



UCO BANK

DEPARTMENT OF INFORMATION TECHNOLOGY

REQUEST FOR PROPOSAL (RFP) FOR SUPPLY OF APPLE IPADS, MICROSOFT SURFACE PRO AND SAMSUNG GALAXY S5E TAB (RE-TENDERING)

RFP REF. NO. DIT/BPR&BTD/OA/3082/2019-20 DATED 07-09-2019

PRE-BID RESPONSES/ CLARIFICATIONS TO THE QUERIES RAISED BY THE BIDDER(S)

Please treat this document as an integral part of the RFP document issued. No further queries pertaining to this Corrigendum or the RFP will be entertained. All other terms and conditions of the RFP will remain unaltered.

RFP Clause No	Original RFP Clause	Query/ Sought/ Suggestions of the bidder	Banks' Response
Commercial Format	(Proof of compliance and labour license needs to be submitted along with the quotation)	What kind of documents we need to submit?	RFP clause stands deleted.
Annexure	Undertaking for Authorization	Can we provide the authorization of our letterhead or the Manufacturer need to provide this authorization on their letterhead?	Undertaking has to be submitted by Manufacturer on their letter head as per format given in the RFP.
Annexure	Smart Case/ cover/Bag/	Can we provide the third party Cover/Bag?	If OEM make smart case/ cover/ bag is available, same has to be quoted and in that case, any bid with third party smart case/ cover/ bag will be rejected by the Bank. In case of non-availability OEM make smart case/ cover/ bag, bid with third party smart case/ cover/ bag will be accepted.
Annexure	Samsung Stylus/Pen	Can we quote third party Stylus/Pen for Samsung Galaxy S5e? As the pen is not coming with Galaxy S5e.	If OEM make Pen is available, same has to be quoted and in that case, any bid with third party Pen will be rejected by the Bank. In case of non-availability OEM make Pen, bid with third party Pen will be accepted.
22	PERIOD OF BID VALIDITY	30 days (As price depends on OEM (Principal Vendor) and we don't have any control on the same, requesting bank to change the same.	RFP Clause modified as: Bid shall remain valid for 90 days from the date of opening of the technical bids submitted by the bidder. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period.
28	RFP RESPONSE VALIDITY PERIOD	1 Month, requesting bank to change the same as stated above	RFP Clause stands unaltered.

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34	SUBMISSION OF OFFER – TWO BID SYSTEM	Requesting bank to please clarify	Soft copy of bid is to be given in CD/ Pen drive along with hard copy.
1.6	Hardware shall be supplied in a ready to use condition along with default accessories and other accessories & applications as required by the Bank, which will be covered in the purchase order.	Requesting bank to Please specify the requirement of Applications.	Application refers to Standard Operating system with bundle software that comes with the device.
1.7	Original Warranty document from OEM has to be passed on the Bank.	It is difficult to get warranty document from OEM, Warranty can be checked online for Apple products), so request to change the clause.	Standard warranty certificate from OEM needs to be provided along with the devices.
1.8	The Bidder should maintain the Hardware during the warranty period provided by them.	Is Hardware also indicating Cover as stated in Pt.1.2, requesting bank to clarify.	Hardware refers to the device only.
1.11	The bidder shall provide centralized complaint booking facility to the Bank. The method of booking complaints shall be e-mail, telephone, on line portal, web portal etc.	Can it be any one method as online portal and web portal will be difficult, requesting bank to change the same.	Bidder has to provide any of the method i.e. email, on line portal, web portal, to log a call to resolve any kind of issue with the devices.
1.12	After 3 years' warranty period, selected bidder has to provide AMC for the quoted product for another 2 years on the mutually agreed terms and conditions.	Requesting bank to delete the clause as this depend upon the availability of spare parts at that time and after 2 years too.	RFP Clause stands unaltered
1.1.3	Onsite Support: During warranty, the vendor will ensure the regular maintenance support at least at the four metros	Requesting bank to change it to 3 Metro Cities	RFP Clause stands unaltered
Part V (2)	The equipment is considered accepted (Commissioned and Operationalized) after signing the Acceptance Test document jointly by the representatives from the Bank and the selected bidder	Can user acceptance certificate can be collected over the mail.	Signed and scanned copy may be obtained through email
Part V (2)	The Bank reserves the right to shift the equipment to other locations in case of exigencies. In such cases the vendor has to arrange shifting of the equipment and install the same at the new location. In case of shifting of the hardware the vendor will arrange for shifting at mutually agreed shifting charges. Cost for obtaining necessary road permits and other related permits will be the responsibility of selected bidder	Requesting bank to clarify that whether it will be additional and not be included/assumed in the commercial bid.	RFP Clause modified as: If any case, device has been shifted by the Bank from one location to another, support services will be provided at the new locations as per the terms and condition of the RFP without any extra cost.

RFP Clause No	Original RFP Clause	Query/ Sought/ Suggestions of the bidder	Banks' Response
Warranty	During the warranty period, the vendor will have to undertake comprehensive onsite support (at least in all state capitals) for the entire hardware. The request for support shall have to be attended by the vendor even if the request is made over telephone / SMS or by e-mail / fax by the respective offices, within 4 hours.	Requesting bank to add carry in warranty too, also will it include iPad cover too. Requesting bank to change the timing to 09:00 to 6:00. Requesting bank to clarify regarding the call attended by the vendor within 4 hours, and also to make it for 2- 3 working days.	RFP clause self-explanatory
Terms of Payment	10% of the remaining order value (i.e. the residual amount) will be paid after three months from the date of successful delivery of the items.	Requesting bank to release 100 % payment on delivery, as BG is their already	RFP Clause stands unaltered

Place: Kolkata

Date: 16-09-2019