

Supply & Implementation of Laptop & Desktop - PAN India For BOB Financial Solution Ltd. Pre-Bid Query		
Pg No	Point No	Response
1	Appendix 09: Technical Specification	
	Type II laptop	
	Processor	This is our Min Requirement Bidder can bid above or equivalent product with supporting proof
	Graphics Processor	This is our Min Requirement Bidder can bid above or equivalent product with supporting proof , Even AMD is accepted
	Type III laptop	
	Processor	This is our Min Requirement Bidder can bid above or equivalent product with supporting proof , Even AMD is accepted
	Graphics	This is our Min Requirement Bidder can bid above or equivalent product with supporting proof , Even AMD is accepted
	Type I Desktop	
	Processor	This is our Min Requirement Bidder can bid above or equivalent product with supporting proof , Even AMD is accepted
	Chipset	This is our Min Requirement Bidder can bid above or equivalent product with supporting proof , Even AMD is accepted
	Graphics Type	
B1	The Bidder/Prime Bidder should have an annual financial turnover of INR 50 cr. or above in each of the last three financial years from operations in India	NO Change
B2	The Net worth of bidder should be positive in each of the last three financial years. From 2014-15 to 2016 – 17	No Change
B3	Bidder should be registered in India with the registrar of companies and should be in existence in the Computer, Laptop & associate Hardware Manufacturing business for at least 5 years in India	No Change
B4	The Bidder should have in business of Manufacturing Laptop, Desktop & Accessories since last 15 Years	The Bidder of OEM "The Bidder should have in business of Manufacturing Laptop, Desktop & Accessories since last 15 Years"
B5	The Bidder/Bidder should have provided supply, implement, commission & maintenance of Laptop, Desktop & Accessories in minimum 3 Government / PSU/ BFSI Organization in India in India from last 3 Years.	No Change
B6	The Bidder should have not been blacklisted at the time of submission of the bid by any regulatory body / statutory body/ any Government / PSU/ BFSI Organization in India.	No Change
3.2.B3	The bidder should have positive networth and cash profit (i.e., no cash loss) in 2 years out of last 3 years.	No Change
3.2.B6	The bidder should have their own Online Call Logging system in India for at least three years, with a centralized call logging facility to provide 24X7X365 customer support. The NOC should be managed by at least 100 certified System engineers.	We need directly OEM ONSITE support 24X7X4
8.3	Successful bidder to inform BOB Financial Solution Limited (hereafter refer as BFSL) about the threshold limit crossed for any locations in writing. BFSL may take the additional Asset as per the rate card/rate contract provided by the Successful bidder. The Successful bidder has to Provide asset within 3 Days post confirmation from BFSL.	As this will be a rate contract for an year , and Required asset will be in phases hence Bidder/Partner /oem suggested to Keep asset for BFSL and delivered the asset within a week as and when required by BFSL

7.3 b	<p>Normalization of bids: The BFSL will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the BFSL feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the BFSL may at its discretion ask all the technically short-listed Bidders to resubmit the technical bids once again for scrutiny. The BFSL can repeat this normalization process at every stage of technical submission or till the BFSL is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short listed Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the BFSL during this process. The Bidder, by submitting the response to this RFP, agrees to the process and conditions of the normalization process.</p>	Kindly go through RFP
10.1	<p>The payment will be on production of original invoice and against receipt of satisfactory support report of previous quarter from the BFSL's Project / Operation Manager. There shall be no escalation in the prices once the prices are fixed and agreed to by the BFSL and the Bidder. However the BFSL expects the benefits from any unanticipated decrease in technology infrastructure costs, over the term of the contract due to reduction of prices, efficient use of IT infrastructure/reduction of statutory charges, etc. and operations management methods that yield more efficient operations, to be passed on to the BFSL through re-negotiation.</p> <p>The BFSL will pay invoices within a period of 45 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the Successful Bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, the BFSL shall make payment within 45 days from the date the dispute stands resolved.</p> <p>Penalty clause :-For Road permit Location – Within 8 Weeks Delivery – incase failed to Deliver then 0.5% penalty every Week from the date of PO to OEM/PARTNER .</p> <p>The Location where No Road permit is needed – 6 to 8 Weeks Delivery –In case failed to Deliver the 0.5% penalty every week from the date of PO to OEM/PARTNER .</p>	No Change

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11.2	<p>The Successful Bidder shall indemnify the BFSL, and shall always keep indemnified and hold the BFSL, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the BFSL as a result of:</p> <ul style="list-style-type: none"> ☐ BFSL 's authorized / bona fide use of the Deliverables and /or the Services provided by Successful Bidder under this RFP; and/or ☐ any act of commission or omission, fraud, negligence, breach on the part the Successful Bidder and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or any act of omission of statutory requirement and/or ☐ claims made by employees or subcontractors or subcontractors" employees, who are deployed by the selected Bidder, against the BFSL ; and/or ☐ claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Successful Bidder to its employees, its agents, contractors and sub-contractors ☐ breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Successful Bidder under this RFP/subsequent agreement; and/or ☐ any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or ☐ breach of confidentiality obligations of the Successful Bidder contained in this RFP; and/or <p>The acts, errors, representations, misrepresentations, willful misconduct or Negligence or gross misconduct attributable to the Successful Bidder or its employees or sub-contractors under this RFP/subsequent agreement.</p> <ul style="list-style-type: none"> ☐ Loss of data due to Successful Bidder provided facility or ☐ Any deficiency in the services of selected Bidder. ☐ Any transaction contemplated under this RFP/subsequent agreement. <p>☐ The provisions of this Clause shall survive the termination of RFP and subsequent</p>	No Change
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11.5	<p>BFSL shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Bidder at least 90 days prior notice in writing. It is clarified that the Bidder shall not terminate the subsequent Agreement for convenience. However the BFSL will be entitled to terminate subsequent agreement, if Bidder breaches any of its obligations set forth in this RFP and any subsequent agreement and Such breach is not cured within thirty (30) Working Days after the BFSL gives written notice; or if such breach is not of the type that could be cured within thirty (30) Working Days, failure by Bidder to provide the BFSL , within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the BFSL . Or Non conformity of the Deliverables or Services with the terms and Specifications of the RFP as observed during post-delivery audit or otherwise; or serious discrepancy in the quality of service/hardware/software expected during the implementation, rollout and subsequent maintenance process.</p> <p>ii. In the event of a termination of the Contract by the BFSL, the Bidder shall do all such acts or deeds as may be required to fully compensate the BFSL for all expenditure incurred by the BFSL in executing or obtaining the execution of the Project, till such time of termination and for any removal and/or relocation that may be required by the BFSL following such termination. The BFSL shall not bear any liability in this regard. The BFSL shall recover all the cost of replacing Bidder and or the BFSL shall impose the liquidated damages. In the event of the BFSL communicating its intention to terminate the Contract, selected bidder shall continue to render such Services as it is required to under this RFP/bid and subsequent Contract, including but not limited to Facilities Management, support and maintenance for the Deliverables for a period up to 12 months following notice of intention to termination, until such time that the BFSL indicates that it has been able to make alternative arrangements for the provision of such Services, in accordance with the terms, including those pertaining to payment, contained herein.</p> <p>iii. In the event of the BFSL communicating its intention to terminate the Contract due to change in its policy or Business Practice or any other reason which may arise due to unforeseen circumstances, selected bidder shall continue to render such Services as it is</p>	No Change
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11.17 (2)	All questions, claims, disputes or differences arising under and out of, or in connection with the RFP/ subsequent contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the RFP/ subsequent contract shall be referred to arbitration by a sole Arbitrator to be appointed by the BFSL	NO Change
11.30 (14)	The selected bidder shall also undertake to keep confidential all information (written or oral) concerning all facts of the business of the BFSL, which has been obtained or understood during the course of the assignment. The confidentiality obligations shall survive the expiry or termination of the agreement/ contract between the Selected Bidder and the BFSL.	NO Change
		No Change
B1	The Bidder Should be a Company Registered Under Company Act and Should be in Business for at least 5 Years as on March 2017	no Change
B2	The Bidder should have a Minimum average Annual Turnover of atleast Rs.200 Crore over the last 3 years i.e. F.Y. 2015, 2016 and 2017	NO Change
B5	The Bidder (Service Provider) should have supplied / Implemented Laptops / Desktops Across India, out of which 100 Sites Should be of a Single	This clause has been amended as "The Bidder should have supplied / Implemented Laptops / Desktops Across India and OEM Brand (Service Provider) should have Service Centre Across India"

B6	The bidder should have their own Online Call Logging system in India for at least three years, with a centralized call logging facility to provide 24X7X365 customer support. The NOC should be managed by at least 100 certified System engineers.	This clause has been amended as a "The OEM Should have their own Online TOLL Free Call Logging system in India for at least three years, with a centralized call logging facility to provide 24X7X365 customer support. "
B7	Bidder should have Service support centres managed by own staff / contracted staff in at least 50 major cities/ locations in India covering all the locations of the bank.	This clause has been amended as a "OEM - Brand should have Service support centres managed by own staff / contracted staff in at least 50 major cities/ locations in India covering all the locations of the BFSL."
Notes	Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favor or a Director of the Board for submission of Response to RFP/ Tender.	No Change
	Request you to change the price validity to 3 or 6 month.	Validity upto 12 Months
	Request you to incorporate EPEAT India certification in both Desktop & Laptop. This certification is as per the current Industry standard and environment norms.	Accepted
	Request you to make typo correction on Type II Laptop as Intel Core i3-7100U is 7 th Gen processor.	Accepted
	Request you to change the typo error on Desktop Type I to Core i5-7500 Quadcore as 7500 proc comes only in core i5.	Accepted
	Request you to add speaker in CPU of desktop which help end user to get alert in case of any failure.	Rejected
	Request you to include "OEM should have drivers and brochure available in public domain". This helps to service customer even after end of warranty of product.	Rejected
Additional	OEM Support	
1	Hardware, Software & Peripherals	
	Comprehensive Warranty for 36 Months from the date of installation or 37 months from the date of delivery whichever is earlier. Vendor will have to upgrade the system software during warranty period at no cost to BFSL. The service support during warranty period includes for all hardware equipment, Operating System Software, In event of any major equipment / part (i.e. Motherboard and any controller) is replaced or any defect in respect of any major equipment / part (i.e. Motherboard and any controller) is corrected for more than two instance of any quarter during the base warranty period of 3 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects. The part i.e. Motherboard ,RAM ,CPU FAN, SMPS etc should be available in the Market at least till 5 years the day PO has been released ,	
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	<p>In case of significant failures of specific component Viz. Motherboard, HDD, CD Drives, any other controller, the entire component (Viz. Motherboard, HDD, CD Drives, any other controller) has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. The principal Vendor is required to ensure that this kind of situation never arises.</p> <p>The vendor shall be fully responsible for the warranty for all equipment's, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor any defect that may develop under normal use of supplied equipment during warranty period.</p> <p>Warranty should not become void if the BFSL buys any other supplemental hardware from third party and installs it with/in these machines. However, the warranty will not apply to such hardware items installed.</p>	
3	Annual Maintenance Contract (AMC) after expiry of warranty period	
	<p>The Vendor will enter into an AMC agreement with the BFSL at the discretion of the BFSL, after the expiry of warranty period to support the Hardware & Software supplied for a minimum period of -2- (two) years at the rate quoted in "Commercial Proposal". The minimum AMC (after the warranty period) to be quoted by the vendor in the commercial proposal is 7% per annum.</p>	