

Sl. No	Page No.	Clause	Clause Description	Bidder's Query	Bank's Reply
1	11	7. Scope of Empanelment	7.3. During Empanelment period, Bank will float limited tenders amongst the qualified empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated either by DIT Wing, Head Office or by Circle Offices. Bank may float limited tenders for Rate Contract towards supply of Desktops, Thin Client, Printers (Dot Matrix Printers, LaserJet Printers, Pass book printers, Color Printers, Line Printers and High Speed Printers) and CTS Scanners etc., across the country.	We understand that all PO's will be placed and all Payments will be released only from the Head Office or Circle Offices. Kindly confirm.	Yes
2	11	7. Scope of Empanelment	7.3. During Empanelment period, Bank will float limited tenders amongst the qualified empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated either by DIT Wing, Head Office or by Circle Offices. Bank may float limited tenders for Rate Contract towards supply of Desktops, Thin Client, Printers (Dot Matrix Printers, LaserJet Printers, Pass book printers, Color Printers, Line Printers and High Speed Printers) and CTS Scanners etc., across the country.	What will the T&C's governing the PO's from Circle offices? Will the T&C's for all Circle offices be same?	Details of Terms & Conditions will be made available in RFPs floated by Bank.



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3	8	5. Eligibility Criteria	<p>2. Bidders shall be the Original Equipment Manufacturers (OEM) of Desktop Computers, Laptop Computers, Servers, Printers, Scanners (Both flatbed &amp; Cheque Truncation System) &amp; other Computer hardware Peripherals and other off-the-shelf software items detailed above.</p> <p align="center">(OR)</p> <p>An authorized dealer</p> <p><b><u>Documents to be submitted:</u></b></p> <p>If the applicant is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available.</p> <p>If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 6 years including empanelment period from the date of empanelment.</p>	<p>Request to kindly remove the requirement of Authorization from OEM being "valid for a minimum period of 6 years".</p> <p>The Authorisation from OEM will be to bid against the specific Tenders, on OEM warranty terms, and Bidder would extend support as per EOI/RFP.</p>	<p>2. Bidders shall be the Original Equipment Manufacturers (OEM) of Desktop Computers, Laptop Computers, Servers, Printers, Scanners (Both flatbed &amp; Cheque Truncation System) &amp; other Computer hardware Peripherals and other off-the-shelf software items detailed above.</p> <p align="center">(OR)</p> <p>An authorized dealer</p> <p><b><u>Documents to be submitted:</u></b></p> <p>If the applicant is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available.</p> <p>If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India.</p>



**Pre Bid Queries and Replies for EOI 04/2013-14 Dated 19/12/2013 for Supply Installation Commissioning and Maintenance of IT Hardware/ Software**

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4	8 26 27	5. Eligibility Criteria Annexure-5 Annexure-6	<p>i) The applicant shall have local office in Bangalore and own personnel / Service Support Centers (with minimum 2 Technical Staff at each center) to liaison various activities like installation, commissioning and maintenance etc. at minimum 34 locations (Circle Office Locations - list attached) of our Bank covering/ supporting rural and semi-urban centers all over the country and for the remaining centers an undertaking letter to be submitted stating that support will be provided by the bidder.</p> <p><b><u>Documents to be submitted:</u></b>                      The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.</p> <p>ii) Service support details for Bank's Circle Office Locations (Annexure-5)                      iii) Service support details (Annexure-6)</p>	HP will provide services like Installation, Commissioning, and Warranty support, only through its authorized service partners.	<p>i) The applicant shall have local office in Bangalore and own/Franchise Service Support Centers (with minimum 2 Technical Staff at each center) to liaison various activities like installation, commissioning and maintenance etc. at minimum 34 locations (Circle Office Locations - list attached) of our Bank covering/ supporting rural and semi-urban centers all over the country and for the remaining centers an undertaking letter to be submitted stating that support will be provided by the bidder.</p> <p><b><u>Documents to be submitted:</u></b>                      The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.</p>
5	23	Annexure-3	<p>1) Desktop                      2) Servers                      3) Laptops                      4) Printers - Line, HSP, DMP, LJP, IJP, PBP, CRP etc.                      5) Scanners, Cheque Truncation System Scanners suitable for the NCR-CTS software working                      6) System and Off-shelf softwares - Windows OS, Red Hat Linux, Lotus smart suite, Star office, Adobe, Visual studio, Crystal reports software, MS office etc., Antivirus software.</p>	Kindly confirm if the Vendor can apply for empanelment in any one or all of the categories?	Yes



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6	31	Annexure-10	<p><b>Manufacturer's Authorization Form</b>                      We ..... who are an established and reputable manufacturers of IT Hardware/Software having factories at 1. .... and 2. .... do hereby authorize M/s..... (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer. We hereby extend our full guarantee and warranty as per terms and conditions of the EOI and the contract for the equipments and services offered against this invitation for tender offer by the above firm.</p>	OEM would extend warranty support (not guarantee) to partner as per its standard OEM warranty terms, and Bidder would extend support as per EOI/RFP.	kindly refer Modified Manufacturer's Authorization Form in Amendment
7		Generic Clause	<p>Product Specifications                      Detailed configuration of Products</p>	The EOI does not include any detailed configuration / specification for the Products required by the Bank. We request you to kindly provide us the detailed specifications of the Products, for which the Vendor will be empaneled.	Details will be made available in respective RFPs floated by Bank.
8	8	5. Eligibility Criteria Point No. 1	<p>1. The bidder should have national presence with minimum experience of 5 years (upto 31/03/2013) in the activity of supply, installation and maintenance of IT Hardware, Peripherals and System and Off the Shelf Software.  <b>Documents to be submitted:</b>                      Manufacturer / Dealer / Distributor Certificate.                      The registration no. of the firm /company along with Sales Tax no./ Valid IT Certificate /Certificate of Incorporation.</p>	<p><b>Request for change/clarification</b>                      The bidder should have national presence with minimum experience of 5 years and above (upto 01/12/2013) in the activity of supply, installation and maintenance of IT Hardware, Peripherals and System and Off the Shelf Software.  <b>Justification</b>                      This will help to participate those organization who are capable of getting empanelled meeting all the required criteria or exceeding in terms of supply, installation base and turnover criteria in short span of time.</p>	<p>1. The bidder should have national presence with minimum experience of 4 years (upto 31/03/2013) in the activity of supply, installation and maintenance of IT Hardware, Peripherals and System and Off the Shelf Software.                      Documents to be submitted:                      Manufacturer / Dealer / Distributor Certificate.                      The registration no. of the firm /company along with Sales Tax no./ Valid IT Certificate /Certificate of Incorporation.</p>



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9	8	5. Eligibility Criteria Point No. 3	<p>3. The IT turnover of the Bidder should be minimum Rs100 Crore per year during last two financial years i.e. 2011-12 and 2012-13.</p> <p><u>Documents to be submitted:</u></p> <p>i. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>ii. Audited balance Sheet for last 2 Years. i.e 2011-12, 2012-13</p>	<p><u>Request for change/clarification</u></p> <p>The IT turnover of the Bidder should be minimum of average Rs100 Crore or more per year during last tthree financial years i.e. 2010-11, 2011-12 and 2012-13</p> <p><u>Justification</u></p> <p>This will help Bank to judge the organization which is having existence of more than 5 years how strong is their growth path which will also give confidence about the organization future stability.</p>	Bidder has to comply with EOI terms
10	9	5. Eligibility Criteria Point No. 6	<p>6.The bidder desirous for empanelment for supply of Desktop Computers should have supplied at least 10000 desktops during last two years (upto 30/09/2013).</p> <p><u>Documents to be submitted:</u></p> <p>Proof of Orders issued by Banks, Reputed Companies &amp; Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies &amp; Public Sector Undertakings should be addressed in the name of the bidder.</p>	<p><u>Request for change/clarification</u></p> <p>The bidder desirous for empanelment for supply of Desktop Computers should have supplied at least 7500 desktops/laptops or more during last two years (upto 30/11/2013)</p> <p><u>Justification</u></p> <p>We request Bank to make desktop/laptop as one option because in today's scenario the customers are going mobile and the gap for desktop/laptop is reducing very fast.</p>	Bidder has to comply with EOI terms



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11	9	5. Eligibility Criteria Point No. 9	<p>9. The bidder desirous for empanelment for supply of the each types of following Printers.</p> <ol style="list-style-type: none"> <li>1. Passbook Printers.</li> <li>2. Dot Matrix Printers.</li> <li>3. High Speed Printers.</li> <li>4. Laser Jet Printers.</li> <li>5. Line Printers.</li> <li>6. All above.</li> </ol> <p>The bidder should have supplied atleast 1000 printers (all categories put together) each year in the last two years (upto 30/09/2013).</p> <p><b>Documents to be submitted:</b> Proof of Orders issued by Banks, Reputed Companies &amp; Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies &amp; Public Sector Undertakings should be addressed in the name of the bidder.</p>	<p><b>Request for change/clarification</b> The bidder/OEM desirous for empanelment for supply of the each types of following Printers.</p> <ol style="list-style-type: none"> <li>1. Passbook Printers.</li> <li>2. Dot Matrix Printers.</li> <li>3. High Speed Printers.</li> <li>4. Laser Jet Printers.</li> <li>5. Line Printers.</li> <li>6. All above.</li> </ol> <p>The bidder/OEM should have supplied atleast 1000 printers (all categories put together) each year in the last two years (upto 30/09/2013)</p> <p><b>Justification</b> We request Bank to make this as Bidder/OEM so that bidders meeting criteria in financial strength and Pan India network should be in a position to tie with OEM which is having sound record of supply and install base.</p>	Bidder has to comply with EOI terms
12	9	5. Eligibility Criteria Point No. 10	<p>10. Bidder/OEM/Partner/Principal/ Indian agent should have supplied minimum 50 cheque scanners (CTS) in the last 2 years to any scheduled commercial Banks/company operating in India.</p> <p><b>Documents to be submitted:</b> Bidders should submit copy of Purchase Orders/Invoices for having supplied 50 Cheque scanners(CTS) in the last 2 years to any scheduled commercial Banks/company operating in India.</p>	<p><b>Request for change/clarification</b> Bidder/OEM/Partner/Principal/ Indian agent should have supplied minimum 50 cheque scanners (CTS) in the last 2 years to any scheduled commercial Banks/company operating in India.</p> <p><b>Justification</b> We request Bank to modify purchase order/invoice copy from Bidder/OEM rather than making only Bidder as eligibility for submitting the documentary evidence.</p>	<p>10. The Bidder/ OEM/ Partner/ Principal/ Indian agent desirous for empanelment for cheque scanners(CTS) should have supplied minimum 50 cheque scanners(CTS) in the last 2 years to any scheduled commercial Banks/company operating in India.</p> <p><b>Documents to be submitted:</b> Bidders should submit copy of Purchase Orders/Invoices for having supplied 50 Cheque scanners(CTS) in the last 2 years to any scheduled commercial Banks/company</p>



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13	9	5. Eligibility Criteria Point No. 6	<p>6.The bidder desirous for empanelment for supply of Desktop Computers should have supplied at least 10000 desktops during last two years (upto 30/09/2013).</p> <p><b>Documents to be submitted:</b> Proof of Orders issued by Banks, Reputed Companies &amp; Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies &amp; Public Sector Undertakings should be addressed in the name of the bidder.</p>	We request you to amend to 5000 Desktops	Bidder has to comply with Eligibility Criteria.
14	10	5. Eligibility Criteria Point No. 11	<p>11.The bidder should have supplied, installed and maintaining Servers, Desktop Computers, Printers etc to at least 2 Public Sector Banks in India (Excluding Canara Bank) in Multi locations during last 2 years (up to 30/09/2013).</p> <p><b>Documents to be submitted:</b> Certificate from 2 Public Sector Banks to the effect should be submitted.</p>	We request you to put 2 public sector banks / Private sector banks	<p>11.The bidder should have supplied, installed and maintaining Servers, Desktop Computers, Printers etc to at least 1 Public Sector Bank in India (Excluding Canara Bank) in Multi locations during last 2 years (up to 30/09/2013).</p> <p><b>Documents to be submitted:</b> Certificate from Public Sector Bank to the effect should be submitted.</p>

DATE: 28/12/2013  
PLACE: BANGALORE

  
 DEPUTY GENERAL MANAGER

