



<b>Bid Number</b>	GEM/2022/B/2884651
<b>Bid Issue Date</b>	22.12.2022
<b>Item Category</b>	Desktop Computers
<b>Pre-Bid Date</b>	30.12.2022, 1100 hours

**Pre-bid Queries and Response**

*In the bid corrigendum (GEM/2022/B/2884651-C3), pre-bid clarifications are given in the file “Buyer Uploaded ATC document at Annexure -XIII, page no. 25”. Bidders are required to consider the same while responding to the bid.*

Clarifications to the pre-bid queries is as under and they shall form integral part of the bid document:

S.N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
1	MSE Purchase Preference Page No.3	7. Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/ Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded	Request to kindly remove this clause.  All MSE bidders will be equally aggressive in their quotes, and this is a clear disadvantage to Non MSE bidders. Also, the difference of 15% is too high. Removing this clause will create a level playing field to all the bidders.	<b>No Change</b>

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		along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total QUANTITY.		
2	Buyer added Bid Specific Additional Scope of Work.  Page No.1, Buyback, Section 2.2.(d)	Prior to pick up of buyback desktops, the bidder has to carry out degauss and sanitize the hard disk and submit confirmation report to respective office.	Kindly amend to "Bidder to pick up the equipment and take back to bidder warehouse where the degauss and sanitize activity shall be performed. Bidder to later submit an undertaking to confirm successful completion of the activity"  Performing the degauss & sanitize activity at each location is a expensive activity and will intern inflate the cost of the tender.	<b>Change</b>  The revised clause to be read as:  Prior to pick up of buyback desktops, the bidder must:  1.Carry out degauss and sanitize the hard disk and submit confirmation report to respective office.  <b>OR</b>  2.Remove the hard disk from the buyback machine, destroy it at respective location. Further, the destroyed hard disk may be removed from the respective location and disposed-off as per e-waste guidelines.
3	Buyer added Bid Specific Additional Scope of Work.	The desktops are to be picked up from various offices of the Bank spread across the country. There would	Request Bank to provide all the devices at a central location which will reduce time and	<b>No Change</b>

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	Page No.1, Buyback, Section 2.2.(e)	be certain offices of the Bank where there will not be any requirement for new desktops, but only old desktops are given under buyback.	benefit the bank with more aggressive prices from the bidder.  Picking up desktops from each location will inflate the cost of the project.	
4	Buyer added Bid Specific Additional Scope of Work.  Page No.2,  Delivery and Installation,  Section 3.5	The standard software which needs to be installed by the bidder would include but not limited to:  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, Network Access Control (NAC) client, Endpoint Encryption, Asset and Patch management agents, encryption agent, service manager, Zscaler Internet Access & Zscaler Private Access agent etc.  (1) The licensed/authorised version of software would be provided by the Bank to the shortlisted bidder.  (2) The bidder should also create recovery point at the time of installation to enable faster recovery without the requirement of reconfiguration	Kindly confirm if bank will provide and image which bidder can install at their warehouses which will save time and cost which will in turn benefit the bank.	<b>Change</b>  The revised clause to be read as:  1.The bidder should partition the hard disk (two partitions) and copy all the softwares provided by the Bank to one of the partitions at their warehouse.  2.The standard software which needs to be copied / dumped by the bidder would include: Adobe Reader DC, 7Zip-21, Do-PDF7, Google Chrome standalone, Firefox installer, Lotus Notes 9, Fonts, Hindi Unicode, Java 8U231 (32-bit), Microsoft Teams, MSOffice 365, Tight VNC-2.8.23, Hindi Unicode, Citrix receiver 4.12, antivirus, Network Access Control (NAC) client, Endpoint Encryption, Asset and Patch management agents, encryption agent, service manager, Zscaler Internet Access & Zscaler Private Access

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				<p>agent, Contentverse Application (DMS), Secugen (EKYC) etc.</p> <p>3.The licensed/authorised version of software would be provided by the Bank to the shortlisted bidder.</p> <p>4.The bidder engineer during installation of desktops should install the software in coordination with the Bank's facility management team at central location.</p> <p>5.The bidder should also create recovery point at the time of installation to enable faster recovery without the requirement of reconfiguration</p>
5	<p>Buyer added Bid Specific Additional Scope of Work.</p> <p>Page No.2,</p> <p>Delivery and Installation, Section 4.4</p>	<p>The bidder will provide support for hardware and pre-installed software components including OS during the warranty/CMC period. Defective hardware shall be replaced by the vendor at his own cost, including the cost of transport. In case of requirement for reloading of operating system due to system errors / replacements etc., the same shall be carried out by the bidder</p>	<p>Kindly confirm only OS support will be considered and no other softwares are being provided by the bidder.</p> <p>Other softwares which bank has procured separately shall be kept out of the scope as these can change from time to time. To cover this bidder will have to consider a very high cost which will increase the overall cost.</p>	<p><b>Change</b></p> <p>The revised clause to be read as:</p> <p>The bidder will provide support for hardware and Operating System during the warranty/ CMC period. Defective hardware shall be replaced by the vendor at his own cost, including the cost of transport. In case of requirement for reloading of operating system due to system errors / replacements etc., the same shall be carried out by the bidder</p>
6	<p>Buyer added Bid Specific Additional Scope of Work.</p>	<p>In case equipment is:</p> <p>(1) Taken away for repairs, the bidder shall provide similar standby</p>	<p>Kindly confirm bidder shall not be responsible for the data loss and it will be difficult to</p>	<p><b>Change</b></p> <p>The revised clause to be read as:</p>

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	Page No.2, Scope during Warranty and Comprehensive Maintenance Contract, Section 4.5	<p>equipment so that the equipment's can be put to use in the absence of the originals/ replacements without disrupting the Bank's regular work.</p> <p>(2) Declared by the bidder as beyond repairs during warranty/CMC, the bidder shall provide a replacement equipment of the same of higher configuration from the same OEM with prior approval of the Bank. The replacement equipment during warranty should be new equipment.</p> <p>(3) In both the above cases, the bidder should arrange for taking backup from the existing machine and restoring the same on the replaced machine, including installation of application softwares and configuration of all the applications.</p>	determine the exact data which is lost.	<p>In case equipment is:</p> <ol style="list-style-type: none"> <li>1.Taken away for repairs, the bidder shall provide similar standby equipment so that the equipment's can be put to use in the absence of the originals/ replacements without disrupting the Bank's regular work.</li> <li>2.Declared by the bidder as beyond repairs during warranty/CMC, the bidder shall provide a replacement equipment of the same of higher configuration from the same OEM with prior approval of the Bank. The replacement equipment during warranty should be new equipment.</li> <li>3.In both the above cases, the bidder should facilitate for taking backup from the existing machine and restoring the same on the replaced machine.</li> </ol>
7	<p>Buyer added Bid Specific Additional Scope of Work.</p> <p>Page No.2, Scope during Warranty and Comprehensive Maintenance Contract, Section 4.9</p>	4.9 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:	4.9 Kindly change to 8x5xNBD Response. 24x7x365 is used to Data centre equipment list Server, storage & network devices. Again, such SLA's will only inflate the costs and will rarely be used. This will only be a disadvantage to the bank due to the high costs. Also, if	<p><b>Change</b></p> <p>The revised clause to be read as:</p> <p>4.9 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 8X5 basis,</p>

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		<p>(1) Free maintenance services during the period of contract.</p> <p>(2) Rectification in case of corruption in operating system software, which is being supplied by the bidder. The bidders scope includes installation / reinstatement / deinstallation of the Operating System (procured by the Bank and part of equipment delivery) in the hardware supplied by the bidder</p> <p>(3) Repair / Replacement of unserviceable parts with brand new parts or those equivalent to new parts in performance. For this purpose, the Bidder shall keep sufficient stock of spares at the premises of the Bidder in respective locations.</p> <p>(4) Provide and configure standby equipment (of equivalent or higher configuration) in case the call is not resolved within 48 hours. However, the original equipment should be repaired or replaced with new equipment within 5 working days.</p>	<p>standby devices are to be kept then this is not required and will only duplicate the costs.</p> <p>(2) Kindly remove this clause. OS can get corrupted due to improper usage by the user as well. e.g., if the system is forced shutdown during the OS upgrade is underway.</p> <p>(3) &amp; (4) Both the clauses are conflicting, if bidder is to keep standby equipment, then standby spares are not required.</p> <p>Request Bank to kindly confirm the locations and the qty where the standby devices are to be kept so it will be level playing field for all bidders and will also ensure prompt support for the bank.</p> <p>SLA of 8x5x NBD along with standby equipment shall be sufficient to manage all the devices</p>	<p>without any additional cost to the Bank:</p> <p>(1) Free maintenance services during the period of contract.</p> <p>(2) Rectification in case of corruption in operating system software, which is being supplied by the bidder. The bidders scope includes installation / reinstatement / deinstallation of the Operating System (procured by the Bank and part of equipment delivery) in the hardware supplied by the bidder</p> <p>(3) Repair / Replacement of unserviceable parts with brand new parts or those equivalent to new parts in performance within 48 hours. For this purpose, the Bidder shall keep sufficient stock of spares at the premises of the Bidder in respective locations.</p> <p>(4) In case the shortlisted bidder is unable to repair the system within 48 hours, should provide and configure standby equipment (of equivalent or higher configuration). The original equipment should be repaired or replaced with</p>

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				new equipment within 5 working days.
8	Buyer Added text-based ATC clauses Page No.12	<p><b>3. Insurance</b></p> <p>The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes. In case the successful bidder is covering the goods under a Master Policy, bidder has to submit a declaration along with copy of master insurance stating that all the items are covered under the said master policy. If insurance policies for transit insurance is not provided, then 0.1% of the invoice value will be deducted from the payment.</p>	<p>Request to kindly remove this clause.</p> <p>Kindly Amend to " if material is damaged in transit from bidder warehouse to SIDBI delivery location then bidder to replace the equipment with a new equipment"</p>	<b>No Change</b>
9	NA	Additional Clause by Bidder	<p>Kindly add clause, Bidders to quote for OEM's which are in Top 5 of the IDC report</p> <p>This will ensure that established OEM shall participate in the tender.</p>	<b>No Change</b>
10	NA	NA	<p>Additional Clause</p> <p>Bank to take the backup of buyback</p>	<b>Agreed</b>

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			devices before degauss	
11	Additional Specification Parameters - Desktop Computers (300 pieces) Page No.5	Chipset Series & Number of the proposed Desktop Computer  Allowed Chipset Series: - Intel B Series or Higher / Intel Q Series or higher / Intel Z Series or higher and Allowed Chipset Number: - Intel B 460 / Intel Q470 or higher The Chipset Series & Number mentioned in Additional Specification Parameters overwrites the Chipset Series & Number mentioned in GeM Category Specification	We request you add the H series H670 Chipset also in the additional configuration	<b>Change</b> The revised clause to be read as:  Chipset Series & Number of the proposed Desktop Computer  Allowed Chipset Series: - Intel B Series or Higher / Intel Q Series or higher / Intel Z Series or higher / Intel H series or higher and Allowed Chipset Number: - Intel B660 / Intel Q470 / Intel H670 or higher. The Chipset Series & Number mentioned in Additional Specification Parameters overwrites the Chipset Series & Number mentioned in GeM Category Specification
12	Consignees/Reporting Officer and Quantity Page No.6	Delivery Days - 45	Required Changes from 45 Days to 60 Days	<b>Change</b> Revised clause to be read as:  Delivery Days - 60
13	GeM Bid Document Page No.1	Bid End Date/Time - 05-01-2023 16:00:00	Extend the bid submission date by at least one week to 10 days	<b>Revised</b> Bid End Date/Time - 19-01-2023 16:00:00
14		Bid Opening Date/Time - 05-01-2023 16:30:00		<b>Revised</b> Bid Opening Date/Time - 19-01-2023 16:30:00

**Note: all other terms and conditions are as per the bid document.**

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