

Date: 21/09/2023



CO: Information Technology Department

Amendment and Clarification to the Pre-Bid Queries for the RFP for Proposal for Supply, Installation, Configuration and maintenance of 70 no. of Apple iPads and Accessories (RFP Ref. CO/ITD/664/R1/2023-24 dated 11/09/2023)

RFP was floated for supply, installation and maintenance of 70 iPads and accessories vide RFP ref. no. CO/ITD/664/R1/2023-24 dated 11/09/2023. As per the schedule of the RFP, a pre-bid meeting was conducted on 16/09/2023. In response to the queries received, amendment & clarification to the RFP is issued as under:

S. No	RFP Clause	Query Raised	Clarification/Amendment by Bank
1.	Page No. 16, Clause no. (14.a) Performance Security Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Bidding Documents (format to be included in Bid Document) for 10% of the amount of contract valid for a period of Twenty-Seven months (with further one-month claim period), in the form of a Bank Guarantee, in the format enclosed (Annexure-IV) .	Performance Bank Guarantee of 10% is very high as present in the tender. It is an additional capital block for 27 months with an additional bank processing charge that will be built in the quotation submitted by the bidders With reference of the same, we request the department to reduce the Performance Security to 3% or less, which shall result in reduced quotations submitted by the bidders.	Amendment: Page No. 16, Clause no. (14.a) Performance Security Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Bidding Documents (format to be included in Bid Document) for 5% of the amount of contract valid for a period of Twenty Seven months (with further one-month claim period), in the form of a Bank Guarantee, in the format enclosed (Annexure-IV) .
2.	Page No. 13, Clause no. 3: Project milestone and time line iPads and accessories to be delivered and installed within 5 weeks from the date of purchase order.	The device being procured by the Department is in stock, the accessories being asked, i.e., Apple Pencil & Smart Keyboard Cover is not readily available with any of the Apple Authorized Distributors. Being imported, it takes minimum 5-6 weeks	Amendment: Page No. 13, Clause no. 3: Project milestone and time line iPads and accessories to be delivered and installed within 6 weeks from the date of purchase order.



Bank shall provide the address and contact details of respective offices to the successful bidder for delivery of materials. Bank reserves the right to change/modify locations for supply of the items. Vendor will be responsible for ensuring proper packing, delivery and receipt of the hardware and software related to hardware at the site(s).

All accessories as part of the hardware / software to make it operational should be delivered together with the equipment. Any component has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of equipment is not acceptable and payment would be released as per terms only after full delivery.
iPads and accessories to be delivered and installed within 5 weeks from the date of purchase order.

to get these devices after placing an order.

Considering the same, it is requested to increase the delivery timeline to minimum 7-8 weeks.

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All accessories as part of the hardware / software to make it operational should be delivered together with the equipment. Any component has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of equipment is not acceptable and payment would be released as per terms only after full delivery.

iPads and accessories to be delivered and installed within **6 weeks** from the date of purchase order.



3 **Page no. 12, Clause no. 2 Scope of the Project** : Supply, installation, and maintenance of 70 nos. of Apple iPad 10.9", Wifi+Cellular, 256 GB Storage with One Year default Apple warranty and One Year Additional care, 58 nos. of Apple Smart Keyboard & 22 nos. of Apple Pencil.

We request you to kindly share the list of delivery locations, which would help us to calculate the cost of logistics required for this procurement. The delivery locations are in tier 1 & 2 cities or else we need some time to deliver the same.

Amendment:
Page no. 12, Clause no. 2 Scope of the Project : Supply, installation, and maintenance of 70 nos. of Apple iPad 10.9", Wifi+Cellular, 256 GB Storage with One Year default Apple warranty and One Year Additional Apple care, 58 nos. of Apple Smart Keyboard & 22 nos. of Apple Pencil.

Delivery of the iPad is to be done to offices of the Indian Bank across India.

Delivery of the iPad is to be done to offices of the Indian Bank across India. The tentative list of delivery locations along with respective quantities has been shared below:

Location	Qty
AHMEDABAD	1
ALLAHABAD	1
AMARAVATHI	1
BENGALURU	1
BHOPAL	1
BHUBANESHWAR	1
CHANDIGARH	4
CHENNAI	38
COIMBATORE	1
DELHI	3
HYDERABAD	2
KOLKATA	3
KUMBAKONAM	1
LUCKNOW	1
MEERUT	1
MUMBAI	3
PATNA	2
RANCHI	1
SALEM	1
TIRUNELVELI	1
TRICHY	1
VARANASI	1
Total	70

However, Bank reserves its right to change the locations and quantities as stated above while issuing purchase order to the successful bidder.



4.	<p>Page No. 13, Clause no. 4 Warranty: The Apple iPad should be under onsite comprehensive maintenance warranty for a period of two years (one-year default warranty form Apple + one-year additional care pack from Apple) from the date of Installation/commissioning .</p> <p>If the hardware (including OS) & software does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.</p>	<p>Comprehensive onsite warranty means protection of devices against any type of accidental and liquid damages along with pickup and drop facility, which is not provided by the OEM (Apple) in India as of now.</p> <p>Hence, we request the Department to ask for standard OEM Carry-in Warranty for 1 year + 1 Year Additional Care Pack</p>	<p><u>Amendment:</u> Page No. 13, Clause no. 4 Warranty: The Apple iPad should be under standard OEM maintenance warranty for a period of two years (one-year default warranty from Apple + one-year additional care pack from Apple) from the date of Installation/commissioning. However, bidder has to provide support, if call support resolution is not received properly, then bidder has to provide support. If issue is not resolved even after telephonic support, then the bidder will have to come onsite for resolution of the issue.</p> <p>If the hardware (including OS) & software does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.</p>
5.	<p>Page no. 15, Clause no. 12 Penalty for downtime: The item that is reported to be faulty / malfunctioning should be fully repaired on the same day, if no spares are required and on the next working day, if spares are required. In case of vendor failing above standard, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, penalty of</p>	<p>Time required for repairing of device completely depends upon the nature of problem and location of device, also arrangement of spares in-case of any physical damage will depend upon the availability of spares with distributors.</p> <p>We request the department to kindly increase the problem resolution/rectification time to at-least 5-7 business days.</p>	<p><u>Amendment:</u> Page no. 15, Clause no. 12 Penalty for downtime: The item that is reported to be faulty / malfunctioning should be fully repaired by the next day, if no spares are required and within 4 working days, if spares are required. In case of vendor failing above standard, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, penalty of Rs. 250/- per day* will be levied.</p>



	Rs. 250/- per day* will be levied.		
6.	Page no. 14, clause no. 4 Warranty: If any product ceases to work during the warranty period, bidder has to replace the same without any additional financial implication to Bank.	If any product ceases to work due to Accidental or Liquid Damage caused due to the end user, the same is not covered under warranty. However, if the device received is Dead on Arrival (DOA) the same shall be replaced by the bidder/OEM without any additional cost to the Bank.	<u>Amendment:</u> Page no. 14, clause no. 4 Warranty: If any product ceases to work during the warranty period, bidder has to replace the same without any additional financial implication to Bank. However, if any product ceases to work due to Accidental or Liquid Damage caused due to the end user, the same would not be covered under warranty.
7.	Page no. 14, Clause no.7 Installation: The successful bidder will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the equipment at all installation sites. Successful bidder has to provide necessary power cables suitable for Indian environment, to install the systems being supplied. Any other equipment, devices, software required to install above hardware need to be provided and installed without any financial implications.	Kindly clarify regarding what kind of installation is required at installation sites.	The successful bidder will have to carry out the power-on-test. The basic software & OS necessary for the power on & smooth operation/functioning of the iPad should be installed by the successful bidder required for the operation of the iPad should be provided.
8.	Page no. 25, Clause 35 General Terms: Call logging facility to be made available on 24*7 basis.	As most banks in India operate during the day and that is when the iPads shall be used, we request the Bank to kindly ask for Call logging facility to be made available on 12*7 basis.	<u>Amendment:</u> Page no. 25, Clause 35 General Terms: Call logging facility to be made available as per the working hours of Apple service center i.e. on a daily basis between 9 am to 6 pm
9.	Page no. 12, clause 1 Eligibility Criteria: The Bidder should have supplied not less than 140	We supplied iPhones and iPads to corporate companies not to the Government sectors. Please amend the	Page no. 12, clause 1 Eligibility Criteria: The Bidder should have supplied not less than 140 Apple iPads (Cumulative) to Scheduled



	Apple iPads (Cumulative) to Scheduled Commercial Bank/ PSU/Financial Institutions/ Government Organizations in India within last three years from the date of the issue of tender. [Copy of Purchase Order & proof of supply/Satisfactory letter issued by the organization should be submitted].	norms.	Commercial Bank/ PSU/Financial Institutions/ Government Organizations/Corporate Organizations in India within last three years from the date of the issue of tender. [Copy of Purchase Order & proof of supply/Satisfactory letter issued by the organization should be submitted].
10.	Page no. 5, clause 1 RFP : Bidders should enrol/register before participating through website - https://www.tenderwizard.com/INDBANK . Bids have to be submitted online only at the above mentioned website except for the items specified under point no. 5 of schedule. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.	We need credentials to participate on tender wizard portal.	Bidder to contact M/s Antares. Details regarding the same have already been provided on the Page no. 27 of the RFP.
11.	Page no. 5, clause 3 RFP: The price obtained through Online Reverse Auction Process will be treated as final commercial offer of the bidder. Part II price breakup details to be submitted after online reverse auction process..	On Apple products, RA is difficult to Bid.	No change in the existing clause.

