



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಸಿಂಡಿಕೇಟ್ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

Head Office : Dharwad

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ.

Ref No: KVGB/ITD/PC/CLR/2017

Date: 17.04.2017

To,

All Eligible Bidders

Sub : Clarifications/Modifications on Request for Proposal (RFP) for Supply, Installation of 800 Desktop Computers to Branches/Administrative Office with 5 years warranty period.

SI.No	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Clarification
01	The bidder should have at least two years' experience in supplying, commissioning and Maintenance of PCs and Peripherals to Banks/ Financial organizations/PSU/State Govt/Union Govt in India for the last 2 years (2015 and 2016). As documentary proof, letters issued by the Organization where it is supplied, with No. of locations and its satisfactory performance are to be submitted along with the technical bids.	We request you to change it three year i.e. 2014, 2015 & 2016. Two years is too short for considering experience of the vendor. Also we request you to include Bidder/OEM	Our RFP Term Stands
02	The bidder should be a profit making company/firm during the last 3 consecutive financial years in the business of Hardware alone. As documentary proof, B/S & P&L are to be submitted.	We request the bank to change it to past two years / to consider positive net worth in 3 years.	<ul style="list-style-type: none">RFP clause modified as "The bidder should be a profit making company/firm during the last 3 consecutive financial years or positive net worth during the last 3 consecutive financial years in the business of Hardware alone. As documentary proof, B/S & P&L are to be submitted".

03	<p>The Bidder should have at least 10 direct support offices in Bank's Regional Office locations listed below and for other locations vendor should have Service support centers / Franchisee within 100 Kms from our Regional Offices. Proof of the same is to be enclosed.</p>	<p>We request you to change it to franchisee/support centers in these locations instead of direct offices.</p>	<ul style="list-style-type: none"> • RFP clause modified as "The Bidder should have at least 10 support offices/Support centers in Bank's Regional Office locations listed below and for other locations vendor should have Service support centers / Franchisee within 100 Kms from our Regional Offices. Proof of the same is to be enclosed.
04	<p>Furnish AMC charges per annum for 5 years after the free warranty period of 5 years. Annual Maintenance cost for five years quoted by the Vendor will be added to the Total cost quoted after discounting to net present value at a discount rate of 8% Per annum for evaluation purpose. If the AMC rate is less than 5% of the basic cost of the system or free period is more than 5 years, AMC value of 5% of the basic cost, discounted at 8% and a free warranty period of 5 years will be considered for the purpose of evaluation. However, the actual payment will be only at the rates quoted. All the above information will be used in computing the competitive cost of the Quotation.</p>	<p>Whether this point is taken for L1 calculation</p>	<p>AMC charges are not considered for L1 calculations</p>

05	<p>The bidder should have own/franchise service centre at 10 regional offices of the bank for lodging complaints, maintains of Desktop PC apart from call centre facility, if any, available with the bidder. Bidder's representative and local office at Hubli/Dharwad will be the contact point for the bank.</p>	<p>We request you to change it to Bangalore</p>	<p>OUR RFP TERM STANDS</p>
06	<p>The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations. The vendor shall inform the readiness of the hardware for the purpose of pre-shipment testing in writing well in advance. The bidder shall deliver Hardware & Peripherals within 2 weeks, from the date of issuing of Purchase Order for the same inclusive of completion of the pre-shipment testing. Wherever Road permits are required one additional week will be provided.</p>	<p>As per the tender the delivery period including Pre dispatch inspection is two weeks. To deliver within this time is not practical. Hence, we request you to provide 6-7 weeks for delivery and 20 days for installations.</p>	<p>RFP clause modified as " The bidder shall deliver Hardware & Peripherals within 3 weeks, from the date of issuing of Purchase Order for the same inclusive of completion of the pre-shipment testing".</p>
07	<p>Warranty and Payment for Annual Maintenance Charges/ Submission of Bank Guarantee: PCs and Peripherals shall carry a free comprehensive, onsite warranty for a minimum period of Five (5) Years and AMC for next Five (5) Years from 6th year to 10th Year</p>	<p>The tender is asking for 69 months from the date of delivery which is not a standard clause. We request you to change it to 60 months from the date of Installation or 61 month from the date of delivery</p>	<p>OUR RFP term Stands</p>

08	<p><u>HARDWARE</u> <u>MAINTENANCE :</u></p> <p>The Bidder will assume total responsibility for the fault free operation of hardware, OS, required/mandatory drivers and maintenance during the warranty and post warranty (AMC) for a total duration of eight years. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware function without defect or interruption.</p> <p>On lodgment of complaint, service should be provided and rectification of reported problem within eight (8) hours in Semi-Urban/ Rural centre, within four(4) hours in Urban/Metropolitan centers and within 48 hours for Island branches (without any extra charges like TA/HA). In case any part is found defective & needs to be taken to the Vendor's Premises/lab for repairs, the Vendor should either ensure the required parts is replaced or a standby equipment is provided in place of defective equipment within 24 hours or next business day.</p> <p>In case of failure of the vendor in both the above cases, the vendor will be liable for penalty of</p>	<p>The time provided for call closure is 8 hrs and penalty mentioned is very high. We request you to change it to within 48 hours calls to be closed and if any delay a penalty of Rs. 100 to be levied</p>	<p>RFP clause modified as "On lodgment of complaint, service should be provided and rectification of reported problem within twenty four (24) hours in Semi-Urban/ Rural center, within Twenty four (24) hours in Urban/Metropolitan centers and within 48 hours for Island branches (without any extra charges like TA/HA). In case any part is found defective & needs to be taken to the Vendor's Premises/lab for repairs, the Vendor should either ensure the required parts are replaced or standby equipment is provided in place of defective equipment within 24 hours or next business day".</p> <p>" In case of failure of the vendor in both the above cases, the vendor will be liable for penalty of Rs.300/- per day in Urban Centres Semi-Urban/Rural centres. The amount of penalty will be recovered from the vendor from payments due to them or by invoking Bank Guarantees provided for warranty/maintenance."</p>
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	<p>Rs.500/- per day in Urban Centres Semi-Urban/Rural centers. The amount of penalty will be recovered from the vendor from payments due to them or by invoking Bank Guarantees provided for warranty/maintenance.</p> <p>The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption as per the above condition.</p> <p>However, if the Hardware/Peripheral is down due to the reasons attribute to the Bank, the vendor has to submit proof for the same for not levying the penalty.</p>		
09	<p>Pre-shipment testing of equipment by the approved agency: In case of purchase of equipment beyond Rs.50,000/- per item, the vendor/s will have to provide a pre-shipment test certificate at his own cost from M/S SYNDBANK SERVICES LTD,BANGALORE regarding the quality and specifications to be in conformity with the Purchase Order issued to them.</p>	<p>It is mentioned in the tender that if the item value is more than 50,000 per unit PDI is to be done. Please confirm whether price is including taxes. We also request you to confirm the if the per unit value of the system offered is less than 50,000 there will be no PDI. We request you to provide the cost per machine for PDI, also we request you to do PDI for 10% of the PO quantity.</p>	<p>It is excluding tax. For remaining queries "Our RFP term Stands"</p>
10	<p>The insurance shall be for an amount equal to 110%</p>	<p>We request you to change the insurance</p>	<p>Our RFP term Stands</p>

	of the CIF value of the goods delivered at the respective branches covering all risks (fire, burglary, SRCC, natural calamities such as earth quake, flood etc) for a period covering the transit period and also minimum 4 months from the date of delivery	from 110% to 100% till delivery at the locations. However, after the delivery the insurance will be covered by the There will be a cost to be added if 110% insurance is required	
11	1TB 7200 rpm SATA or better MAKE Seagate or Western Digital or Hitachi or equivalent	HDD – We request you to include OEM make of HDD also	RFP clause modified as “1TB 7200 rpm SATA or better MAKE Seagate or Western Digital or Hitachi or OEM or equivalent”
12	19.5 inch Monitor, 178/178 Viewing Angle , IPS Panel or better	Monitor Specifications – All OEM’s may not have IPS panel, hence request you to make it as optional	RFP clause modified as “19.5 inch Monitor, 178/178 Viewing Angle , TFT monitor”
13	Min 180W SMPS 85% High Efficiency Energy Saving	Power Supply – We request you change it to 250 watts or above with 85% efficiency/ with required power supply.	It is minimum requirement bidders may offer higher versions/capacity

SI No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Clarification
14	Banks / PSUs as customer Base	While we have a very small base of Banks / PSU / Government customer base, we are preferred IT suppliers for some of the major corporate customer in India. To customers like Infosys, Wipro, Amazon we have been preferred suppliers for more than 10 years. We not only supply but also support IT products at their offices across India. Supplies of more than	Our RFP Term Stands

		200 desktops in single order is quite common.	
15	Service centres in district head quarters	We propose to supply Dell desktops. Dell has a considerable installed base across Karnataka and has systems / teams in place to support customers across length and breadth of Karnataka. The only challenge will be that Dell support works from central office in Bangalore and they do not have local support centres in many of the district headquarters that you have required in your tender terms. But we can assure satisfactory post sales support and repairs to installed systems at all the 10 cities mentioned in your document	Our RFP Term Stands
16	5 Years warranty and AMC for year 6 to 10	Warranty is possible for 5 years. We can ensure AMC for year 6 and 7. Post that support will be on best effort basis.	Our RFP Term Stands

Sl.No	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Clarification
17	The vendor shall inform the readiness of the hardware for the purpose of pre-shipment testing in writing well in advance	We request to exempt the Pre-dispatch Inspection and carry out the inspection at site	Our RFP Term Stands
18	Liquidated Damages: For any delay in delivery, installation and commissioning beyond 3 weeks for non road permit locations and for road permit locations additional one week, from the date of the delivery	We request to consider the following Penalty clauses Delivery LD: 0.5% of the underlivered portion Per week , to the maximum of 5% Installation LD: 0.5% of the	Our RFP Term Stands

	instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).	in-installed portion Per week , to the maximum of 5%	
19	Liquidated Damages: For any delay in delivery, installation and commissioning beyond 3 weeks for non road permit locations and for road permit locations additional one week, from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).	Installation time frame is not mentioned We request to consider the installation period of 3-4 weeks	Our RFP Term Stands
20	i) On Delivery: Eighty (80) % of the Contract price of the Goods ii) On Final Acceptance: Twenty (20) % on Installation and Acceptance	We request to consider the payment term" 90% on Delivery and 10% against installation"	Our RFP Term Stands
21	However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 20% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations.	We request to release the 20% payment which is linked with the installation ,with in 30 days of delivery incase the Site is Not Ready	Our RFP Term Stands
22	10) Payment terms	We request to release the payment centrally ,site wise	Payments are done form Head Office

23	Within Twenty (20) days of the receipt of format of notification of award from the Purchaser, the successful Bidder shall furnish the performance security (BG) for 10% (ten percent) of the contract value for the warranty period plus 3 months grace period in the format prescribed.	We request to clarify the PBG is 10% of the order value excluding AMC only	It is excluding AMC
24	PCs and Peripherals shall carry a free comprehensive, onsite warranty for a minimum period of Five (5) Years and AMC for next Five (5) Years from 6th year to 10th Year.	Please note AMC asked is for a long period .since the technology will change in between ,there would be difficulties to arrange the spares and support .Hence we request to remove the AMC from the scope.	Our RFP Term Stands
25	PCs and Peripherals shall carry a free comprehensive, onsite warranty for a minimum period of Five (5) Years and AMC for next Five (5) Years from 6th year to 10th Year.	We proposed that "AMC can be considered after the warranty expiry on the mutual agreed terms and conditions"	Our RFP Term Stands
26	The Annual Maintenance Cost shall be paid in advance in equal yearly instalments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee for 8% of the cost of the equipment (excluding Annual Maintenance Cost), valid for a period of 3 years from the date of completion of free warranty period - with 3 months grace period.	As per this clause ,an AMC PBG to be given every year ,which should be valid for 3 years. With this clause , on the second year of AMC, there will be two PBGs running parally and so on. We request to amend the same to " AMC PBG to be valid for one Year with a claim period of 1 month. "	Our RFP Term Stands

27	The Annual Maintenance Cost shall be paid in advance in equal yearly instalments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee for 8% of the cost of the equipment (excluding Annual Maintenance Cost), valid for a period of 3 years from the date of completion of free warranty period - with 3 months grace period.	As per this clause PBG is 8% of be cost of the equipment We request to amend the same to " 5% of the Annualized contract value "	Our RFP Term Stands
28	The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption as per the above condition	Preventive Maintenance will be carried out along with the corrective Maintenance .We request to accept this	Our RFP Term Stands
29	In case the Bank wants the equipment to be shifted to a location other than the originally indicated location, the vendor should do the necessary configuration changes in the equipment suitable to the new location and install the same at the new location.	Please note, this will be on mutually agreed chargable basis	Our RFP Term Stands
30	Within Twenty (20) days of receipt of the Purchase Order & Format of Contract Form/SLA, which will be sent along with the notification of award, the successful Bidder shall sign and date the Contract/SLA and return it to the Purchaser.	We request to share the draft contract copy to have the internal legal check	Our RFP Term Stands
31	Sales and other Taxes payable if contract is awarded	Please note, since the different states has different tax structure and GST is going to implement shortly by Govt of India, we request	Our RFP Term Stands

		bank to allow Bidders to quote without mentioning the Tax rates in the quote	
32	The vendor has to provide licensed copy of Winzip, Foxit Reader and IP messaging	We request to remove these from the Bidder`s scope	Our RFP Term Stands
33	Delivery Locations	We request to provide the deivery location and qty distribution matrix	Delivery location will be communicated at the time of issuing Purchase Order
34	Bid validity	Bid validity is not mentioned in the RFP.We request to consider the Bid validity of 60 days	Our RFP Term Stands
35	GST	We request to consider the following GST clause <ul style="list-style-type: none"> • Any change in incidence of taxes or new taxes (if any) payable due to a change in applicable taxation law (including, without limitation, introduction of Goods & Services Tax (GST)) shall be billed by HCL/Service Provider, and paid by the Customer • Further, any impact in the cost due to any restriction or inadmissibility of credits under the new taxation law or rules (e.g. under GST) or due to change in statutory responsibility to pay tax, shall be payable by the Customer. Any incidence of entry tax, municipality or local body tax (collectively, a "LBT") shall be payable by the Customer. HCL/Service Provider shall submit invoice showing such taxes. 	Our RFP Term Stands

36	<p>It is expected that the average downtime of an item will be less than half the maximum downtime (i.e. defined as number of days for which an item of equipment is not usable because of inability of the supplier to repair it) as mentioned in the form of technical details. In case an item is not usable beyond the stipulated maximum downtime the supplier will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for a penalty of Rs. 500/- per day per item. The amount of penalty will be recovered from bank guarantee during warranty or annual maintenance period as the case may be.</p>	<p>We request to amend the same as below It is expected that the average downtime of an item will be less than half the maximum downtime (i.e. defined as number of days for which an item of equipment is not usable because of inability of the supplier to repair it) as mentioned in the form of technical details. In case an item is not usable beyond the stipulated maximum downtime the supplier will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for a penalty <u>of 0.5% of the down itesm per week to maximum of 5%</u> The amount of penalty will be recovered from bank guarantee during warranty or annual maintenance period as the case may be.</p>	Our RFP Term Stands
37	IDC Report	<p>The brand quoted must be in Top 5 of IDC ranking for Overall Desktop PC category for last 4 quarters (Apr to Jun 2014,Jul to Sep 2014, Oct to Dec 2014,Jan to Mar 2015)</p>	RFP clause modified as " The brand quoted must be in Top 5 of IDC ranking for Overall Desktop PC category for last 4 quarters (Jan to Mar 2016, Apr to Jun 2016, Jul to Sep 2016, Oct to Dec 2016)".
38	<p>The brand quoted must be in top 5 of IDC ranking for overall Desktop PC category for last 4 quarters(Apr to Jun 2014,Jul to Sep 2014, Oct to</p>	<p>We are domestically manufacturer under Make In India PMA policy was launched by Prime Ministers</p>	Our RFP Term Stands

	Dec 2014,Jan to Mar 2015)	<p>in September 2017 as part of wider set of nation building initiatives. Devised to transform India into a global design and manufacturing hub, by encouraging both multinationals as well as domestic companies to manufacture their products within the country and increase the GDP of a country. As per your tender clause the bidder should be bidding the mentioned devices from OEM(S) which is among the top 5 companies in the India region in any of the previous two quarters as published in IDC/Gartner/Frost and Sullivan report for the respective products. We wish to state that none of the Domestically Manufacturer/OEM among the top 5 companies in the India region in any of the brand quoted must be in top of the IDC ranking for overall Desktop PC category for last 4 quarters (Apr to Jun 2014, Jul to Sep 2014, Oct to Dec 2014, Jan to Mar 2015) as specified in the tender document. Therefor due to this clause in your RFP is restricting all Domestically manufacture to participate in your tender. We would request to relax the clause so that domestically manufacture can participate.</p>	
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All the participating bidders are requested to make note of the above clarification and all other Terms and conditions of RFP will remain the same.

Yours faithfully,

**(BALAKISHAN DASARI)
GENERAL MANAGER**

