

Sr. No	RFP Ref Page No	RFP Clause NO	Clarifications Sought	Bank Response
1	4	Section TERMS AND CONDITIONS Point A. Sub Point C.	Are both EMD and Tender Fee exempted in case of MSME registration	Registration Certificate need to be provided to get the exemption
2	10	Technical Specification & Quantity of Hardware Items under AMC: In Page No 10	Please provide us with the detailed configuration (Make/Model) of the assets covered under AMC along with locations of those assets which will enable us to device the costing accurately.	Locations in four regions as Howrah, Hooghly, Birbhum, East Burdwan and West Burdwan. Branch address may be found in website.
3			For Desktops - Power Cords, Cables, Connectors	Except Key Board, Mouse all the parts
4			For Laptops - LCD Panel (broken, scratch, dots due to manufacturing defects) , Battery , Charger (Adapter), All cosmetic parts etc.	All the parts
5			For Laser printer - Fuser assembly, Duplexer, Maintenance kit, Plastic gears/roller, Toner cartridges, all cosmetic parts.	Apart from cartridge all the parts.
6			For DeskJet/Inkjet Printers -Encoder strip, Carriage assembly, cartridges & all cosmetic parts.	Apart from cartridge all the parts.
7			For DMP/High Speed printers - print head and ribbon mask, Head cable & Nob, all cosmetic parts.	Except ribbon all the parts.
8			For Line Printer - Hammer modules (frets), miles strip, ribbon & all Cosmetics parts.	NA
9			For Scanner- Plastic Part , Bulb, Lens	All the parts.
10			Whether any onsite resident engineer is required? If, yes count and locations of such deployment	No
11	3	5. Eligibility/Qualification Criteria:	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 30 k.m. from the respective District Head Quarter. In case the vendor do not have its own office at some of the above locations and wishes to provide support services through partner/ Request for amendment: 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 50 k.m. from the respective District Head Quarter Franchisee at those locations, a letter from the partner/franchisee should be submitted	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 50 k.m. from the respective District Head Quarter Franchisee at those locations, a letter from the partner/franchisee should be submitted

12	2	Bank Gurantee	The successful bidder(s) are required to submit a Bank Guarantee to the tune of 10% of the Purchase under Rate Contract for Three years from Date of Contract Plus Three months claim period which will be valid up to 39 Months 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.	As per RFP
13			90% of the order value along with GST and other applicable duties on actual basis will be paid on delivery and installation 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)	100% payment will be made once 10% Bank Gurantee will be given.
14	5	TERMS AND CONDITIONS:	The annual turnover of the tenderer should be more than Rs100 Lac for last three financial years i.e. 2015-16, 2016-17, and 2017-18. Proof of the same must be attached in form of balance sheets.	As per RFP
15	5	TERMS AND CONDITIONS:	The firm should have an experience in maintenance of Computers & peripherals and UPS (in a single order) of Rs. 5.00 Lakh (Min) each for computer maintenance and UPS at least one in last three years preferably in Government/PSU/Bank. Copy of the work order including completion report may be enclosed for reference	As per RFP