



**भारतीय लघु उद्योग विकास बैंक**  
**Small Industries Development Bank of India**

|                           |  |
|---------------------------|--|
| RfP No. and Date          | <b>500/2021/1598/CBO/ITV dated December 19, 2020</b> |
| Purpose of RfP            | <b>Procurement of Enterprise Desktops</b>            |
| Pre-bid Meeting Date      | <b>December 28, 2020;1500hours</b>                   |
| Clarifications issue Date | <b>December 31, 2020</b>                             |

**Pre-Bid Clarifications**

| S.N. | Page Number of RFP | Section Number of RFP | Clause as per RFP  | Bidder Query  | SIDBI Response  |
|------|--------------------|-----------------------|--|---|---|
| 1    | 5                  | 5                     | Last date for submission of bids is January 11, 2021;1530 hours  | Pl. extend by one week due to Pongal holidays and delay in response from OEM due to Covid-19. | Last date for submission of bids extended till <b>January 21, 2021;1530 hours</b> .<br><br>Minimum eligibility and technical bids will be opened on <b>January 21, 2021;1600 hours</b> .  |
| 2    | 10                 | 4.1.5                 | The bidder shall not quote for the products, whose End of Sale/ End of Support/ End of Life has been declared by the OEM. The Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least 5 years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by the vendor, reaches either end of support or end of life as stipulated in this clause, within the period of 6 years, the selected vendor has to immediately replace/upgrade the equipment at no additional cost to the Bank, whose technical specifications should be equivalent to or higher than that mentioned in the RFP so that the products should be compatible with the existing setup. | Kindly confirm on support period is 5Year or 6 Year.  | <b>Change</b><br><br><b>The revised clause to be read as:</b><br><br>The bidder shall not quote for the products, whose End of Sale/ End of Support/ End of Life has been declared by the OEM. The Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least 5 years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by the vendor, reaches either end of support or end of life as stipulated in this clause, within the period of 5 years, the selected vendor has to immediately replace/upgrade the equipment at no additional cost to the Bank, whose technical specifications should be equivalent to or higher than that mentioned in the RFP so that the products should be compatible with the existing setup. |
| 3    | 10                 | 4.2.2                 | Bidders to submit self-undertaking from OEM and bidder as per format provided in <b>Annexure –XX</b> of this RfP   | Seems to be typo error. Pls change to Annexure – XIX.   | <b>Change</b><br><br><b>To be read as:</b><br><br>Bidders to submit self-undertaking from OEM and bidder as per format provided in <b>Annexure –XIX</b> of this RfP.  |
| 4    | 10                 | 4.2.1                 | In terms of Government order, No. P-45021/2/2017-B.E.-II dated 16.09.2020 issued by the Department for   | NA  | In terms of Government order, No. P-45021/2/2017-B.E.-II dated 16.09.2020 issued by the Department for Promotion of   |

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|      |                    |                       | Promotion of Industry and Internal Trade (DPIIT) and Order No. No.P-45021/2/2017-PP (BE-II) dated 16.09.2020 issued by Ministry of Electronics and Information Technology (MeitY), as amended from time to time, only ' <b>Class-I local suppliers</b> ' are eligible to bid in the current RfP.  |  | Industry and Internal Trade (DPIIT) and Order No. No.P-45021/2/2017-PP (BE-II) dated 16.09.2020 issued by Ministry of Electronics and Information Technology (MeitY), as amended from time to time, only 'Class-I local suppliers' are eligible to bid in the current RfP.<br><br><b>However, products of at least two OEMs need to participate and should comply the qualification criteria and technical specifications as specified in this tender for the bank to take this procurement process forward.</b> |
| 5    | 12                 | 4.8                   | Earnest Money Deposit   | We request you to waive off the EMD – As per the Govt Notification No. F.9/4/2020-PPD Dated 12th November 2020.                    | As per RfP.  |
| 6    | 14                 | 4.10.1                | Bidders possessing valid NSIC / Udyog Aadhaar Memorandum are eligible for exemption from EMD. Start-ups are exempted from submission of EMD on submission of valid proof.   | NA   | <b>Change</b><br><b>The revised clause to be read as:</b><br>Bidders possessing valid NSIC / Udyog Aadhaar Memorandum are eligible for exemption from EMD. Start-ups are exempted from submission of EMD on submission of valid proof along with <b>Annexure -XX</b> duly filled, signed and stamped.  |
| 7    | 14                 | 4.12                  | Submission of bids  | Would recommend enabling online submission of documents.   | As per RfP.  |
| 8    | 15                 | 4.18.2                | The bidder and OEM have to submit an undertaking (format enclosed in the <b>Annexure – XIX</b>  | Seems to be typo error. Pls change to Annexure – XVIII.  | <b>Change</b><br><b>To be read as:</b><br>The bidder and OEM have to submit an undertaking (format enclosed in the <b>Annexure – XVIII</b> .   |
| 9    | 20                 | 5.3.1 (1)             | Install the operating system along with latest patches.   | The machine will be with Pre loaded OS.  | Agreed   |
| 10   | 20                 | 5.3.2                 | The successful bidder(s) shall be shared, the configuration settings like partitioning details, hostname, IP address, standard software application and utilities etc., for installation and/or dump. The partitioning and copying of standard software applications and utilities should be carried out by the bidder at factory or warehouse level, prior to dispatch to respective locations of the Bank. Configuration of IP address, hostname shall be carried out | The same needs to be performed at Factory level or Warehouse Level. In case at Factory level, will SIDBI provide the entire media. | Agreed   |

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|      |                    |                       | by the bidder engineer during installation. Authorization letter for copying the software would be provided by the Bank to the shortlisted bidder. Further, activation (excluding Operating system) will be carried out by the Bank.   |  |   |
| 11   | 21                 | 5.3.3                 | The standard software which needs to be loaded at the factory / bidder warehouse would include but not limited to:<br>1. Adobe Reader 11, 7Zip-19, Google Chrome, Citrix Receiver 4.6, Dopdf-7, Java-8, Tight VNC-2.8, MSOffice 365, Hindi Unicode, Internet explorer, antivirus, NAC client, patch management, service manager etc.<br>2. The licensed/authorized version of software would be provided by the bank to the shortlisted bidder/s and activation of software would be taken care by the bank.   | The same needs to be performed at Factory level or Warehouse Level. In case at Factory level, will SIDBI provide the entire media. | Agreed  |
| 12   | 21                 | 5.5.1                 | The shortlisted bidder will be responsible for affixing asset tags on each hardware equipment supplied to the Bank. The Asset Tags so printed by the shortlisted bidder must have the logo of both the bank and successful bidder along with other details like configuration details (RAM, HDD, Processor), call logging No., PO No. etc. The asset tag details for the Hardware would be mutually decided by the Bank and the shortlisted bidder immediately after placing order. Affixing of asset tag to be carried out by the bidder before dispatch to individual locations. | All this can only be done prior to delivery in one centralized bidder warehouse.   | Agreed  |
| 13   | 22                 | 5.9.10                | During the term of the contract, the bidder/OEM will maintain the hardware/software in perfect working order and condition and for this purpose will provide the following repairs and maintenance services on 24x7x365 basis, without any additional cost to the bank:  | Pls clarify on Warranty type required.   | <b>Change</b><br><b>The revised clause to be read as:</b><br>During the term of the contract, the bidder/OEM will maintain the hardware/ software in perfect working order and condition and for this purpose will provide the following repairs and maintenance services as per service window, without any additional cost to the bank.<br><br>The revised service window is 10 am to 6 pm (business days). |
| 14   | 23                 | 5.10.3                | The bank should also be able   | This will increase the Cost,   | <b>Change</b>   |

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| 15   |                    |                       | to raise Tag with the OEM and the tag support should be 24 X 7 X 365. Bidder has to provide credentials to access the OEM website for the same.   | however as per point 6.1.4, Service Window "Service Window – the service window would be 9 am to 7 pm (business days). These contradict with each other. We recommend STD Service support as per Bank's operating timings.<br>As per Clause 5.10.1 Bank will log calls with Bidder then is it required for OEM to have 24X7X356 tag support. | <b>The revised clause to be read as:</b><br>The bank should also be able to raise Tag with the OEM and the tag support should be as per service window. Bidder has to provide credentials to access the OEM website for the same.<br>The revised service window is 10 am to 6 pm (business days).   |
| 16   | 24                 | 5.11                  | Expand the capacity of the equipment during the contract period by installing application software and/or upgradation of RAM, Hard disk capacity etc., based on its operational requirements. The upgradation may be carried out either with help from the Bidder, or another vendor, provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the bidder's cost of performing repair and maintenance service.   | This would be on chargeable basis.   | <b>Change</b><br><b>The revised clause to be read as:</b><br>Expand the capacity of the equipment during the contract period by upgradation of RAM, Hard disk capacity etc., based on its operational requirements. The upgradation of the hardware may be carried out with help from the Bidder for which Bank will bear additional cost.. |
| 17   | 24                 | 5.14.1                | The Bank may, during the tenure of the contract reserves the right to shift the equipment to other locations within the Country based on its operational requirements. The bidder will be intimated prior to shifting. All expenses towards shifting i.e., transportation, transit insurance etc. will be borne by the bank. The warranty/AMC terms would not be considered as violated if shifting of equipment takes place. Further, the vendor & OEM is required to update their database and provide warranty/AMC, service and support for the shifted equipment at the new location. No additional cost whatsoever would be paid by the Bank | Warranty shall remain if there are no physical damages to the machine.   | Agreed  |
| 18   | 25                 | 5.16.1                | The bidder should assign one coordinator at their office who would act single point of contact to the bank during the contract period for coordination with the bank's locations for delivery, installation, acceptance, payments etc.  | What will the Timings of the same?   | The timings would be during normal banking hours i.e., 10am to 6pm.   |

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|      | 26                 | 6.1.4                 | Service Window – the service window would be 9 am to 7 pm (business days).   | Pls clarify on Warranty type required.  | <b>Change</b><br><b>The revised clause to be read as:</b><br><b>Service Window</b> – the service window would be 10 am to 6 pm (business days).  |
| 19   | 26                 | 6.1.7                 | The response time and Mean Time To Restore (MTTR) should be as under:<br><br>-For the calls logged upto 12PM Should be attended and resolved by Same Business Day (SBD)<br><br>-For the calls logged after 12PM Should be attended and resolved by Next Business Day (NBD) | For calls where part replacement is involved which generally take more time, hence would request to amend the clause as –<br><br>The response time and Mean Time To Restore (MTTR) should be as under:<br><br>-For the calls logged upto 12PM Should be attended NBD and resolved within 2-3 Business Day.<br><br>-For the calls logged after 12PM Should be attended NBD and resolved within 2-3 Business Day. | The response time and Mean Time To Restore (MTTR) should be as under:<br>(i) -For the calls logged upto 12PM Should be attended and resolved by Same Business Day (SBD).<br>(ii) -For the calls logged after 12PM Should be attended and resolved by Next Business Day (NBD).<br>(iii) In case of North East locations Additional 2 Business Days would be allowed for resolution.<br><br>However, in case of requirement of replacement of parts, calls logged should be resolved within 3 business days including the day of reporting/call logging. |
| 20   | 28                 | 6.3.3                 | The bidder to raise location wise invoice i.e., invoice to be raised on the location where the equipments are delivered with appropriate GST details (CGST, SGST or IGST). The bidder to attach copy of GST certificate along with the invoice                             | Would recommend submitting payment related documents at SIDBI Chennai and single location payment release as well.  | <b>Change</b><br><b>The revised clause to be read as:</b><br><br>The bidder to raise location wise invoice i.e., invoice to be raised on the location where the equipments are delivered with appropriate GST details (CGST, SGST or IGST). The bidder to attach copy of GST certificate along with the invoice. Location wise invoices to be submitted to central location and payments would be released from the same.  |
| 21   | 29                 | 6.4.1                 | The Bidder should deliver the goods within SIX WEEKS FROM THE DATE OF PURCHASE ORDER.  | Looking at current situation there are shortages of chips and Display panels mentioned delivery period is difficult to achieve. Would recommend amending delivery period to 10 weeks.   | <b>Change</b><br><b>The revised clause to be read as:</b><br><br>The Bidder should deliver the goods within EIGHT WEEKS from the date of Purchase Order.   |
| 22   |                    |                       |  | In current context of COVID-19 situation, there is issues pertaining to supply chain hence kindly change the delivery schedule as 8 weeks.  |  |
| 23   | 30                 | 6.6                   | Performance security   | If Performance Bank Guarantee is present, please waive off Performance Security.  | As per RfP.  |
| 24   |                    |                       |  | We request you to reduce the Performance Security - As per the Govt Notification  |  |

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|      |                    |                       |   | No. F.9/4/2020-PPD Dated 12th November 2020.  |   |
| 25   | 31                 | 6.7.2 (1.a)           | If the vendor fails to deliver the equipment within FOUR weeks from the date of PO, LD of 0.5% of the cost of the equipment (plus GST) for every week's delay or part thereof, subject to maximum of 5% of the order value of the equipment will be imposed by the bank.  | The delivery in delivery Schedule as per 6.4.1 is 6 weeks and 3 Weeks for Installation in 6.4.2. This contradicts.  | <b>Change</b><br><b>The revised clause to be read as:</b><br>If the vendor fails to deliver the equipment within EIGHT weeks from the date of PO, LD of 0.5% of the cost of the equipment (plus GST) for every week's delay or part thereof, subject to maximum of 5% of the order value of the equipment will be imposed by the bank.  |
| 26   | 31                 | 6.7.2 (1.b)           | In case the delay exceeds TEN weeks, the bank reserves the right to cancel the purchase order in full. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.   | Request to correct & amend the clause as:<br>...deliver the equipment within Fourteen weeks from the date of PO,  | As per RfP  |
| 27   | 31                 | 6.7.2 (2.a)           | If the vendor fails to install the items within TWO weeks from date of delivery, the bank will impose a LD of 0.5% of the equipment value (plus GST) for the late installed item for each week's delay or part thereof, subject to a maximum of 5% of the order value of the equipment would be imposed by the bank.  | Request to correct clause as 3 weeks  | <b>Change</b><br><b>The revised clause to be read as:</b><br>If the vendor fails to install the items within THREE weeks from date of delivery, the bank will impose a LD of 0.5% of the equipment value (plus GST) for the late installed item for each week's delay or part thereof, subject to a maximum of 5% of the order value of the equipment would be imposed by the bank. |
| 28   |                    |                       |   | The installation schedule is 3 Weeks in 6.4.2. This contradicts   |   |
| 29   | 50                 | 9.2                   | Public Procurement  | Need to understand the scope as Most of the Top OEM does not have Class I & Class II Category. There may be local Vendor who may comply with the same. Kindly Confirm.  | As per RfP.   |
| 30   | 59                 | 11.1.1(6)             | The bidder should have supplied at least 100 desktops of any make in at least 15 states of India in single / multiple orders during the period 01.04.2017 to 31.10.2020 for organizations in Government/ Financial Institutions / Scheduled Commercial Banks / Government Departments / Semi-Government Departments / PSU / Publicly listed Companies in India. | The bidder should have supplied at least 100 desktops of any make in single /multiple orders during the period 01.04.2017 to 30.11.2020 for organizations in Government/ Financial Institutions / Scheduled Commercial Banks /Government Departments /Semi-Government Departments /PSU /Publicly listed Companies in India. | As per RfP.   |
| 31   | 61                 | 12.1.1(1)             | Form Factor - Small Form Factor (SFF) and volume should be less than 10L.   | Generally, when it comes to SFF the Volume of the Chassis should be less than 8 Liters. (10 Liters will not solve the purpose of purchasing SFF, it is as good  | As per RfP.   |

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|      |                    |                       |  | as Tower).  |   |
| 32   | 61                 | 12.1.1(2)             | Processor: Intel® Core™ i5-9500 (3Ghz or higher, 6 cores, 9MB cache)                                   | Currently every OEM has moved to 10th Gen Intel Processor. Hence would recommend changing the processor to Intel i5- 10500 Processor. This will enable bank to achieve 5 year support as well.  | As per RfP.   |
| 33   |                    |                       |  | Intel has launched the 10th Gen Platform and all the OEM has transformed with new Platform. Putting Old Gen Processor will attract old stock in the discussion.   |   |
| 34   | 61                 | 12.1.1(3)             | Chipset - Latest generation and compatible Intel chipset.  | Since you are looking for enterprise class chipset, robust and secure machine we request to clarify on Chipset required.  | <b>Change</b><br><b>The revised clause to be read as:</b><br>Chipset – Latest generation (released by OEM after Q2' 2019) and compatible Intel chipset.             |
| 35   |                    |                       |  | Chipset Number should be mentioned as keeping this as open terms will lead to involving any chipset into the consideration.   |   |
| 36   | 61                 | 12.1.1(5)             | Memory 1X16GB (2DIMM slots), DDR4, Non ECC, 2666 MHz, scalable to 32GB.                                | Today's desktops are expandable upto 64 GB. Please amend specification  | As per RfP.   |
| 37   | 61                 | 12.1.1(8)             | Sound Card: Built-in   | Audio is on board. Please clarify if Inbuild speakers are required  | In-built speakers not required.   |
| 38   | 61                 | 12.1.1(10.a)          | 802.11ac dual band (2x2) wireless adapter  | Request to include 802.11 ac (1 x 1)  | As per RfP  |
| 39   | 61                 | 12.1.1 (11.a)         | a) Minimum two USB 3.1 Gen 1 Type-A and two USB 2.0. At least two USB ports should be in the front.    | Since all peripherals including Mouse and Keyboards are with USB interface, we recommend amending the specifications as: a) Minimum 5 USB 3.1 Gen 1 Type-A and Four USB 2.0. At least Four USB ports should be in the front.  | As per RfP.   |
| 40   | 61                 | 12.1.1 (14)           | Power Supply: Upto 200W with minimum 85% Efficient PSU (ENERGY STAR complaint or equivalent compliant) | Today every Brand available in market is striving for energy efficient and are concern towards environment cause. Hence every brand has better efficiency Power supply unit i.e. with 90% higher. Better efficiency will also help you to save operating cost. We recommend amending specification as 200W with minimum 90% efficiency PSU. | <b>Change</b><br><b>The revised clause to be read as:</b><br>Power Supply: Upto 250W with minimum 85% Efficient PSU (ENERGY STAR complaint or equivalent compliant) |
| 41   |                    |                       |  | Kindly make a note that as per our offering, Product has a 250W with 85% efficient PSU hence request to make a changes accordingly for the same.  |   |
| 42   | 61 / 62            | 12.1.1 (15.d)         | Monitor<br>d) Brightness: 250 Nits   | 200Nits are the standard specifications for monitor.  | <b>Change</b>   |

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|      |                    |                       |   |   | <b>The revised clause to be read as:</b><br>Brightness: 200 Nits or above.   |
| 43   | 62                 | 12.1.1(16)            | Hardware based TPM 2.0 (discrete or integrated).<br><b>Firmware, Software &amp; virtual TPM are not acceptable</b>  | Kindly include the TPM firmware.        | As per RfP.  |
| 44   | 62                 | 12.1.1(20)            | 3 years comprehensive onsite with back to back support / arrangement from OEM.  | Kindly make warranty as 5 years         | As per RfP.  |
| 45   | 62                 | 12.1.1(23)            | Software Tool - Utility for hardware fault diagnosis, Utility for System protection which includes recovery of operating system, application and data, Utility with dashboard for reporting and implementing power management, Health management. | Need clarity on software tool required. | <b>Change</b><br><b>The revised clause to be read as:</b><br>Software Tool - Utility with dashboard for reporting and implementing power & health management and hardware diagnosis. |
| 46   |                    |                       |   | Need to Understand the Scope.           |  |
| 47   | 77                 | 13.5.                 | MAF - Further, the HP Products quoted by the above bidder are with three years warranty and two years AMC, which would be back to back from us and includes Desktop battery.  | Recommend removing the clause.          | <b>Change</b><br>Revised MAF attached.   |

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| <b>Note</b> | <p>1. The pre-bid clarifications will form an integral part of the tender document.</p> <p>2. All other terms and conditions are as per RfP.</p> |
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**Manufacturer Authorisation Form**  
**(This letter should be on the letterhead of the OEM)**

To

The General Manager  
Small Industries Development Bank of India,  
IT Vertical, Overseas Towers, 2nd Floor,  
756-L, Anna Salai,  
**Chennai – 600002**, Tamil Nadu

Dear Sir,

**Manufacturer Authorization**  
**Tender No. 500/2021/1598/CBO/ITV Dated December 19, 2020**

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We \_\_\_\_\_ (**OEM Name**) having our registered office at \_\_\_\_\_ (**OEM office address**) are an established and reputed manufacturer of \_\_\_\_\_ **<hardware details>** do hereby authorise M/s \_\_\_\_\_ (**Name and address of the Partner**) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Indian Distributor) hereby confirm that proposed Desktops are of enterprise / business class and we extend our full guarantee and warranty as per terms and conditions of the tender for the equipments against the offer by the above firm/company and will extend technical support and ensure availability of spares for our products for a period of FIVE (5) years from the date of acceptance.

In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by us directly or through our other authorized partners for the remaining period of warranty and/or AMC for the product without any additional cost to the Bank.

Further, the desktops quoted by the above firm are with three years warranty and two years AMC which is back to back with us.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and/or during the period of the contract.

**<Authorised Signatory>**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.