

Response to Bidders Query - RFP-IT-220/2020-21 dated 23/03/2021 for Engagement of vendor for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers in CAN FIN HOMES LTD "					
Date: 19.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query and Changes Requested	Response to query
1	Delivery& Installation	10	Delivery of all All-in-One Desktop Computers should be 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	In view of the current constraints in the Global Supply Chain for IT products we request the Delivery period to be made as minimum 10 weeks. Please confirm.	Refer Amendment.
2	Local Support	13	17.3.1. Response Time shall be 6 hours for all Branches/Office locations. 17.3.2. MTTR shall be a Business day. 17.3.3. Time specified above is from date of lodging of complaint. 17.3.4. However, penalties will be applied as per Clause 14.	MTTR of a Business Day is very stringent SLA. We request MTTR to be made as under : 3 Business Days for Class A cities 4 Business Days for Class B cities 5 Business Days for Class C cities 7 Business Days for Class D cities	Bidder to comply with RFP terms
3	Objective	8	The selected bidder will undertake to ensure availability of offered All-in-One Desktop Computers <u>during the period</u> , as well as maintenance of sufficient inventory of genuine spare parts during the period of Warranty.	We understand that the term "during the period" means the Rate Contract Period of 1 year. Kindly confirm	The RFP clause is clear. The All in One Desktop computers availability should be for a period of 1 year from the date of submission of Bid and the maintenance of sufficient inventory of genuine spare parts shall be for the period of <u>Warranty</u> .
4	Objective	8	4.2. The selected bidder will enter into a Contract with the Company Centrally at Registered Office for supply of All-in-One Desktop Computers as per the specifications mentioned in Annexure-IX along with onsite resource and requirements details mentioned in the RFP. The contract has to be executed within 30 days from the date of acceptance of Purchase Order for a period of Six years.	We understand the Contract terms will be in line with the RFP Terms and Conditions. Please confirm	Yes.
5	Warranty	14	The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 5 years from the Date of <u>Installation/commissioning</u> .	Warranty will be applicable for a period of 61 months from date of delivery or 60 months from date of Installation/ Commissioning whichever is earlier. Please confirm acceptance.	ok
6	Scope of Work	35	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply & Installation of ordered Equipment, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the Company and also includes documentation, warranty, annual maintenance (if <u>contracted</u>).	We request the Insurance period to be maximum 30 days from the date of delivery. Please confirm	Bidder to comply with RFP terms
7	Pre Dispatch Inspection	11	The Company and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the Company will have the discretion to conduct PDI.	1. Please confirm if PDI will be done for this RFP. If yes, please confirm if it will be done for each and every order. 2. We request the time taken for Inspection to be excluded from the total delivery timeline. Kindly confirm	Bidder to comply with RFP terms
8	Award of Contract	18	The Shortlisted bidder/s will be required to customize the services as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.	We understand the services will be as per the scope of RFP only and no new services will be added. Kindly confirm	Yes.

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9	Extension of Warranty Period	14	If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Company: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.	We request to remove the requirement of warranty extension.	Bidder to comply with RFP terms
10	Penalties / Liquidated Damages	11	In case faulty All-in-One Desktop Computers are not repaired/replaced within a Business day, Company shall impose a penalty of Rs. 100(Plus GST) per All-in-One Desktop Computer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	Penalty of Rs.100 is very high. We request the penalty to be made as Rs.100 per AIO per week	Bidder to comply with RFP terms
11	Payment Terms	12	70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Company officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Company officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Company, Company will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Company. Payment shall be released within 30 days from acceptance of invoice along with of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.	We request the clause related to 30% payment to be changed as under : 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Company officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within ~~60~~ 30days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Company, Company will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Company.	Bidder to comply with RFP terms
12	Termination for Owner's Convenience	19	The Company, by written notice sent to the Consultant, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Consultant under the Agreement is terminated and the date upon which such termination becomes effective. o The Work that is complete and ready for commissioning as on the date of bidder's receipt of notice of termination shall be accepted by the Company on the terms and prices mutually agreed at that time.	We request for a notice period of 30 days before initiating any such termination. Kindly confirm	Refer Amendment.

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13	Access to Audit	15	Please refer to RFP for details	It is HP's understanding that this audit clause will not be applicable to the current scope which involves only supply of products. Bank is requested to confirm this understanding	Bidder to comply with RFP terms
14	ANNEXURE -IX: Technical Requirements for All-in-One Desktop Computers in Can Fin Homes	32	Intel Q470 or higher chipset motherboard.	Please confirm which remote management tool is deployed and presently in use for managing IT infra as Q series chipset is required only for virtual provisioning, Vpro and Out of band management capability .	Refer Amendment
15	ANNEXURE -IX: Technical Requirements for All-in-One Desktop Computers in Can Fin Homes	33	Hard Disk Drive: 1TB 7200RPM HDD, SMART IV (Self-Monitoring, Analysis and Reporting Technology) or equivalent	SMART IV technology is only one vendor Program. We wont be able to participate with this specification.	Refer Amendment
16	ANNEXURE -IX: Technical Requirements for All-in-One Desktop Computers in Can Fin Homes	33	PORTS: 4 USB or higher (min. 2 USB 3.1), (1 Microphone & 1 Headphone or One Headphone/ microphone combo pack (3.5mm)), 1 Rj45 Ethernet port, HDMI 2.0/Display port or above.	Recommended to include USB Type C Port, Since most of the devices are moving to Type C technology.	Refer Amendment
17	ANNEXURE -IX: Technical Requirements for All-in-One Desktop Computers in Can Fin Homes	33	Camera: 5 MP web cam with at least 70 Degree view angle (Field of View) and integrated microphone.	5 MP camera is usually recommended for Detachables/Tablets and phones target more diverse usage models and environments than notebooks/ AIO/Desktop. Would recommend 2.0 MP Full HD Webcam for AIO with privacy feature.	Refer Amendment
18	30 Annexure III	25	Minimum 200 Nos. of All-in-One Desktop Computers of the proposed OEM (not necessarily the model) offered to Company in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2018 to 28/02/2021	Can be The OEM / Bidder	Can be by OEM or Bidder. The same is already mentioned in the RFP clause. Hence no change. Bidder to comply with terms of RFP.
19	37 Annexure X	34	The Bidder shall deliver All-in-One Desktop Computers at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Company.	Need Location Details, Total How many Branch Locations, The Delivery will be till the Location shared and also the Installation will be done at the Location	About 200 locations all over India. Which will be shared at the time of placing the order on the successful bidder.
20	37 Annexure X	34	Point: 4 For each location, the Bidder is expected to provide All-in-One Desktop Computers with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc. The software version installed on the All-in-One Desktop Computers provided by the Company should be uniform	- Need clarity on system software list.	Standard System softwares to be installed. Bidder to comply with terms of RFP.
21	37 Annexure X	34	In case hard disk of the All-in-One Desktop Computer is to be replaced, Company will degauss the Hard Disk. Only degaussed hard Disk will be returned to the successful Bidder after installation of new Hard Disk and required installation (including OS & Software).	Need clarity degauss the hard disk . Who will provide the degauss tool , then the activity will be performed by bank team or else bidder/OEM.	Refer Amendment

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22	37 Annexure X	35	Installation/reinstallation of Operating System after formatting of the All-in-One Desktop Computers due to any reason whatsoever during warranty shall be done by the bidder without any extra cost to the Company. Before formatting, backup of data and restoration of data after OS installation is bidder's responsibility. After Installation/ or reinstallation bidder has to complete the activity and /or install the software mentioned in Scope of Work.	Who is responsible for data backup. In case hard disk not detecting will replace the same and data recovery/backup is not under our scope.	Bidder to comply with terms of RFP.
23	37 Annexure X	35	Successful bidders have to setup centralized helpdesk.	Hope we use our exiting unified service desk for the same.	It is expected that the onsite engineer will provide centralized help desk support. He may inturn co-ordinate with OEM/Bidder's unified service desk.
24	Delivery & Installation	10	Delivery of all All-in-One Desktop Computers should be 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	We would request for 12 Weeks Time, as some of the Part's, Manufacturing is delayed	Refer Amendment.
25	Delivery & Installation	10	The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the Company's branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	We need 4 Weeks, as there are Multilocation	Refer Amendment.
26	Delivery & Installation	10	The installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the RFP: RFP-IT-220/2020-21 Page 11 of 51 Company after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.	Need clarity in case of DOA. Whether bank will provide any timeline.	Bidder to comply with terms of RFP
27	Delivery & Installation	11	Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Company's Officials, along with delivery payment claim letter.	Need to check and take confirmation from OEM / Distri on DOA replacement timeline.	Bidder to comply with terms of RFP

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28	Pre-Dispatch Inspection (PDI)	11	The Company and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the Company will have the discretion to conduct PDI.	Whether PDI is mandatory before delivery to respective location	PDI is at the discretion of the Company. Bidder to comply with terms of RFP
29	. Subcontracting:	15	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Company	Need to get confirmation from bank on subcontracting for this installation where we don't have presence	Bidder to comply with terms of RFP