



PASCHIM BANGA GRAMIN BANK

HEAD OFFICE: Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah- 711 101
Phone No.: 2667-0052/6078/9327/9961, Fax No: 2667-0051/9589

Date: 5th March, 2016

To,

**ALL THE PROSPECTIVE BIDDERS (RFP Ref No.: -PBGB/HO/DIT/3990/2015-16
Dated: - 14-01-2016)**

Dear Sir (s),

**Sub: Pre-Bid responses-RFP for Supply, Installation & Maintenance of Computer
Hardware & Peripherals on Rate Contract 01-03-2016 to 31-03-2017**

Please refer to our RFP Ref No. PBGB/HO/DIT/3900/2015-16 Dated 14-01-2016 for
s Supply, Installation & Maintenance of Computer Hardware & Peripherals in Paschim
Banga Gramin Bank.

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

S/N	Point/Section#	Main Section name	Clarification point as stated in tender document	Comment/Suggestions	Bank's View
1	Point 7	Graphics Resolution	90X96 DPI minimum	Our suggestion to change the resolution from 90X96 DPI to " 180 X 144 DPI " minimum as per standard availability for Line Matrix Printers available in the market.	Graphics Resolution:-180 X 144 DPI
2	Point#12	Ribbon Life	25 million characters(in draft mode)	Our suggestion to change from 25 million characters(in draft mode) to " 9000 pages " as per standard availability for Line Matrix Printers available in the market. Moreover, as standard norms, life of the ribbons in Line Matrix Printers measures in pages instead of Characters.	Ribbon Life:-"9000 pages
3	Specifications for Laserjet Printers	ANNEXURE - IV (E)	First Print out time (FPOT)- 8 secs	<u>Request you to increase it to 8.5 secs.</u> Reason: We can qualify. Effect of deviation on operational efficiency- 0.5 sec more wait time is negligible and will in no way impact productivity	No Change
4	Specifications for Laserjet Printers	ANNEXURE - IV (E)	Wireless capability-Yes, built-in WiFi 802.11 b/g/n	<u>Request you to remove wireless.</u> Reason: Specific to one single OEM. No wireless ecosystem infra available. Secondly, it is very difficult to set wireless for a common person. Thirdly, authentication & security of user printing the data being printed is hard to monitor Effect of deviation on operational efficiency- Non,not to the extent of any work being hampered or delayed	It is not based on single OEM. Requesting you to find in Internet.
5	Specifications for Laserjet Printers	ANNEXURE - IV (E)	Paper handling input, standard- 10 sheet Priority tray	<u>Request you to remove 10 sheet priority tray.</u> Reason: Specific to one single OEM. Effect of deviation on operational efficiency- The main tray of 250 sheet capacity itself has a "scale adjuster" and is capable of taking any size of paper between postcard size to Legal size.	250 sheet capacityand itself has a "scale adjuster"
6	Specifications for Laserjet Printers	ANNEXURE - IV (E)	Minimum dimensions (WxDxH)-379-384 x 280-293 x 243-250 mm	<u>Request you to remove the dimensions.</u> Reason: Specific to one single OEM. Effect of deviation on operational efficiency- None.	It is not based on single OEM. Requesting you to find in Internet.

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7	Specifications for Laserjet Printers	ANNEXURE - IV (E)	Processor Speed- 750 MHz	Request you to reduce to 600 MHz. Reason: Specific to one single OEM. Effect of deviation on operational efficiency- None. Just about a year back the entire printing world was working just fine with even 400 MHz. Now just because 1 OEM has launched a new model with higher processor, should not devoid other OEMs from participating and competing. Else it will be a one OEM representation	It is not based on single OEM. Requesting you to find in Internet.
8	Annexure -I		Group A Item(s) & Group C Item(s)Keep in separate Group	Computer & accessories are depended each other very closely . To avoid after sales service support hazard Group A & Group C to be merged to a single group to avoid .	Group A Item(s) & Group C Item(s) will merged as Single group and EMD required One Lac only
9	5		partner/ Franchisee support services Center	In case of Service support centre by partner/ Franchisee as partner/ Franchisee provide service .Service tax certificate of partner/ Franchisee must submitted.	Service tax certificate of partner/ Franchisee must submitted.
10	10		Security Deposit:	Please Waive either 10% or Security Deposit	Security Deposit is waived as 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.
11	5		The vendor should have Offices/Support Centers at all the 4(four) Regions viz Howrah, Hooghly, Bardhaman and Suri (Annexure-IV) or at a place within a distance of 05 k.m. from the respective District Head Quarter.	distance of 50 k.m. from the respective District Head Quarter.	Within 50 KM

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12	ANNEXURE - IV (H)		Laptop Configuration	Some item like CPU & other item may upgrated to get better performance	In RFP it is Minimum Requirement, any bidder can provide higher configuration
13	ANNEXURE - IV (D2)		High Speed Multifunction Printer Configu	1) Remove A3 from By-Pass Tray 2) Remove ARDF Option 3) Scan to desktop, mail instead of DDST Unit 4) Network Protocol should be 802.11 b/g/n	1) Remove A3 from By-Pass Tray 2) Remove ARDF Option 3) Scan to desktop, mail instead of DDST Unit 4) Network Protocol should be 802.11 b/g/n
14	ISO 19001: 2011			ISO 19011:2011 provides guidance on auditing management systems, including the principles of auditing, managing an audit programme and conducting management system audits, as well as guidance on the evaluation of competence of individuals involved in the audit process, including the person managing the audit programme, auditors and audit teams.ISO 19011:2011 is applicable to all organizations that need to conduct internal or external audits of management systems or manage an audit programme.The application of ISO 19011:2011 to other types of audits is possible, provided that special consideration is given to the specific competence needed.It has no relevance with UPS Organizational aspect. Therefore, it is requested to withdraw the certification clause	No Change

S/N	Point/Section#	Main Section name	Clarification point as stated in tender document	Comment/Suggestions	Bank's View
15	Particulars of the Items :	Group : B:	EMD: Rs.200000/-	As per NSIC Single Point Registration under Micro, Small and Medium Enterprises, the above Registration secures under the Implementation of the Government purchase & price preference Policy –Grant of benefits to small scale units:	As per NSIC and GoI terms and conditions, upto date supporting ocuments are required.
	i) Exemption from payment of Earnest Money Deposit. (Enclosed Documents)				
16	Cost of original set of bid documents is Rs.10000/- (Rs. Ten 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.	Group B	Cost of original set of bid documents is Rs.10000/-	As per NSIC Single Point Registration under Micro, Small and Medium Enterprises, the above Registration secures under the Implementation of the Government purchase & price preference Policy –Grant of benefits to small scale units:Issue of Tender set free of Cost. (Enclosed Documents)	As per NSIC and GoI terms and conditions, upto date supporting ocuments are required.

S/N	Point/Section#	Main Section name	Clarification point as stated in tender document	Comment/Suggestions	Bank's View
17	14	Payment Terms	<p>90% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realising penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed by an authorised official of the bank at the respective sites, original octroi, receipt, waybill etc. In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.</p>	<p>As per NSIC Single Point Registration under Micro, Small and Medium Enterprises, the above Registration secures under the Implementation of the Government purchase & price preference Policy –Grant of benefits to small scale units:</p>	<p>As per NSIC and GoI terms and conditions, upto date supporting documents are required.</p>
			<p>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 paying authority.</p>	<p>Waiver of Security Deposit to the Monetary Limit for which the unit is registered.</p>	
18	Annexue-IV (A)(2)	3. Output Power	10 KVA/10000 watt	As output Power factor is 0.9 as per clause 9, therefore it should be 9000 watt UPS.	9000 watt UPS.

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19	10		Security Deposit:	Please wave Security Deposit as 10% of payment already retain	Security Deposit is waived as 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.
20	(A)(1)	Annexure IV	Basic Specifications for Online UPS Systems with power output of 900W	Please give the UPS Capacity in KVA	Two Type UPS: 1. 1KVA or 900Watt 2. 10KVA or 9000wat
21	(A)(1)		Noise level should not be greater than 55 dB.	Please specify the distance from UPS normally it one meter from UPS	As per Office requirement
22			Acceptance Test:SAMEER, ERTL	Please confirm about ETDC, MSME, or any NABL LAB	No Change
23			For 10kVA -10KW Battery Total DC Bus Voltage -192VDC	Please consider as per Manufacturer design as (VAH is mentioned)	No Change
24			Guarantee: 3 Years on UPS & Batteries	Maximum SMF Batteries come with 2 Years Warranty so please consider 2 Year warranty	No Change
25			Bid Document Cost is mentioned as Rs 10,000	What would be the Cost of Bid Document for UPS Bidders only ?	Bid documents is Rs.10000/- (Rs. Ten thousand only).
26			Documents to be submitted	10 different documents have been mentioned in the bid document. Do we need to send these in 10 different Envelopes OR We will keep separate Envelopes for PRE QUALIFICATION, TECHNICAL & COMMERCIAL	3 Envelopes require for PRE QUALIFICATION, TECHNICAL & COMMERCIAL
27			In the Bid Document Quality Certifications of ISO 9001/2015 is specified	We have ISO 9001 & 14001. Will these suffice ?	AS per RFP Requirement.

S/N	Point/Section#	Main Section name	Clarification point as stated in tender document	Comment/Suggestions	Bank's View
28	Point 6		Eligibility Criteria-There should be at least 3 to 4 technically competent support personnel at each of the 4 Regions, viz., Howrah. Hoogly,	Is this applicable to UPS Bidders also ? We have 1 or 2 engineers in each of the Zones mentioned above. Will this suffice.	This is applicable for Group B Bidders also.
29				Battery Added on RFP - Make HI-Power and Rocket battery.	No Change
30				UPS WARRANTY 3 Years and 2 Years for the battery.	Both are 36 months comprehensive onsite warranty from the date of installation
31				ETDC Ratio 1:10 Minimum 1. Should be carried out for testing.	ETDC Ratio 1:5 Minimum
32				Payment should be made on from centralise systems from PBG Head office.	No, It is based on Region Basis.
33	Point#17/Page No. 56	MTBF	20850	Our suggestion to change from 20850 to 10000 as it is available with one OEM only. 10000 hrs is a standard availability for all Passbook printers available in the market. Moreover, by changing the same, more OEMs can participate in this tender and Bank will be benefited in terms of better competitive price.	10000 hrs
34	Point#9/Page No.56	Ribbon Cartridge Life	10 million characters	Our suggestion to change from 10 million characters to 3.5 million characters as per standard availability in passbook printer available in the market. Moreover, by changing the same more OEMs can participate in this tender and Bank will be benefited in terms of better competitive price.	10 million characters to 3.5 million characters
35	Point#3(a)	V.H.S.D	560 cps Printing Speed @ 10 CPI	Our suggestion to remove this clause as it is available with one OEM only. Removing this will attract more OEMs to participate in this tender and Bank will be benefited in terms of better competitive price.	This point is not mandatory it will be treated as extra.