



PASCHIM BANGA GRAMIN BANK

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Date: 20th August, 2013

To,

ALL THE PROSPECTIVE BIDDERS (RFP Ref No. PBGB/HO/DIT/1200/2013-14 Dated 31st July, 2013)

Dear Sir (s),

Sub: Pre-Bid responses-RFP for Supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract

Please refer to our RFP Ref No. PBGB/HO/DIT/1200/2013-14 Dated 31st July, 2013 for selection of eligible vendor for undertaking the work of Supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract basis.

In this context, we would like to inform you that bank received certain queries from the prospective bidders, accordingly bank has prepared the Pre-Bid responses and the same are given here below.

We hope that the pre-bid response would certainly satisfy the queries raised by the prospective bidders and would help them to participate in the bid process as per schedule. All other terms & conditions, clauses, of the subject RFP remain unchanged.

Yours sincerely,

General Manager

Sr. No.	Page / Point Ref. or Clause no.	RFP Clause	Queries / Clarification Sought	CLARIFICATION
1	(Annexure 4B)Page No 39 point No 2	Chipset: Intel Q75 Express Chipset	We request you to kindly change the asked chipset Q75 to Q77 Chipset for the below reasons:- Q77 Chipset is the only Enterprise Manage Desktop chipset in the Intel Q series chipset family. Cross reference URL: http://www.intel.in/content/dam/www/public/apac/in/en/asset!Roadmap/pdf/roadmap-all.pdf Q77 Chipset support the below advance technology Virtualization Technology	No change in RFP clause.
2	(Annexure 4B)Page No 39 point No 3	Motherboard	We request you to please change the same to Motherboard make from the same OEM (PC manufacture).	No change in RFP clause.
3	(Annexure 4B)Page No 39 point No 6	Optical Drive: SATA Super Multi DVD Writer Drive	We request you to please change the SATA Super Multi DVD Writer Drive to DVD Writer as super Multi word is some OEM specific.	The clause should be read as: SATA DVD Writer Drive
4	(Annexure 4B)Page No 39 point No 8	Audio: Integrated High Definition audio with Realtek ALC221codec (all ports are stereo) with Internal Speaker	We request you to please change the Integrated High Definition audio with Realtek ALC221codec (all ports are stereo) with Internal Speaker to High Definition Audio Codec with internal speaker. As the word ALC221 codec is some OEM specific.	The clause should be read as: Audio: Integrated High Definition audio with Internal Speaker.

5	(Annexure 4B)Page No 39 point No 10	Slots: (1) Full Height PCI slot A2)Full Height PCIe xl slots, (1) Full Height PCIe x16	We request you to please change (1) Full Height PCI slot ,(2) Full Height PCte xl slots, (1) Full Height PCte x16 to (1) Full Height PCI slot, (1) Full Height PCIe xl slots, (1) Full Height PCIe x16 as (2) Full Height PCte xl slots is some OEM specific configuration.	The clause should be read as: 2 or more PCI/PCI Express
6	(Annexure 4B)Page No 39 point No 11	Bays: (2) 3.5-inch internal drive bay supporting hard disk drive (1) 3.5" external bay for optional Media Card Reader, pocket media drive, or Secondary HOD (2) 5.25" external bay for optional optical drive, or other 5.25" device	We request you to please change (2) 3.5-inch internal drive bay supporting hard disk drive (1) 3.5" external bay for optional Media Card Reader, pocket media drive, or Secondary HOD (2) 5.25" external bay for optional optical drive, or other 5.25" device to 2 Internal 3.5" and 2 External 5.25" bay as the asked specification is some OEM specific chassis configuration. Also as per your tender not asked for any optional Media Card Reader, pocket media drive, Secondary HOD, and FDDdrive.	The clause should be read as: Minimum 3 Bays: 1x3.5" Internal, 1x5.25" External & 1x3.5" External
7	(Annexure 4B)Page No 39 point No 12	Ports: Rear I/O: (4) USB 3.0 ports, (2) USB 2.0, (1) standard serial port, (1) optional parallel port,(1} optional eSATA port (2)PS/2, (1) RJ-45, (1) VGA, audio in/out, (1) Display Port Front I/O: (2) USB 2.0,headphone and microphone, Dual color Diagnostic LEDs	Request you to please change to 4 External USB 3.0 ports (2front, 2 rear) and 6 External USB 2.0 ports (2 front, 4 rear) 1 RJ- 45; 1 Serial; 1 VGA; 2 Display Port; 2. PS/2 ; 2, line-in (stereo/microphone), 2 lineout headphone/speaker), optional Parallel/Serial port supports. As the asked specification (Rear I/O: (4) USB 3.0 ports, (2) USB 2.0, (1) standard serial "port, (1) optional parallel port,(1) optional eSATA port (2) PS/2, (1) RJ-45, (1) VGA, audio in/out, (1) Display Port Front I/O: (2) USB 2.0, headphone and	The clause should be read as: Rear I/O: 1 Serial, 2 USB Port,1USB 3.0 ports, 1VGA, 2 PS/2 Ports (Keyboard & Mouse), (1) RJ-45 and Front I/O: (2) USB 2.0,

			microphone, Dual color Diagnostic LEOs) can comply only one OEM.	
8	(Annexure 4B)Page No 39 point No 13	Form Factor: Micro Tower	Request you to please mention the form factor / Chassis Volume	No change in RFP clause.
9	(Annexure 4B)Page No 39 point No 14	Power Supply:320-watt 90% efficient energy saving power supply. Energy Star 5.0 & EPEAT GOLD Certified, Use HE chassis	Request you to please change the power supply to Up to maximum 320-watt 90% efficient energy saving power supply. Energy Star 5.0 & EPEAT GOLD Certified	The clause should be read as:Energy Star 5 Compliant, CE Mark compliant, surge tolerant SMPS, 300 to 320-watt 90% efficiency.
10	(Annexure 4B)Page No 39 point No 15	Keyboard : PS/2 104 keys keyboard (Same make as PC)	Request you to please allow us to quote withUSB Key board as we don't have the PS2 Keyboard	No change in RFP clause.
11	(Annexure 4B)Page No 39 point No 16	Mouse: PS/2 2 Button Scroll Mouse (Same make as PC)	Request you to please allow us to quote with USB Mouse as We don't have the PS2 mouse.	No change in RFP clause.

12	(Annexure 4B)Page No 40 point No 20	Manageability: Intel Standard Manageability: All models feature Intel's Standard Manageability technology including the following: DASH 1.1 DASH compliance for support of industry standards. Support for profile updates. Vision Diagnostics Tool-less Chassis	If Bank is looking for remote manageability (as per the askedmanageability option) we request you to please go with IntelVpro technology. As DASH 1.1 is not fully capable of the askedManageability technology manageability and it is specific to some OEM manageability features also	No change in RFP clause.
13	(Annexure 4B)Page No 40 point No 22	Compliance And Certification: DMI 2.0,UL, FCC and Win certification certification & linux (Redhat/SuSe Certification) OEM should be ISO 27001 certified. OEM must be rated by an independent body on Management / E waste disposal facilities / Power efficient products. Green Peace rating of 5 or above. OEM should have been in IT hardware business in India - for at least 10 years.	We request you to please incorporate Ubuntu also for the linux certification and remove DMI 2.0 as DMI 2.0 is old certification for the desktop computer . Request you to please change the asked Green Peace rating to minimum 4.5 as the asked rating and the hardware configuration can match only one OEM. Cross reference URL for the Greenpeace certification for your reference http://www.greenpeace.org/international/campaigns/climate-change/cool-it/Campaign-analysis/Guide-to-Greener-Electronics/	No change in RFP clause.
14	(Annexure 4B)Page No 40 point No 17	Operating System: Genuine Windows 7 Professional (32-bit) downgraded to WIN XP	As per the current Microsoft OEM OS policy we can offer you the preloaded Genuine Windows® 7 Professional (32-bit/64 Bit).	The clause should be read as: Windows 7 Professional preloaded with recovery CD media (With latest service pack).

15	Pg No 3	The Vendor should have executed at least three Purchase Orders each amounting to not less than RS.50 lac, for supply of Computer Hardware & peripherals, Passbook printers Line Printer, DMP in last three years (one in each year), Rs.20 lac for UPS (including Servo controlled voltage stabilizer, Isolation Transformer)covering multiple remote rural location one such Purchase Orders must be from a PSU Bank/Regional Rural Bank.	Please change to :Rs.10 lac for UPS (including Servo controlled voltage stabilizer, Isolation Transformer), ,covering multiple remote rural locations. One of such Purchase orders must be from a PSU Bank/Regional Rural Bank/ Govt. dept.	The clause should be changed as: The PO limit should be: Group A = 20 Lac. Group B = 10 Lac. All other terms & condition will remain unchanged.
16	Pg No 5	Cost of original set of bid documents is '15000/- (Rs. Fifteen thousand only). The payment towards bid document shall be made through an A/C payee Bank Draft/Pay Order on any scheduled Bank in India payable at Kolkata, drawn in favour of PASCHIM BANGA GRAMIN BANK. The Bank Draft/Pay Order must be accompanied with the bid at the time of submission. Any bid submitted without the said bank Draft/Pay Order will be summarily rejected.	We have a Govt. purchase enlistment certificate issued by NSIC .By virtue of this Registration Certificate issued by NSIC, we have entitled for (i) supply of tenders free of cost (ii) Exemption from payment of earnest money/security deposit (iii)Price preference upto 15 percent depending on merits of each case, when you compete with large scale units from all the central/state Govt departments including public enterprises in accordance with circular No. 21 (1)2000-IEP7M dated 28-08-2000. So, request you to kindly exempt us from depositing of bid document cost and EMD amount	As per NSIC: Single point registration scheme, exemption entitled for:- i) Cost of Tender set ii) Payment of EMD
17	Pg No 14	The Bidder(s) must submit Earnest Money Deposit (EMD) in the form of Demand Draft in favour of Bank payable at Kolkata. The amount of EMD specified for different group of items is as follows: Item Group B ,Particulars of the Items-UPS System of 900 Wattage with 1 hr & 2.5 hr Back-up Period also I T & Servo	We have a Govt. purchase enlistment certificate issued by NSIC .By virtue of this Registration Certificate issued by NSIC, we have entitled for (i) supply of tenders free of cost (ii) Exemption from payment of earnest money/security deposit (iii)Price preference upto 15 percent depending on merits of each case, when you compete with large scale	SAME AS Point no. 16

		Controlled Voltage Stabilizer EMD(in INR) : 200000/-	units from all the central/state Govt departments including public enterprises in accordance with circular No. 21 (1)2000-IEP7M dated 28-08-2000. So, request you to kindly exempt us from depositing of bid document cost and EMD amount	
18	Pg No 15	Non-submission of EMD will lead to rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The successful bidder(s) are required to submit a Bank Guarantee to the tune of 5% of the EMD in the form of Bank Guarantee under Rate Contract valid up to (31.8.2016) issued by a schedule Bank, payable at Kolkata as Initial Security Deposit within 7 days of signing the rate contract. The EMD of the successful bidder(s) shall be returned on submission of Initial Security Deposit as Bank guarantee. No interest shall be paid on the EMD. If any of the bidders, who have been shortlisted for submitting RFQ (Price Information), withdraws themselves from the Rate Contract process, their EMD will be forfeited.	We have a Govt. purchase enlistment certificate issued by NSIC .By virtue of this Registration Certificate issued by NSIC, we have entitled for (i) supply of tenders free of cost (ii) Exemption from payment of earnest money/security deposit (iii) Price preference up to 15 percent depending on merits of each case, when you compete with large scale units from all the central /state Govt. departments including public enterprises in accordance with circular No. 21 (1)2000-IEP7M dated 28-08-2000. So, request you to kindly exempt us from depositing of initial security deposit	SAME AS Point no. 16 & 17
19	Pg No 18	i. Delivery: 4 weeks	Mostly branches in rural area, So, please change delivery time period 6 weeks.	No change in RFP clause.
20	Pg No 18	ii. Installation and operationalisation: within 1 week of delivery	request extend for 2 weeks	No change in RFP clause.

21	Pg No 31	The selected vendors shall furnish Security Deposit equivalent to Five times of the Earnest Money Deposit (EMD) in the form of Bank guarantee valid till 31.08.2016, issued by a schedule Commercial Bank. The Bank guarantee for Security Deposit must be deposited within 7 days of the award of. The Bid.	If not exempted security deposit , kindly Change to: The selected vendors shall furnish Security Deposit equivalent to 10% of estimated order value in the form of Bank guarantee valid till 31.08.2016, issued by a schedule Commercial Bank. The Bank guarantee for Security Deposit must be deposited within 7 days of the award of the Bid OR 10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee for equivalent amount	The clause should be read as “the selected vendors shall furnish securities deposits of 10% of estimated order value in the form of Bank Guarantee for a tenure equivalent to the contract period plus six months, issued by a schedule commercial bank. The Bank Guarantee should be deposited within 7 days from the letter of intimation or award of bid.
22	Pg No 33	10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee for equivalent amount and tenure. For the purpose of obtaining residual payment, separate Bank guarantee is to be submitted to each of the paving authority.	Request for please change to: 10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee for equivalent amount OR The selected vendors shall furnish Security Deposit equivalent to 10% of estimated order value in the form of Bank guarantee valid till 31.08.2016	No change in RFP clause.
23	(Annexure 4A)Pg No 36	4.1. Input Power Factor should be > 0.99	Please change. Input Power Factor should be >0.90	No change in RFP clause.
24	(Annexure 4A)Page No 36 point No 6	The output Power factor asked for .7 lag to Unity whereas the power output asked as 900watt.	Please change the specification as 0.8 and also correspondingly please change the power output 800 watt.	No change in RFP clause.
25	(Annexure 4A)Page No 37 point No 21	The VAH 1512 asked for 60 minutes backup at 900 Watt output power factor, whereas 1512 VAH is capable to give 60 Minutes backup at full load with 800 watt	Please change the output power factor to 0.8 & output as 800 watt so that 60 minutes backup can be achieved with 1512 VAH.	No change in RFP clause.

		output.		
26	(Annexure 4A)Page No 37 point No 21	The types of batteries are of the Sealed Maintenance Free (SMF) batteries of 60 Minutes back up of reputed brand like Exide / Panasonic / Global_Yuasa / Amara raja etc. specifically recommended for use with UPS system. The battery is not required to supply any other load apart from the inverter.	Please incorporate the NUMERIC brands in battery	The clause should be read as: The types of batteries are of the Sealed Maintenance Free (SMF) batteries of recommended minimum back up, specifically recommended for use with UPS system. The battery is not required to supply any other load apart from the inverter.
27	(Annexure 4A)Page No 37 point No 36	The warranty is "36 months comprehensive on site warranty from the date of installation or 37 months from the date of delivery whichever is earlier"	Please change the warranty for battery as 2 years from the date of installation or 25 months from the date of delivery whichever is earlier and no change for UPS warranty. This is requested because the battery OEMS standard warranty provided by 1 year as standard and the extended warranty given by UPS OEM which has a cost implecation.	No change in RFP clause.
28	Page No 50 point No 1	For Servo Controlled Voltage Stabilizer, the Input Voltage range 70-300V	For Servo Controlled Voltage Stabilizer, please change the range to 140 - 300V AC. As the 70 Volt range is too low for any electrical OR IT application and to havecontrol on this abnormal voltage range the stabilizer size will be bigger which will cause huge power losses by heat also will increase the cost.	No change in RFP clause.
29	Page No 50 point No 7	Voltage Correction Rate: 22-25 V/Sec	Please change the correction rate as "35 V AC" as standard.	No change in RFP clause.

30	Page No 36 Point No 22	The Isolation transformer mentioned as Optional. Whereas it is mandatory for your application as the installation locations are on suburban area and also the power condition will not be smooth and also the supply earth condition also cannot be guaranteed.	Please incorporate the "Inbuilt Isolation transformer inside UPS cubicle" in your UPS specification to avoid electrical hazard or damages.	UPS should have Inbuilt Isolation Transformer inside UPS cubicle.
31	Page No 13 Item Group B	The UPS capacity asked for 60 Minutes and 180 Minutes backup.	Please remove the backup option provided for 120 minutes and 240 minutes to avoid confusion.	The clause should be read as: i) Back up time: 60 Minutes. VAH = 1512 ii) Back up time: 180 Minutes. VAH = 4320
32	Page No 38 Point No 22	Testing of one of the UPS from the batch of supplies in the ration of 1:8	1) Please furnish if the order of the total ups quantity to be placed together the how much quantity to be tested. 2) Please confirm the cost for testing to be borne by whom.	No change in RFP clause.
33	Proposal		The order will be on total quantity or segment wise.	No change in RFP clause.
34		The Vendor should have executed at least three Purchase Orders each amounting to not less than Rs.50 lac, for supply of Computer Hardware & peripherals, Passbook printers, Line Printer, DMP in last three years (one in each year), RS.20lac for UPS (including Servo controlled voltage stabilizer, Isolation Transformer), covering multiple remote rural locations. One of such Purchase orders must be from a PSUBank/Regional Rural Bank.	Please consider the purchase order from Government Departments & Financial Institution I eligibility criteria along with PSUBank/Regional Rural Bank.	SAME AS Point no. 15.

35	(Annexure 4C)Page No 41 DMP Printer Reliability	Rugged, Heavy Duty,. Min, 20000 Power on hour,	Rugged, Heavy Duty Min . 10000 power on hour	No change in RFP clause.
36	(Annexure 4C)Page No 41 DMP Print Speed	Print Speed of 472 cps or higher.	Print Speed of 472 cps or higher @ 10 cpi.(Draft Mode)	No change in RFP clause.
37	(Annexure 4D)Page No 42 Line Printer Drivers	WeP Printronix Printnet Enterprise Remote Management Software	WeP Printronix Printnet Enterprise Remote Management Software or Tallygenicom Printnet Remote Management Software	No change in RFP clause.
38	(Annexure 4D)Page No 43 Line Printer Standard Life	18000 pages (ISO 19752 Test Page)	17000 pages (ISO 19752 Test Page)	No change in RFP clause.
39	(Annexure 4H)Page No 47	Hard Drive: 500 GB 5400 rpm SMART SATAIIwith three Dimensional Drive Guard option to minimize chances for HDD Failure	Please confirm / clarify the asked specification I.Ethree Dimensional Drive Guard option to minimize chances for HDD Failure is workable when the laptop is power off mode or only when the laptop is on power on mode. Also it is software base or hardware base (embedded in the motherboard) Please note the asked specification (three Dimensional Drive Guard option to minimize chances for HDD Failure) is one OEM specific.	The clause should be read as: 500 GB 5400 rpm

40	(Annexure 4H)Page No 47	Upgrade Bay: DVD+/-RW Super Multi	We request you to please change the SATA Super Multi DVD Writer Drive to DVD Writer as Super Multi word is some OEM specific.	The clause should be read as: DVD RW multi burn devices.
41	(Annexure 4H)Page No 47	Audio/Visual : SRS Premium Sound	We request you to please change the asked audio (SRS Premium Sound) to Integrated High Definition audio with Internal Speaker As the word SRS Premium Sound is some OEM specific.	The clause should be read as:Two built-in stereo speakers High-definition audio support. Built-in microphone
42	(Annexure 4H)Page No 47	Keyboard: Chicklet spill-resistant keyboard having thin layer of Mylar film under the keyboard to minimizes the risk of damage to sensitive components underneath	Request you to please change to standard full size spill resistant keyboard. As the asked keyboard specification is some OEM specific. We also suggest you that if you go for the backlight of night vision key board it will better.	No change in RFP clause.
43	(Annexure 4H)Page No 47	Pointing Device: Touchpad with gestures support , on/off button with LED indicator, two-way scroll, two pick buttons	Request you to please change to standard gesture pointing device. As the asked pointing device specification is some OEM specific.	No change in RFP clause.
44	(Annexure 4H)Page No 47	Primary battery 6-cell Battery (47Whr) with 1year warranty	Request you to please change to Primary battery 6-cell Battery with 1 year as the asked Whr is some OEM specific Warranty	No change in RFP clause.
45	(Annexure 4H)Page No 47	Power: External 90-watt Smart AC adapter	Request you to please change to External 90-watt AC adapter as the word "Smart AC " is specific to some OEM.	The clause should be read as: 65w external adapter. AC adapter is ACPI 3.0 Compliance and Quoted Product is compliance with CE, FCC

46	(Annexure 4H)Page No 47	System Memory : 4 DDR3 PC3-i0600 SDRAM (1333 MHz) or Higher, Two SODIMM slots or supporting dual-channel memory 1 GB, 2 GB, and 4 GBSODIMMs. Maximum: Upgradeable to 8 GB with 4 GBSODIMMs in slots 1 and 2	Please confirm/clarify the required memory in the laptop	The clause should be read as:4 GB DDR3 PC3-10600 SDRAM (1333 MHz) or Higher,Two SODIMM slots supporting dual-channel memory 1 GB, 2 GB, and 4 GB SODIMMs. Maximum: Upgradeable to 8 GB with 4 GB SODIMMs in slots 1 and 2
47	(Annexure 4H)Page No 48	Security - Software: Protect Tools Drive Encryption for Protect Tools Credential Manager forProtect Tools Protect Tools Security Manager Spare Key File Sanitizer for Protect Tools Enhanced Pre-Boot Security Face Recognition Disk Sanitizer Security Lock slot	Please confirm the required software as the asked security software as not clear the requirement.	No change in RFP clause.
48	(Annexure 4H)Page No 48	Other Features: Brushed finished Smudge-resistant Wear-resistant Dura Finish BFR/PVC Free product	All the required features is specific to one OEM. kindly make it generic.	The clause should be read as: Metal chasis , BFR / PVC free product
49	Page 7(RFP) Sl. No. 8,9,10,11		1) SINCE FY 2012-2013 ARE CURRENTLY UNDER AUDIT CAN WE SUBMIT LAST 3 YEAR BALANCE SHEET?	The clause should be read as: Page 7(RFP) Sl. No. 8,9,10,11 for Financial Year , It will be a)31/03/2012(Audited) b)31/03/2011(Audited) c)31/03/2010(Audited)
50	Page no. 4,40	OEM SHOULD HAVE A VALID 9001/2000	DO YOU MEAN 9001/2008	The clause should be read as: Quality Certification ISO 9001 - 2008. Production Environment Certification

51	Page no. 40	ISO 14000 IS PROVIDED	DO YOU MEAN 14001:2008	ISO 14001 and Information Security Management System certification ISO27001
52	(Annexure 4E)Page No 37 point No 36	SPECIFICATION LASERJET PRINTER	FIRST PAGE OUT PLEASE CONSIDER AS 8.5 SEC OR LESS	No change in RFP clause.
53			Processor 150 mhz is old generation Please make it as 266 or higher	The clause should be read as: Minimum Processor:- 260 MHz minimum
54	(Annexure 4A)Page No 37 point No 36	(Annexure 4G) flatbed scanners	Optical resolution upto 1200x1200 dpi is old generation We should go for 2400x4800 dpi resolution is a same cost	The clause should be read as: Optical resolution:1200x2400 dpi
55	Page 13 and 29 on Item Group A	Dot Matrix Printers : 136 Columns 24 pin,10000 hr. MTBP		The clause should be read as: Dot Matrix Printers : 136 Columns 24 pin,20000 hr. MTBP
56	Page29 on Item GroupB	900 watt or higher 150 min backup		The clause should be read as:900 watt or higher 180 min backup.