



PASCHIM BANGA GRAMIN BANK
Department of Information Technology
Head Office
HOWRAH

**Supply, Installation & Maintenance of Computer Hardware & Peripherals at
Paschim Banga Gramin Bank**

Ref No:-PBGB/HO/DIT/3/2019-20 Dated: - 18-07-2019
Pre-Bid Replies / Clarifications to Queries raised by the Bidder(s)

Date: 01/08/2019

Sr.No	RFP Ref Page No	RFP Clause	Existing Clause Details	Clarifications Sought	Bank Response
1	15	Award Criteria	The price of Computer Hardware/ Peripheral items will be evaluated as mentioned in Tender application, based on value of the estimated quantity (as mentioned in paragraph 1) of purchases during the period. Total cost of ownership (TCO) for 3 years (i.e. exclusive of AMC for 4th & 5th year) of total items (as per specifications decided by the Bank at its sole discretion) would be the basis for evaluating the lowest Bidder(s).	We would like to request to evaluate the tender Line Items / Product category wise. As, we are a global manufacturer of Desktops & Thin Client and we don't manufacture Laser Printer, Pass Book Printer & Flatbed Scanners.	NO CHANGE.

2	6	Annexure-I	LIST OF ITEMS AND COST OF RFP Indicative Requirement (may vary based upon actual requirement)	This is to bring to your kind notice that, separate Tender Document Fee has been asked. Hence, we would like to participate in the Desktop & Thin Client category only.	NO CHANGE
3	15	Award Criteria	The price of Computer Hardware/ Peripheral items will be evaluated as mentioned in Tender application, based on value of the estimated quantity (as mentioned in paragraph 1) of purchases during the period. Total cost of ownership (TCO) for 3 years (i.e. exclusive of AMC for 4th & 5th year) of total items (as per specifications decided by the Bank at its sole discretion) would be the basis for evaluating the lowest Bidder(s).	Hence, we request you to evaluate the Tender Product Wise.	NO CHANGE.

4	2	Eligibility Criteria:	The vendor should have Offices/Support Centers at all the 5(five) Regions viz Howrah, Hooghly, East Bardhaman, West Bardhaman and Suri (Annexure-IV) or at a place within a distance of 30 k.m. from the respective District Head Quarter.	Our request: The vendor/ OEM should have Offices/Support Centers at all the 5(five) Regions viz Howrah, Hooghly, East Bardhaman, West Bardhaman and Suri (Annexure-IV) As the OEM will provide warranty support & service and you will get dual service for this.	Modified, OEM/Vendor should have atleast two service centers in the operational area of Bank.
5	3	Eligibility Criteria:	The vendor should be having adequate technical manpower to provide speedy & quality service at all locations for purchases. There should be at least 2-3 technically competent support personnel available at the vendor's own office/ franchise Offices at each of the above 4 Regions at the time of submission of bid.	Our Request: The vendor/ OEM should be having adequate technical manpower to provide speedy & quality service at all locations for purchases. As the OEM will provide the warranty support & service.	NO CHANGE. It is required to communicate with Branch people and understand the issue. Bank can't directly communicate with OEM.
6		Additional	NOT PRESENT IN RFP	Our Request: You are requested to incorporate the MSME Clause in your RFP. Being a sponsored bank of the UCO Bank who is already incorporating the MSME clause in all their public procurement.	Yes, Vendor need to provide LATEST (WITHIN EXPIRY DATE) MSME AND NSIC Registration certificate to get the benefits.

7	2	Eligibility Criteria:	The Vendor should have executed at least three Purchase Orders aggregated value amounting to not less than Rs.50 lac, for supply of Computer Hardware & peripherals, Passbook printers, Line Printer, Scanner in last three years (one in each year). One of such Purchase orders must be from a PSU Bank/Regional Rural Bank, PSU, Govt. Institution or Govt. Organization.	Our Request: Vendor's delivery capacity certificates must be from PSU Bank/ Regional Rural Bank/ PSU, Govt. Institution or Govt. Organization.	NO CHANGE
8	14	Technical Evaluation	15 points for own / OEM support Centre.	Our Request: 15 points for own / OEM support Centre. As the OEM will provide the warranty support & service.	Modified, Maximum 60 points for the two service centers.
9	14	Technical Evaluation	If ISO 14000 and ISO 19011:2011 are provided 5 bonus points each certificate will be added to the aggregate points earned.	Our Request: If ISO 14000 and ISO 19011:2011 are provided 5 bonus points each certificate will be added to the aggregate points earned. Please instead of these certificates you should consider the ISO 20000-1:2018 which is Global standard for Information Technology Service Management. So it will be more relevant than ISO 14000. Also you can add ISO 27001:2013 and ISO 9001:2015.	NO BONUS POINT FOR ANY CERTIFICATE BUT IT WILL BE A VALUE ADDITION TO VENDOR.

10	35-40	Specification details in Annexure 4(A) to 4E	Post Warranty Period POST WARRANTY SUPPORT : 2 years after warranty period	You are asking post warranty support for 2 years after warranty period but in the commercial bid format there no scope to quote for the same.	Evaluation will be done based on the First 3 Years. No Post Warranty Support Required as of now.
11	35	Annexure 4A - Power Supply	180 W with 90% efficiency or better	Additional Watt available for future addition of devices like Hard disk / RAM / Graphics Card in future. Total available 212 Watt (85% of 250 Watt). Also provide additional protection from electrical damage due to power fluctuation, especially in remote location.	Modified, 180 W to 250 W with 85% efficiency or better
12	35	System Weight / Volume	Weight should be less than 6 KG and volume less than 7 L	As per industry standards. There are two types of form factor (SFF & MT). We request you to mention only the form factor type. By specifying the volume & weight. This will allow open & fair competition among OEM/Bidders.	Modified, Weight and Volume should be as less as possible. Small Form Factor (SFF)
13	36	Processor	Intel/AMD 2.0 Ghz Quad Core Processor on x86 platform or higher	INTEL WITH 1.5GHZ, QUAD CORE	NO CHANGE
14	36	Ports/Slots	2 Serial Ports / 1 VGA & 1 DVI-D Port	1SERIA PORT /1VGA, 1HDMI	NO CHANGE
15	36	Display	Video output supporting two displays up to 2840 x 1080 resolution	RESOLUTION TO BE MAXIMUMN 1920 x 1080	RESOLUTION 1920 x 1080 WILL BE ACCEPTED ALSO

16	36	OS Support	Windows Embedded 10 IoT Enterprise- 64-bit OS Downgrade able to WES 7E	Windows Embedded 10 IoT Enterprise- 64-bit	NO CHANGE
17	36	OS Security Feature	Unified Write Filter support for Win10 and Enhance Write Filter for WES7E, config tool for configuring TC as Appliance Mode for Citrix, Vmware & Web appliance.	Single OEM Specific. Request to remove the same for open participation.	MODIFIED, Enhance Write Filter & File Based Write Filter support, In-built Utility for image and add-on update / installation
18	36	Emulation/Protocol support	Citrix Receiver/On-Line Plugin (ICA) 4 & HDX Support, Microsoft RDP 8.1 with Remote FX, Microsoft Internet Explorer 11, HTML 5 Support Windows Media Player 12 VM View 5.4 Broker	Single OEM Specific. Request to remove the same for open participation.	MODIFIED, Citrix Receiver 3.3(E), Citrix Online Plugin 13.3, Citrix HDX Support, Microsoft RDP 8.0, Microsoft Internet Explorer 9 or higher, Windows Media Player 12, VMware Horizon View Client 5.2, Built-in tool to capture TC image and redeploy using a USB pen-drive.

19	37	Regulatory Standards	International: IEC60950-1, 12:2005,, with CB Certificate and all National Deviations, CE Mark, RoHS Directive-2002/95/EC, WEEE Directive-2002/96/EC, Energy Star Certified, Restrictions of Hazardous Substances (RoHS), ISO 9001:2008, ISO 20000 and ISO 27001 compliance for OEM	Single OEM specific. Please allow open specification.	MODIFIED, International: IEC60950-1, 12:2005,, with CB Certificate and all National Deviations, CE Mark, BIS, Energy Star Category B, RoHS Directive2002/95/EC, WEEE Directive-2002/96/EC
20	37	Market Share	OEM should be amongst top 3 vendors in India as per the Latest IDC report.	Please allow open specification.	EXCLUDED, THIS POINT EXCLUDED FROM RFP
21	37	Warranty and Services	3 Yrs. Comprehensive Warranty Bidder/OEM Should has 5 service centres across Howrah, Hooghly, Purba Burdwan, Paschim Burdwan,Suri. Bidder/OEM should have 1 LS, 2LS, 3LS backend infra for after sales support. Bidder/OEM Should have next Business Day response. Bidder/OEM Should have trained and certified Support staff. Bidder/OEM should have 6 days after sales support, i.e. Monday to Saturday	3 YEARS OEM ONSITE WARRANTY	Modified, OEM/Vendor should have atleast two service centers in the operational area of Bank with 1 LS, 2LS, 3LS backend infra for after sales support. Bidder/OEM Should have next Business Day response. Bidder/OEM Should have trained and certified Support staff. Bidder/OEM should have 6 days after sales support, i.e. Monday to Saturday

