

Reply to Pre Bid queries-RFP192019- Supply, Installation & Commissioning of Computer Hardware & Peripherals						
Pre-Bid Meeting held on 16.12.2019						
Sr no	Page #	Point / Clause #	Main Clause name	Clarification point as stated in tender document	Comment / Suggestions	BOM Reply
1	22	3.3	Earnest Money Deposit	Bidders are required to give a Demand Draft drawn in favour of Bank of Maharashtra and payable at Pune, (valid for 180 days from the due date of the tender) for Rs.25 lakhs (Rupees Twenty Five lakhs only) as Earnest money Deposit (EMD) along with their offer.	Bidders are required to give a Demand Draft drawn in favour of Bank of Maharashtra and payable at Pune, (valid for 180 days from the due date of the tender) for Rs.10 lakhs (Rupees ten lakhs only) as Earnest money Deposit (EMD) along with their offer.	No change in RFP clause
2	23	4.2	Performance Bank Gurantee	The successful bidder should furnish a Performance Bank Guarantee to the extent of 10 % of the value of the contract within 30 days of the date of receipt of the purchase order/Indent. The Performance Bank Guarantee has to be submitted in the format as required by the Bank. The performance gurantee would be for the entire period of the Contract plus 3 months.	The successful bidder should furnish a Performance Bank Guarantee to the extent of 5 % of the value of the contract within 30 days of the date of receipt of the purchase order/Indent. The Performance Bank Guarantee has to be submitted in the format as required by the Bank. The performance gurantee would be for the warranty period of the Contract plus 3 months.	No change in RFP clause
3	23	4.4	Payment Terms	90 % of the order value will be paid on completion of installation and commissioning at the sites and acceptance of all equipment ordered. 9% of the balance 10% would be retained by the bank till the expiry of warranty period or will be paid against a Performance Bank Gurantee. 1% of the amount would be given only after the warranty period of the hardware.	80 % of the order value will be paid on delivery at the sites. 19% of the balance will be paid on installation and commissioning at the sites and acceptance of all equipment ordered against 10% performace bank gurantee. 1% of the amount would be given only after the warranty period of the hardware.	No change in RFP clause
4	28	4.17	Annual Maintenance Charges	The bidder should provide post warranty AMC services @ 4% p.a. on the cost of Hardware.	The bidder should provide post warranty AMC services @ 6% p.a. on the cost of PC & 10% p.a on the cost of Printer & scanner.	No change in RFP clause
5	31	4.23	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, the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. Cumulative LD imposed for all the sites shall be subject to maximum of 10 percent of the total contract value.	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, the bidder will be liable to pay a sum of 0.5% (half percent) of the order value per site per week or part thereof (Week should be treated as 6 days) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. Cumulative LD imposed for all the sites shall be subject to maximum of 10 percent of the total contract value.	No change in RFP clause
6	32	4.25	Penalty for Down time/Service Levels	1. Desktop PC - 750 2. HDP- 500 3. Passbook Printer- 500 4. Scanner - 250 5. Laser Jet Multi-Function Printer - 500 6. Biometric Fingerprint devices- 200	Request you to change the Penalties as: 1. Desktop PC - 500 INR 2. HDP- 500 INR 3. Passbook Printer- 250 INR 4. Scanner - 100 INR 5. Laser Jet Multi-Function Printer - 250 INR 6. Biometric Fingerprint devices- 50 INR	No change in RFP clause

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7	24	4.5	Delivery, Installation and Commissioning	The Bidder shall be responsible for delivery of the equipment ordered at all the sites within 6 weeks and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order.	The Bidder shall be responsible for delivery of the equipment ordered at all the sites within 6 weeks and for making them fully operational at no extra charge within 10 weeks of receiving the purchase order.	No change in RFP clause
8	14	2.11	Scrutiny of Offers Commercial Evaluation	Bank reserves the right of selection of vendor by opening of Commercial Bids of bidders and proceed with the selection of vendor through Online Reverse Auction if Bank finds that the TCO given by Bidders is on higher side. The details of Reverse Auction process are given in Annexure - S for reference. In case, the bank opts for reverse auction, the sealed commercial bids submitted by bidders shall not be opened.	Request you to confirm whether you will conduct RA or the bid given by bidder will be treated as final commercial bid.	both the options are opened. Bank will intimate the same to the technically qualified bidders only
9	44	10	ANNEXURE D: Technical Specifications	Windows 10 Professional license (Windows 10 professional 64 bit build 1903 or higher) OS with Windows 10 recovery CD and Product manuals. Drivers for Windows 7/8/8.1/10 should also be provided through CD and dump on HDD partition Bidder must furnish a list of serial numbers of all CoA along with the corresponding list of PC system serial numbers for Operating system licenses which are pre-loaded.	Only Win 10 pro drivers are available with HP, as drivers Windows 7/8/8.1 is not supportable from Microsoft	Revised as "Windows 10 professional 64 bit with OEM preloaded license OS alongwith Windows 10 recovery CD and product manuals. All the drivers for windows 10 Professional 64 bit must be provided through media and dump on HDD Partition. Bidder must furnish a list of PC serial no with corresponding COA/ Digitally purchased OEM license key.
10	47	6.6	Biometric Fingerprint Capture Device	7 Enrolment and Verification (other than just the image of the finger being captured) :Live Swipe	In a Swipe Fingerprint Reader/Sensor requires the user drag the upper part of the finger across the sensor. The complete image is pieced together by accumulating the partial image as the finger moves across the scan area. STQC does not certify swipe sensors. Request you to change the specification to Live scan/Optical sensor.	Revised as Enrolment and Verification (other than just the image of the finger being captured) :Live Swipe/Live Scan/Optical sensor
11	47	6.6	Biometric Fingerprint Capture Device	Interface API and Data Dictionary to be shared with the bank and documentation to enable seamless integration with CBS BANCS 24 or any other system.	As per our understanding, the biometric device shall be used with the second factor solution deployed in bank to secure CBS BANCS 24, and bidder should get it compatible at own cost. Kindly confirm.	Bidder has to get it compatible with Bank's applications at their own cost
12	46	6.5	Laser Jet Multi-Function Printer	Printing Speed:(Simplex:A4/LTR) up to 30 ppm (pages per minute)	Please define the Print speed. Is it between 0-30 or 30 PPM minimum.	Revised as Printing Speed (Simplex-A4-min. 25ppm-Pages Per minute)
13	46	10 / 6.5 / 7	ANNEXURE D: TECHNICAL SPECIFICATIONS	Water mark, page composer, Toner Saver	Page composer is an OEM specific term, hence needs to be removed	Revised as Page Composer is optional
14	70	23.1 Point 2	Desktop PC Processor	8th Generation Intel® Core™ i3-8100 Processor (6MB L3 cache, 3.6Ghz, Quad-Core)/AMD Ryzen 3 2200G Pro (3.5 Ghz; 4MB L3 Cache, Quad Core) processor or higher	We suggest to include latest 9th Generation processor - Intel i3 9100 Processor (3.6 GHz, Quad core, 6 MB Cache)/ AMD Ryzen 2 3200G (3.6 GHz, 6 MB Cache, Quad Core)	No change in RFP clause, higher models are accepted

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15	70	23.1 Point 4	Desktop PC Motherboard	Intel : H110 or higher Chipset on OEM Motherboard AMD : AMD B-350 or higher Chipset on OEM Motherboard Should have following features: - Minimum 2 Free PCI / PCIe Slots - Compatible with CPU & RAM	Intel B Series Chipset/ AMD B Series chipset	revised as "Intel : H110/B250 or higher Chipset on OEM Motherboard AMD : AMD B-300 or higher Chipset on OEM Motherboard Should have following features: - Minimum 2 Free PCI / PCIe Slots - Compatible with CPU & RAM."
16		23.1 Point 5	Desktop PC Monitor	18.5" Wide TFT LCD Color Monitor with TCO 07 Certified.	We request you to change to 21.5" Monitor with TCO 7 Certified	No change in RFP clause, higher models are accepted
17		23.1 Point 10	Desktop PC Ports	Minimum 1 Serial Port, 1 Parallel Port, 2 High speed USB 3.0 Port and 4 USB 2.0, PS/2 Keyboard and mouse Ports. If 8 nos of USB ports are provided, PS/2 ports are not required, however, in case of lesser no of USB ports provided, PS/2 Mouse and keyboard ports are must.	We request you to allow 6 USB ports. You will have 4 USB ports free to use even if 2 USB ports will be used by Keyboard and mouse	No change in RFP clause.
18	14	c) Commercial evaluation	c) Commercial evaluation	Bank reserves the right of selection of vendor by opening of Commercial Bids of bidders and proceed with the selection of vendor through Online Reverse Auction if Bank finds that the TCO given by Bidders is on higher side. The details of Reverse Auction process are given in Annexure -S for reference. In case, the bank opts for reverse auction, the sealed commercial bids submitted by bidders shall not be opened.	Please confirm earlier before bid submission that you will consider Reverse Auction or Commercial Bid will be final pricing to be submitted. As after submission of final bid with Final Pricing it is not possible to go for Reverse Auction.	both the options are open. Bank will intimate the same to the technically qualified bidders only
19		2.21 Domain connections / Data Transfer	2.21 Domain connections / Data Transfer	Successful bidder should take all PC in Banks domain by ensuring unique SID number for each Desktop PC. Also successful bidder transfers all the data / e-mail / application software's to respective new PC. After ensuring the data transfer from Banks officials; vendor should do the following things:	The Scope of Work has many activities & bank dependency. It will affect the deadlines of completion of Installation activity. Therefore, considering these our request is to please allow extended time for Installation.	No change in RFP clause.
20	21	3.1 Eligibility of the Bidder	3.1 Eligibility of the Bidder	The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956/2013 and shall be in existence for the last five years having a turnover of Rs. 80 crores per year in the last three financial year's i.e 2016-2017, 2017- 2018 and 2018-19* in hardware business. This must be the individual Company's turnover and not that of any group of Companies. Copy of the certificate of incorporation should be enclosed as documentary proof.	We are requesting you to please give relaxation in Turnover as Rs.40 Crores per year in the last three financial years. This will allow more participation in the RFP.	No change in RFP clause.
21	21	3.1 Eligibility of the Bidder	3.1 Eligibility of the Bidder	The bidder should have support centers at minimum 100 locations across the country either own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.	Please share total location list across the country to provide min.100 locations details through own / franchisee.	Bidder has to share the list of min. 100 support centres across the Country either through own or franchisee
22	21	3.1 Eligibility of the Bidder	3.1 Eligibility of the Bidder	The bidder should have executed orders for supply of hardware/peripherals to scheduled commercial banks/PSU /Govt. organization (having pan India presence) totaling to Rs.10.00 crores or more during each of last three financial years. Necessary certificates/credentials/PO to that effect from the banks should be enclosed.	We are requesting you to please add BFSI & Private Sector as well to consider the executed orders. Also please revise the Total Value of executed order as Rs.5 crores instead of Rs. 10 crores in the last three financial years.	No change in RFP clause.
23	23	4.1 Support Personnel	4.1 Support Personnel	In addition to the regular support centers the bidder should provide one contact person either own employee or through franchisee for each Zonal office of Bank of Maharashtra at the cities listed in Annexure – C(1). The successful bidder shall post one resident engineers at our Head Offices, Pune for 6 years for the purpose support and maintenance. The responsibility of contact person of each Zone is to carry out necessary coordination for smooth function of all hardware in the Zone. Which includes call recording/ logging problems, stand by equipment's, various configuration / setting issues arises during the day to day working of branches / offices.	Please confirm that whether you require one FMS or just the contact for each Zonal office for only coordination of installation. We generally provide single point contact for Delivery & Installation.	For Zonal Offices, Dedicated contact person for installation and warranty support is required. For Head Office, One Resident Engineer (FMS) for 6 years for the Support and maintenance purpose required.

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24	23	4.4 Payment Terms	4.4 Payment Terms	90 % of the order value will be paid on completion of installation and commissioning at the sites and acceptance of all equipment ordered. Bank of Maharashtra will make this payment 30 days after configuration and acceptance of the installation at the respective site. At this stage, the bank guarantee given to the bank will be returned to the bidder.	For these kind of large project, We are requesting you to please revise the payment terms as 60% on delivery & 30% on installation. This will help us to execute the project smoothly.	No change in RFP clause
25	23	4.4 Payment Terms	4.4 Payment Terms	1% of the amount would be given only after the warranty period of the hardware. In case of deficiency in service observed during the warranty period, the applicable penalty at appropriate rate shall be deducted from out of this amount held with the Bank and the balance shall be returned after the completion of the warranty period.	Bank is asking for PBG of 10% for security reason, so our request please not to hold this 1% amount for such long warranty period.	No change in RFP clause
26	24	4.5 Delivery, Installation and Commissioning	4.5 Delivery, Installation and Commissioning	The Bidder shall be responsible for delivery of the equipment ordered at all the sites within 6 weeks and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at the branch / office.	This is very large project PAN india basis with multi location delivery & installation with huge scope of work. For such qty OEM only need 6-7 weeks time to deliver then we have delivery & installation at different sites. Therefore we are requesting you to please revise the time period as 12 weeks to complete the project from PO date.	No change in RFP clause
27	31	4.23 Liquidated Damages	4.23 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, the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages.	Please confirm the penalty value if applicable against the particular items of that particular branch.	RFP Self explanatory
28	31	4.25 Penalty for Down time/Service Levels	4.25 Penalty for Down time/Service Levels	Any equipment 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 by 12 noon on the next day.	As this is PAN india multilocation project, So therefore we request you to please revise the clause as 2 working days time to repair or replace after call log	No change in RFP clause
29	32	4.26 Pre-dispatch Inspection/UAT	4.26 Pre-dispatch Inspection/UAT	It is expected that the equipment should be ready for inspection within 4 weeks from the date of placing the order. Every single inspection will comprise of a minimum 500 desktops at a time. Refer to Annexure I for sample inspection procedure in detail. Only inspected and duly sealed equipment's should be dispatched to the locations, otherwise those are liable for rejection at the bidders' cost.	for such type of large project OEMs need 5-6 weeks time to be ready with materials. So for inspection whenever material is ready for inspection, we will inform the same to the Bank. Please remove the time line for the same.	No change in RFP clause
30	35	4.35 Loading of Anti-Virus Software	4.35 Loading of Anti-Virus Software	Bank of Maharashtra is implementing an Enterprise-wide Anti-Virus Solution across all the branches. The successful bidder will cooperate with the existing vendor of the Anti-virus solution for loading of the Anti-Virus solution on the machines at the branches / offices of the bank.	This type of extra activity will impact our Installation process & time line and also this has dependency with other Suppliers. Please give detailed scope of work for this Anti Virus solution loading in each system. Also please give relaxation of time period of Installation.	No change in RFP clause
31	36	4.36 Application software and Drivers	4.36 Application software and Drivers	Bank of Maharashtra and/or the application software bidder will install the application software and drivers on the systems. It is bidder's responsibility to co-operate with the application software development agency appointed by Bank of Maharashtra to ensure that the installation is successful. No changes in application systems will be made to suit the new hardware.	This type of activity has dependency with other agency & will impact on the completion of project timeline.	No change in RFP clause
32	37	4.39 Other Instructions	4.39 Other Instructions	The purchase order will be issued in phased manner as per banks requirement.	Please confirm the Order will be in phases or a single PO.	RFP Self explanatory

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33	44	6.1 Desktop PC	6.1 Desktop PC. 10. Ports	Minimum 1 Serial Port, 1 Parallel Port, 2 High speed USB 3.0 Port and 4 USB 2.0, PS/2 Keyboard and mouse Ports. If 8 nos of USB ports are provided, PS/2 ports are not required, however, in case of lesser no of USB ports provided, PS/2 Mouse and keyboard ports are must.	We Request you to please revise the point as "Minimum 1 Serial Port, 1 Parallel Port, 2 High speed USB 3.0 Port and 4 USB 2.0". Since the requirement of keyboard is sought for Bilungal keyboard and USB Mouse, it is thus requested to remove PS2 port option as these have now become obsolete. Also, 6 USB Ports is industry standard as all Banks go for 6 USB Ports including USB keyboard and USB Mouse. By keeping more ports will invite security issues. Also, for data safety most of the Banks disbale the USB ports hence it is requested to keep only 6 USB port so that all OEM can bid on common ground.	NO Change in RFP clause
34	44	6.1 Desktop PC	6.1 Desktop PC. Keyboard	keyboard should be of same OEM make	keyboard requested is heavy-duty bilingual keyboard, having key life of 20 million keystrokes. This may or may not be available with all OEMs. Hence it is requested to remove this clause.	Keyboards of different OEM with Specification as mentioned in RFP are accepted
35	44	6.1 Desktop PC	6.1 Desktop PC.	Security - Hardware TPM 2.0 to be added.	We request you to please add new point as "Security Feature - Hardware TPM 2.0". As majority of the breaches starts at end point devices. It is important to have secured devices in the environment. With Microsoft windows 10, TPM has now become important element in devices which can work hand in hand with windows 10 security feature. Hence it is requested to incorporate Hardware TPM 2.0 in the specs. A Trusted Platform Module (TPM) is a specialized chip on an endpoint device, that stores RSA encryption keys, specific to the host system for hardware authentication Encryption tools like Microsoft's BitLocker and "device encryption" automatically use a TPM to transparently encrypt your files. The Encryption key is partially stored in the TPM, so you actually need your Windows login password and the same computer, the drive is from, to get access.	No change in RFP clause