Technical Specifications	Technical Specification of Laptop Computers	SL. No. o, Ports and Card Reader 3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader	Request you to kindly remove Card Reader, as integrated Card reader on Laptop has become obsolete technology or make it as an external with USB to Card reader converter.	Bidder to refer corrigendum-1.

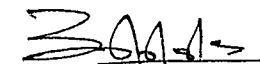


24	1	GeM bid document	GEM/2024/B/5045957 dated 13/06/2024	Bid Offer Validity (From End Date)	Requesting the department to reduce the 180-day bid offer validity period to 60 days. 180 days is a very long period and it becomes difficult for OEM or bidder to keep the stock for so long. Also, the model can get upgraded, and holding the price for this long as per current market trend can be a problem.	Bidders to comply with RFP/GeM bid terms and conditions
25	35	SECTION F - OWNERSHIP & AWARDED OF CONTRACT	10. Performance Security	10.1. The successful bidder should submit a Performance Security equivalent to 5% of the Total Cost of Ownership (TCO) within 30 days from the date of acceptance of the Purchase Order with the validity period of 62 months from the acceptance of PO and shall be retained till the completion of Contract period. The guarantee should also contain an additional claim period of 2 months from the last date of validity.	This is a big tender with big quantity. The 5% value for which will be very high for a bidder to submit for the ePBG duration of 62 months as asked by the department. So requesting the department to reduce the ePBG to 3% instead of 5% so that the bidder don't have to get this huge amount stuck for such a long period.	Bidders to comply with RFP/GeM bid terms and conditions
26	NA	Generic	Generic	Generic	As per standard bid documents uploaded on GeM 27 months duration of ePBG is standard. Also 62 months is a long period for which getting their money stuck is a huge drawback. So, requesting the department to reduce the duration to 27 months after completion of delivery of stock.	Bidders to comply with RFP/GeM bid terms and conditions



27	NA	Generic	Generic	Generic	The ePBG submission asked by the department is for the assurance of performance in terms of services of installation and servicing of Laptops. The department should release the 100% payment upon successful installation of Laptops at the designated locations. ePBG will assure the guarantee of after sale services and if any issue is faced by the department the same can be deducted from the ePBG as per Liquidation Charges clause.	Bidders to comply with RFP/GeM bid terms and conditions
28	5	GeM bid document	GEM/2024/B/5045957 dated 13/06/2024	Consignees/Reporting Officer/Quantity	Requesting the department to change the delivery period from 63 days to 100 days. This is a huge order for which the bidder has to plan for its procurement in coordination with OEM. OEM also has to plan for its production and supply to the bidder's warehouse or even to the OEM warehouse, in case OEM itself is a bidder. So, requesting the department to increase the delivery period to 100 days.	Bidder to refer corrigendum-1.

Date: 29-06-2024
Place: Bengaluru


General Manager

