

Reply to Pre Bid Queries

GeM Bid No. GEM/2022/B/2876160-Request for Proposal For Supply, Installation, and Maintenance of Tablets ,TENDER REFERENCE # RFP – 17/2022-23

Pre- Bid Meeting Date 09.01.2023 at 15:00 Hrs

Sr no	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank Response
1	45	7.1	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD.	If we are upload MSME letter from Chartered Accountant,EMD amount waiver or not	Please refer Buyer Added ATC document, Clause 5.1.2, Exemptions regarding Tender document fees and EMD shall be available to the eligible MSEs in line with the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time
2	26	6.15	PBG should remain valid for a period of 42 months (3 years +6 months) form the date of acceptance of PO	As per govt norms it should be maximum 36 month	No Change in RFP Clause
3	39	6.43/6.44	Integrity Pact & Non disclosure agreement is same or not	Please advise	Pre Contract Integrity Pact & Non Discloure agreements are two separate documents.Bidders are required to submit NDA and Pre Contract Integrity Pact seperately as per formats given in RFP Document

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4	7,89 & 5	7.22. ANNEXURE B : DETAILED TECHNICAL SPECIFICATIONS OF TABLET	BIS, RoHs Mandatory	Remove foreign certificates- As per Emphasize / mandate certifications for BIS, MSME, EPR only and optional for UL/CB and FCC, CE, ROHS for the below reasons and encourage Make in India tablet computes in line with notification Policy No. FP-20013/2/2017-FP PNG dated 17.11.2020 issued by MoP&NG. Allow any INDIAN Certificates and optional as the certificates like the UL/CB, FCC, CE, ROHS certificates only available with the MNC OEMs and are only valid for the products used or sold in the US market. Also, the International Agencies are only authorized to issue these certificates. Here we would like to bring to your kind attention that the being an INDIAN OEM our product is neither sold nor used in the US Market. Certifications UL/CB, FCC,: This is again a restrictive condition suitable to only MNC OEM's, as UL/CB are only mandates for OEM having their operations in Europe and the American Subcontinent. Being an Indian company and having our operations only in India we have all the necessary certifications as per Indian Standard. Like, BIS, MSME, EPR etc	Clause is modified, Revised Cluase as under- Manadatory Certificate- BIS,EPR and RoHs/any other relevant indian certificates
5	34	6.39	Indemnity	What we are doing	Bidder's Query is not clear

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6	Page No- 77&89 & 5	7.22.ANNEXURE B : DETAILED TECHNICAL SPECIFICATIONS OF TABLETS	BIS, RoHs Mandatory	Remove foreign certificates- As per Emphasize / mandate certifications for BIS, MSME, EPR only and optional for UL/CB and FCC, CE, ROHS for the below reasons and encourage Make in India tablet computes in line with notification Policy No. FP-20013/2/2017-FP-PNG dated 17.11.2020 issued by MoP&NG. Allow any INDIAN Certificates and optional as the certificates like the UL/CB, FCC, CE, ROHS certificates only available with the MNC OEMs and are only valid for the products used or sold in the US market. Also, the International Agencies are only authorized to issue these certificates. Here we would like to bring to your kind attention that the being an INDIAN OEM our product is neither sold nor used in the US Market. Certifications UL/CB, FCC,: This is again a restrictive condition suitable to only MNC OEM's, as UL/CB are only mandates for OEM having their operations in Europe and the American Subcontinent. Being an Indian company and having our operations only in India we have all the necessary certifications as per Indian Standard. Like, BIS,MSME, EPR etc	Query clarified above at Sr.No. 4

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7	12	Instructions To Bidders	These two envelopes containing the Technical bid and Commercial bid should be separately submitted. Please note that if any envelope is found to contain both technical and commercial bid, then that offer will be rejected outright.	We would like to state that asking for hard copies of the bids are against GeM terms and policies that promote a sustainable way of bid submission.	The Bid submission shall be through GeM portal only in online mode. Bidders are requested to upload all the required documents/Credentials as asked in RFP on GeM portal Only. Bidders are also required to submit NDA ,Pre Contract Integrity Pact and EMD in physical form also to the address mentioned in ATC RFP document and also to upload these on GeM Portal. If any bidder wishes to provide NDA, Pre Contract Integrity Pact & EMD with E-stamping & Digitally signed by authorised signatory, they are allowed to upload the same on GeM portal and such bidders shall be exempted from submission of these documents in physical form. In other cases, the bidders are required to submit NDA, Pre contract Integrity Pact & EMD in physical form also.

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8	84	ANNEXURE E : PAYMENT TERMS	<p>Bank of Maharashtra will make payment as follows:</p> <p>1. 90 % of the order value will be paid on completion of delivery, installation, commissioning, testing and signoff of all the Tablets ordered.</p> <p>2. Out of the balance 10%, 1% amount would be retained by the Bank till expiry of warranty period and 9% would be paid against submission of Performance Bank Guarantee.</p>	<p>Please release 100% payment within 10 days of delivery & generation of Consignee Receipt and Acceptance Certificates (CRACs) as per GeM GTC.</p>	<p>No Change in RFP Clause</p>

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9	15	Instructions To Bidders	<p>d) Reverse Auction</p> <p>The Bank shall conduct Online Reverse Auction (RA) and the bidders found eligible after technical evaluation, POC & Factory visit will only be able to participate in the RA. RA will be on total cost of ownership basis as per the commercial annexure –A. Bidders have to submit final itemized price to the Bank within 24 hours of closure of Reverse Auction process. Bidders may have to procure digital certificates for participating in online reverse auction and all expenses incurred towards procurement of digital certificate will have to be borne by the bidders.</p> <p>It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest.</p>	<p>Please follow the RA provision as per GeM terms and conditions.</p>	<p>RFP document self Explanatory, Please refer RA qualification rule on Page no. 1 of GeM Bid document no. : GEM/2022/B/2876160. RA shall be conducted as per provisions available on GEM.</p>

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10	19	Instructions To Bidders	Bidders are required to give a Demand Draft drawn in favour of Bank of Maharashtra and payable at Pune, (valid for 90 days from the due date of the tender) for amount highlighted in invitation section as Earnest Money Deposit (EMD) along with their offer. Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank other than Bank of Maharashtra or by any scheduled commercial bank acceptable to Bank.	Please allow EMD exemption to bidders who qualify for EMD exemption as per GeM GTC clause no. xiii. e-Bidding and Reverse Auction (RA) on GeM (M) on Page no. 16 and 17.	Please refer Buyer Added ATC document, Clause 5.1.2, Exemptions regarding Tender document fees and EMD shall be available to the eligible MSEs in line with the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time. Also Applicable guidelines of GeM General terms & Conditions are applicable
11		ANNEXURE D : ELIGIBILITY EVALUATION	The bidder should have supplied minimum 1000 Tablets/IPADs in single order/multiple orders to any in India cumulatively during previous three financial years from the date of issuance of RFP to any Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs	Please allow for Bidders to submit experience of their own or of their OEM (themselves or through their resellers) as per GeM terms and conditions.	No Change in RFP Clause

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12		Instructions To Bidders	<p>Visit to Factory:</p> <p>Bank reserves the right, but not under any obligation, to undertake a 'pre-shipment' inspection of the hardware items in a factory test environment. For this purpose, Bank's personnel or authorized representative may visit the factory site of OEM and expenditure for the same will be borne by Bank. Bidder has to arrange necessary permission, if any.</p>	<p>Please remove the clause of Visit to Factory as none of the OEMs allow a visit to their manufacturing facilities due to security reasons</p>	<p>No Change in RFP Clause</p>

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13	33	Terms And Conditions	<p>With a view to reducing the risks of delay in the project implementation, Bank reserves the right to split the order tentatively in the ratio of 70:30 between the bidders offering the lowest TCO (L1), the bidder offering the second lowest total price (L2) provided the difference in total price between L1 and L2 is less than or equal to 10 percent. However, the Purchase Order (P.O.) for L2 will only be at the rate offered by L1. If L2 do not accept the purchase order in writing within 5 working days, then purchase order will stand automatically cancelled and Bank will split the order between the L1 and the bidder offering the third lowest total price (L3) in the ratio 70:30 provided the difference in total price between L1 and L3 is less than or equal to 10 percent. However, the Purchase Order (P.O.) for L3 will only be at the rate offered by L1. If L3 do not</p>	<p>Please remove the clause for bid splitting as the qty. is very small and can be easily fulfilled by an OEM and its bidder.</p>	<p>No Change in RFP Clause</p>

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14		Terms And Conditions	<p>6.9.1. Hardware Warranty</p> <p>The offer must include a minimum three years' comprehensive on-site warranty for tablets. The Warranty in respect of all the delivery locations would start from a single and uniform date i.e. from the date of installation of last Tablet.</p> <p>During the warranty period, bidder shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Bank of Maharashtra.</p>	<p>For hand held devices like smartphones and tablets, OEMs offer carry-in warranty wherein the end-user takes their defective smartphone to the nearest authorized service centre. On-Site warranty will immensely increase the per unit procurement cost.</p> <p>Please ask for carry-in Warranty.</p>	<p>Clause Modified as under- 6.9.1. Hardware Warranty</p> <p>The offer must include a minimum three years' comprehensive warranty for tablets. The Warranty in respect of all the delivery locations would start from a single and uniform date i.e. from the date of installation of last Tablet.</p> <p>During the warranty period, bidder shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Bank of Maharashtra.</p>
15	32	Terms And Conditions	<p>If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order (beyond 8 weeks from the date of PO), the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof</p>	<p>Please ask for LD charges of 0.5% per week upto a maximum of 10% as per GeM terms and conditions.</p>	<p>No Change in RFP Clause</p>

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16	34	Terms And Conditions	A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Tablets like Hard Disk, Displays, Memory, battery etc. are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used	We request that this certificate is taken from the Authorized signatory of the bid in place of CFO /Company Secretary as this is beyond their scope of work.	Clause is modified, Revised Cluase as under- A certificate signed by the CFO / Company Secretary of the Company / Authorised signatory having power of attorney or person nominated through Board resolution should submit before the Pre-Delivery inspection confirming that all the components /parts/assembly software used in the Tablets like Hard Disk, Displays, Memory, battery etc. are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used
17	77	Annexure B: Detailed Technical Specifications Of Tablets	Certificate BIS, RoHs Mandatory	Please ask for all certifications - BIS, CE, FCC, CB, RoHS Report, SAR Report	Query clarified above at Sr.No. 4
18	77	Annexure B: Detailed Technical Specifications Of Tablets	Battery Min.6000 mAh or above	Please ask for 7000 mAh or higher battery which will last entire day without the need to charge their tablets every few hours.	No Change in Technical Specifications, Tablets with Higher Configurations than the minimum technical specification mentioned in RFP document are acceptable
19	77	Annexure B: Detailed Technical Specifications Of Tablets	Wifi version - 802.11 b/g/n	Please ask for all the Wi-Fi bands 802.11 a/b/g/n/ac	Accepted, Clause revised as -"Wifi version - 802.11 a/b/g/n/ac

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20	77	Annexure B: Detailed Technical Specifications Of Tablets	Annexure B: Detailed Technical Specifications Of Tablets Annexure C : Scope Of Work Security Through login/password through Bank's Enterprise Mobility Management (EMM) solution (Bank is having VMware Intelligent Hub as EMM)	Please remove any requirement of Security features as it is contradicting the Bank's already present EMM solution - VMware Intelligent Hub and as bidder's we will be unable to provide our own MDM to ensure applicability of the security features.	Bidders are not required to provide MDM solution as a part of this project however, the tablets supplied must support MDM solution and its features
21	81	Annexure D : Eligibility Evaluation	The bidder should have support Office/Branch in Pune. In case direct support offices of the bidder is not present in Pune then an undertaking to be provided by the bidder stating that direct support would be provided by the Bidder at Pune	Please remove the clause for setting up office in Pune as it only favors local bidders of Pune.	Clause is modified, Revised Clause as under-The bidder should have support Office/Branch in atleast 43 locations where bank is having Zonal offices as mentioned in Annexure 16 of Buyer Added ATC document either through own or through OEM
22	87	Annexure G : Service Level Requirements	Any Tablet that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest in next three (3) working days. In case bidder fails to meet the above standards of maintenance (beyond permissible limit as above), Bank may impose penalty of Rs. 100/- per Tablet per day.	Please increase the TAT to 7-10 days as the devices are being distributed across India and the time of Service delivery will vary according to the remoteness of the location.	No Change in RFP Clause

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23		Annexure 16: List Of Zonal Offices	List Of Zonal Offices	Please confirm if the delivery has to be done to the 43 nos. Zonal Offices of Bank. This will help bidders in submitting correct quotation as number of delivery locations is a price factor.	Please refer Page no. 7, Point no. 4 - Generic of GeM Bid Document No. GEM/2022/B/2876160 which states that Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at Zonal offices, details As per Annexure-16 of Buyer Added ATC Document.
24	77	ANNEXURE B: DETAILED TECHNICAL SPECIFICATIONS OF TABLETS	Integrated card reader.	We request you to clarify what kind of card reader is required.	Clause Stands removed, No Card reader required.
25	2	INVITATION FOR TENDER OFFERS	A complete set of tender documents may be purchased by eligible bidder on payment of a non refundable fee of Rs. 5,900/- (Rs. Five Thousand Nine Hundred only) by demand draft / bankers cheque/NEFT/ in favor of Bank of Maharashtra and payable at Pune	As this is a GeM Bid, we request that the requirement of paying tender fee is removed from bid as GeM does not require bidders to pay any fees to participate in tenders	as per GeM, General terms & Conditions, tender fee clause is already clarified as under- "GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void." Accordingly Tender fee is waived off

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26	15	3.9 (b) INSTRUCTIONS TO BIDDERS (Scrutiny of Offers & Evaluation Process)	<p>Visit to Factory:</p> <p>Bank reserves the right, but not under any obligation, to undertake a 'pre-shipment' inspection of the hardware items in a factory test environment. For this purpose, Bank's personnel or authorized representative may visit the factory site of OEM and expenditure for the same will be borne by Bank. Bidder has to arrange necessary permission, if any.</p>	<p>Due to security and confidentiality issues many OEMs including us do not permit inspection of items at the factory.</p> <p>Hence, please remove this clause and ask for Pre-Dispatch Inspection at Bidder's warehouse.</p>	No Change in RFP Clause
27	19	INSTRUCTIONS TO BIDDERS (Earnest Money Deposit)	<p>Bidders are required to give a Demand Draft drawn in favour of Bank of Maharashtra and payable at Pune, (valid for 90 days from the due date of the tender) for amount highlighted in invitation section as Earnest Money Deposit (EMD) along with their offer. Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank other than Bank of Maharashtra or by any scheduled commercial bank acceptable to Bank.</p>	<p>We request you to give EMD exemption to bidders as per GeM GTC guidelines.</p>	Query clarified above at Sr. No. 1

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28	24	TERMS AND CONDITIONS (Warranty)	<p>6.9.1. Hardware Warranty</p> <p>The offer must include a minimum three years' comprehensive on-site warranty for tablets. The Warranty in respect of all the delivery locations would start from a single and uniform date i.e. from the date of installation of last Tablet.</p> <p>During the warranty period, bidder shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Bank of Maharashtra.</p>	we recommend that the Bank asks for carry in warranty and OEM authorised service centers in the district HQ of every city where the tablet will be used/ delivered.	Query clarified above at Sr.No. 14
29	32	6.34 TERMS AND CONDITIONS Liquidated Damages	If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order (beyond 8 weeks from the date of PO), the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof	Liquidated Damages: If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value of delayed quantity without any controversy/dispute of any sort whatsoever.	No Change in RFP Clause

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30	33	TERMS AND CONDITIONS (Order splitting)	With a view to reducing the risks of delay in the project implementation, Bank reserves the right to split the order tentatively in the ratio of 70:30 between the bidders offering the lowest TCO (L1), the bidder offering the second lowest total price (L2) provided the difference in total price between L1 and L2 is less than or equal to 10 percent.	We request that this clause is removed and the L1 bidder gets the contract for supplies of the entire quantity of tablet computers. We also request that the Time for inspection shall not be counted in the timelines for delivery as the supplier has no control over how long does it take for inspection.	No Change in RFP Clause
31	81	7.24 (4) ANNEXURE D : ELIGIBILITY EVALUATION	If the bidder is an authorized supplier of the Tablets, then the original manufacturer shall also meet the turnover and financial criteria mentioned above	we request that the required OEM turnover (average for the last three years) should be at least 500 cr.	No Change in RFP Clause
32		ANNEXURE D : ELIGIBILITY EVALUATION	The bidder should have supplied minimum 1000 Tablets/IPADs in single order/multiple orders to any in India cumulatively during previous three financial years from the date of issuance of RFP to any Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs	the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.'	No Change in RFP Clause

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33		ANNEXURE D : ELIGIBILITY EVALUATION	The bidder should have executed orders for supply of Tablets/IPADs to Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs of value Rs.30.00 Lakhs or more under single order during last three financial years. Necessary certificates to that effect from the banks should be enclosed.	GeM allows bidders to participate on the basis of their own experience or the experience of their OEM (themselves or through their resellers). We request that the same is allowed.	No Change in RFP Clause
34	85	Delivery, Installation and Commissioning.		We request the Bank to further clarify the delivery timelines required	Please refer 7.26. ANNEXURE F : PROJECT TIMELINES for Delivery timelines