

Replies to Pre bid Queries for GeM Bid ref. no: GEM/2024/B/5543749 dated 24/10/2024 for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	14	Section -C - Deliverables and Service Level Agreements	Clause 1-Project Timelines	1.3 of S.No.1 Delivery of Tablet Computer with Tablet cover and standee - Within 10 Weeks from the date of acceptance of the Purchase Order or 7 weeks from the date of issue of Purchase Order whichever is earlier.	We request to consider the delivery timelines as 12 weeks from the date of Acceptance of the purchase order or 13 weeks from the date of issue of purchase order. The reason is -requested standee is customized one which need to be fabricated based on bank requirement...and these are not off the shelf product.. So we request you to consider the same and do the needful.	Bidder to refer Corrigendum-1
2	14	Section -C - Deliverables and Service Level Agreements	Clause 1-Project Timelines	1.3 of S.No.2 -Installation of the Tablet Computer-2 Weeks from the date of Delivery of all the materials for each ordered locations	We request you to consider 4 weeks from the date of delivery of the product for each ordered location. (since fixing of standee, testing and installation/commissioning is required for each branch location).	Bidder to comply with RFP terms and conditions.
3	15	Section -C - Deliverables and Service Level Agreements	Clause 4 -Payment terms	4.1 of S.No.1 -Delivery-50% of the cost as per Table A of Annexure-15	We request you to amend the payment terms as 80% against delivery of the cost as per Table A of Annexure-15	Bidder to comply with RFP terms and conditions.
4	16	Section -C - Deliverables and Service Level Agreements	Clause 4 -Payment terms	4.1. of S.No.2- Installation-40% of the cost as per Table A of Annexure-15	We request you to amend the payment terms as 10% against Installation of the product cost as per Table A of Annexure-15	Bidder to comply with RFP terms and conditions.
5	16	Section -C - Deliverables and Service Level Agreements	Clause 4 -Payment terms	4.1 of S.No.4 -AMC-The payment of the total amount quoted for AMC shall be made to the selected bidder on Quarterly in arrears submission of the preventive maintenance report to the bank official. The total amount quoted years wise AMC support for Tablet Computers in the Table- B of Annexure-15 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period in each year. AMC payment will be made only to those Tablet Computer for which preventive maintenance is done and supportive document is provided.	We request you to remove the Preventive maintenance clause during the warranty period and also during the AMC Period. It will indirectly increase the cost of the product.	Bidder to refer Corrigendum-1



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6	17	Section -C - Deliverables and Service Level Agreements	Clause-5 Penalties and Liquidity Damages	5.2. In case of defect Tablet Computers If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 200/- per day or part thereof on the respective cost of Tablet Computers. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	We request you to change the penalty clause for repair/ replacement to be reduced from Rs. 200 to Rs.100/ Day are part there of on the repsective cost of the Tablet computers.However, the total Penalty/LD to be recovered under this clause shall be maximum of 10% cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	Bidder to comply with RFP terms and conditions.
7	19	Section -C - Deliverables and Service Level Agreements	Clause-6 Warranty	6.3. During the said warranty period of 2 Years, the bidder shall without any extra cost, carry out all routine and special maintenance of the Tablet Computers and attend to any difficulties/defects/replacements that may arise in the operation of the system. There should be regular preventive maintenance at least once in three months.	We request you to remove preventive maintenance clause atleast once in 3 months during the warranty period	Bidder to refer Corrigendum-1
8	20	Section -C - Deliverables and Service Level Agreements	Clause- 7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10 Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. 200/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.	We request you to amend the penalty as Rs.50/- instead of Rs.200 per working day per machine subject to a maximum of 10% of Quaterly AMC Cost per machine.	Bidder to comply with RFP terms and conditions.



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9	68	Annexure 9 Scope of work	Sl. No: 14	The specifications of the Tablet standee are as below: • Floor standing of 4 ft height (Bolted to ground) • Tablet enclosure with a secure, fully enclosed metal tablet housing • Special security Locks & Keys (stronger than traditional lock and key systems) • The holder should tilt 180° & rotates 360°, ideal for portrait and landscape views, and should also offer full access to tablet's ports and buttons. • The standee base should have slip- and scratch resistant padding.	We Request you to provide us the exact specification for the standee. Like the quality / grade (like it has to be in stainless steel/ mild steel/ Powder coated steel). (Base of the standee : L *B mm ,Height 4 feet, rotatable cabinet with 360degree option of landscape/ potrait mode with lock option). Colour of the stand : Black/White 3D Diagram to be provided with Specifications. This will provide a uniform quality and design for all the bidder who ever participating in the bid.	Bidder to refer Corrigendum-1
10	70	Annexure-10 Technical Specifications	Sl. No: 7	Storage: 64 GB or higher (expandable to 512 GB)	We request you to amend the storage as 128GB instead of 64 GB, because the industry standard in Tablet are coming as 4 GB/64 GB (or) 8GB /128 GB, benefits is additional storage space	Bidder to comply with RFP terms and conditions.
11	1	GeM Bid Document	Bid Document: Bid Details	Item Category: Tablet Computers (Q2)	We request Bank to consider and amend as : Item Category: Tablet Computers (Q3) and request to consider the bid under Q3 quadrant so as to have more participants to bid.	Bidder to comply with RFP terms and conditions.
12	2	GeM Bid Document	Bid Document: Bid Details	EMD Detail: EMD Amount: 4500000	We request Bank to consider EMD exemption for all the valid MSME registered companies.	EMD is exempted to all the eligible bidders as per the prevailing Government guidelines. Bidder to comply with RFP terms and conditions
13	14	Section -C - Deliverables and Service Level Agreements	1.Project Timelines	1.3 Timelines*: Within 10 Weeks from the date of acceptance of the Purchase Order or 7 weeks from the date of issue of Purchase Order whichever is earlier.	Keeping in view of the supply of 9800nos of Tablet Computers, We request to make as : Timelines*: Within 15 Weeks from the date of acceptance of the Purchase Order or 18 weeks from the date of issue of Purchase Order whichever is earlier.	Bidder to refer Corrigendum-1
14	14	Section -C - Deliverables and Service Level Agreements	1.Project Timelines	1.3 Timelines*: 2 Weeks from the date of Delivery of all the materials for each ordered locations	We request to make it as : 4 Weeks from the date of Delivery of all the materials for each ordered locations	Bidder to comply with RFP terms and conditions.
15	59	Annexure-2 Pre-Qualification Criteria	Sl. No: 10	The Bidder/ Proposed OEM should have its own/ franchise Service/Support Office at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Tablet Computers.	We request Bank to permit and allow the bidder to submit a self declaration on opening of service support centers by its own / franchise Service / Support Office with in 30 days from the date of LOI , at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Tablet Computers.	Bidder to comply with RFP terms and conditions.



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16	59	Annexure-2 Pre-Qualification Criteria	Sl. No: 11	The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty / AMC period. The availability of services of the Engineers for the proposed locations all over India.	We request Bank to permit and allow the bidder to submit a self declaration on appointment of qualified service engineers for attending the problems for a period of 3 years as per the RFP terms, with in 30 days from the date of LOI.	Bidder to comply with RFP terms and conditions.
17	71	Annexure-10 Technical Specifications	Sl. No: 2	Display Size: 10 inch or higher	We request Bank to consider and make it as Display Size: 8 inch or higher keeping in view of the competitive tablets available in the market.	Bidder to comply with RFP terms and conditions.
18	71	Annexure-10 Technical Specifications	Sl. No: 14	Battery: 7000 mAh or higher	We request Bank to consider and make it as Battery: Minimum 5000 mAh or higher, keeping in view of the competitive tablets available in the market.	Bidder to comply with RFP terms and conditions.
19	71	Annexure-10 Technical Specifications	Additional Specifications	Additional Specifications	We request to consider and add integrated UIDAI certified L1 Fingerprint scanner and integrated Printer to the Tablet Computer device, also in the scope of specifications, so as to have a effective Tab Banking applications run on the device with ease of operations.	Bidder to comply with RFP terms and conditions.
20	32	SECTION E - SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.5. Bidder has to complete the Proof of Concept (POC) of the proposed Tablet Computer within the time limit which is defined by Bank.	We request you to kindly specify the POC sample date and qty required. We need above details as there is Customized Standee required along with the Tablet PC, hence kindly confirm the POC date & qty so that we can arrange the samples in time for POC purpose.	RFP Clause is self explanatory. Bidder to comply with RFP terms and condition
21	71	Annexure-9(A) Details of Service Support Centres for Bank's Circle Office Locations	NA	26 locations mentioned on page no 70	Kindly specify the service support required at only those specified 26 Circles office locations mentioned on page no 70. Also specify whether all Tablet Pcs we need to deliver only at 26 locations or it will be distributed across branch offices?	Successful bidder to provide service support to all the places mentioned in the delivery location details. The delivery location will be Pan India and the details will be shared with the successful bidder.
22	71	Annexure-10 Technical Specifications	Sl. No: 15	Network: Wi-Fi, LTE,4G/5G	Kindly specify the Network connectivity required 4G or 5G ?	RFP Clause is self explanatory. Bidder to comply with RFP terms and condition



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23	19	Section -C - Deliverables and Service Level Agreements	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10. Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs.200/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.	We request you to kindly make the 3 working days to rectify the fault.	Bidder to comply with RFP terms and conditions.
24	1	GeM Bid Document	Bid submission date	Bid end date - 08.10.2024	We request you to kindly extend the bid by another 10days.	Bidder to refer Corrigendum-1
25	2	GeM Bid Document	Bid Document: Bid Details	EMD Detail: EMD Amount: 4500000	The dept. has mentioned that EMD exemption will only be granted to MSEs and startups. According to the GeM GTC, the bidders in categories such as 500Cr + turnover, Vendor assessed etc. also should be given EMD exemption. So, please give EMD exemption according to GTC of GeM.	EMD is exempted to all the eligible bidders as per the prevailing Government guidelines. Bidder to comply with RFP terms and conditions
26	58	Annexure-2 Pre-Qualification Criteria	Sl. No: 7	The Bidder should have supplied & installed at least 3000 numbers of single order or in cumulative orders in any one of the single FY to the same entity of offered Model/s or Immediate Previous Model/s or equivalent model/s of offered model/s in line with Bank's requirement during the last 3 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Bank/State Government /Central Government /PSU.	Bidder's experience in the supply of 3000 numbers of single order or in cumulative orders is asked by the dept. But not all interested bidders may have the given experience. Also, GeM experience clause allows to submit OEM's experience in supply of same or similar category themselves or through their reseller (s). So, please ask for the bidder/OEM (themselves/through their reseller (s)) should have successfully supplied or installed/ commissioned the same or similar Category Products during preceding 03 financial years.	Bidder to comply with RFP terms and conditions.
27	59	Annexure-2 Pre-Qualification Criteria	Sl. No: 9	The Net Worth of bidder should not be negative as on 31/03/2023 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	The department has stated that the bidder's net worth should not be eroded by more than 30%. But GeM only mentions that the net worth should be positive so that the bid requirements are fair and do not impose restrictions on bidders. So, please remove this clause from the bid.	RFP Clause is self explanatory. Bidder to comply with RFP terms and condition



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28	58	Annexure-2 Pre-Qualification Criteria	Sl. No: 7	The Bidder should have supplied & installed at least 3000 numbers of single order or in cumulative orders in any one of the single FY to the same entity of offered Model/s or Immediate Previous Model/s or equivalent model/s of offered model/s in line with Bank's requirement during the last 3 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Bank/State Government /Central Government /PSU.	The dept. has mentioned that, "the same entity of offered Model/s or Immediate Previous Model/s or equivalent model/s of offered model/s in line with Bank's". Many bidders may not have prior experience in supplying tablets to Banks and can't fulfil the given criteria. Also, asking for the experience in supply of equivalent or immediate previous models is restrictive and not allowed in any GeM bids. So, please don't restrict the experience to supply of the same offered model and ask for experience according to GeM.	Bidder to comply with RFP terms and conditions.
29	71	Annexure-10 Technical Specifications	Sl. No: 15	Network: Wi-Fi, LTE,4G/5G	The dept. has asked for 4G/5G connectivity. But all the 10 inch or higher tablets available in the market have 5G connectivity as it aligns with current technological advancements. Also, 5G connectivity provides tablets with improved network capabilities, faster data speeds, and enhanced performance. So, please ask for 5G connectivity.	Bidder to comply with RFP terms and conditions.
30	71	Annexure-10 Technical Specifications	Sl. No: 4	Brightness: 350 nits or higher	The dept. has asked for 350 Nits. But these tablets are used in banks which have a well-lit environment. So, a minimum brightness of 450 Nits is required to offer improved screen visibility in such right environments. So, please ask for 450 Nits or higher.	Bidder to comply with RFP terms and conditions.

Date: 06/11/2024

Place: Bengaluru


Deputy General Manager

