

**Response to queries received in Pre Bid Meeting**

Sr. No.	Query Sr No.	RFP Page No.	RFP Clause No	RFP Clause	Suggestion/Deviation/Remark	Bank's Remarks
<b>1. ACCEL IT SERVICES</b>						
Sr. No.	1	7	3.1	<b>COST OF THE TENDER DOCUMENT:</b> The Bidder shall deposit Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft favoring Managing Director, The Kangra Central Cooperative Bank Limited payable at Dharamshala being the cost of the tender document along with the Bid. Payment made through any other mode will not be accepted and decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.	This is regarding Bid Security(EMD) – 10 Lakhs and Tender Fee: Rs. 10000/- as per the Government notification bidders does not need to submit the EMD till 31.12.2021.	No change
2	2	8	3.3.1.i	The Bidder shall furnish, as part of its bid, bid security of an amount equal to Rs.10,00,000/- (Rupees Ten Lakh Only). The bid security is required to protect the Bank against the risk of Bidder's conduct.	As per GFR Rule there is relaxation in depositing of EMD. Please find the attached Notification of Government of India for EMD and PBG submission against any tender.  <b>Reason:</b> We wish to inform you we are MSME registered bidder in Indian hence, include clause for exemption in EMD. The relaxation clause should include in the RFP and Bid Security Declaration need to be submitted by Bidder.	No change
<b>2. Spectra Computech Pvt. Ltd.</b>						
3	1	8	3.3.1.ii	The bid security shall be denominated in the <b>INDIAN RUPEES</b> only and shall be in the form of a Demand Draft issued by an Indian Bank not earlier than the date of issue of this Tender payable to <b>The Managing Director, The Kangra Central Cooperative Bank Limited at Dharamshala, H.P.</b> Any bid not secured in accordance with the above will be rejected as non-responsive.	We request you to kindly allow us to submit the Bid Security in the form of BG.	No change
4	2	13	5.6	<b>SCHEDULE OF PAYMENT</b> 100% Payment will be released with in 30 days on submission of 5.6.1 Invoice/Bill duly completed in all respect and accompanied with Installation report duly signed and stamped by the concerned office Incharge of The Kangra Central Co – Operative Bank Ltd. 5.6.2 Documentary proof from OEM or on OEM website of having 5 years warranty for computer desktops.	As the installation of these items is expected to take months keeping in view Data Transfer and Other services we request that 80% Payment of the items should be released on Delivery and 20% can be release after Installation.	<b>SCHEDULE OF PAYMENT</b> 1. 50% Payment shall be released after delivery of material at respective locations. All such payment requests shall be accompanied by receipts from the concerned branch managers or other officials of the Bank as the case may be. 2. 40% Payment will be released on submission of: a) Invoice/Bill duly completed in all respect and accompanied with Installation report duly signed and stamped by the concerned office Incharge of The Kangra Central Co – Operative Bank Ltd. b) Documentary proof from OEM or on OEM website of having 5 years warranty for computer desktops. 3. Remaining 10% will be released after the warranty period subject to deduction of penalty, if any.
5	3	16	6.1.1	<b>Chipset:</b> Commercial Class Intel® Q470 Chipset	Request you to kindly amend this clause as Intel Chipset Q470 or Latest	No Change
6	4	16	6.1.1	<b>Processor:</b> Intel 10th Generation Core i5 10500 Processor with 3.1 GHz base frequency 12 MB cache, 6 cores, 12 threads Should Supports Intel® vPro Technology	Request you to kindly amend this clause to Latest Gen Intel 11th Gen Core i5 11500 Processor.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
7	5	16	6.1.1	<b>Storage:</b> 1 TB PCIe@NVMe TLC M.2 SSD	Request you to kindly Amend this clause to 1 TB NVMe SSD as TLC (three layer cell) type of SSD is specific to OEM.	<b>Storage:</b> 1TB SSD
8	6	16	6.1.1	<b>Ports:</b> Video: 1 Display Port 1.4,1 HDMI 1.4, 1 VGA  USB:4 USB 2.0, 3 USB 3.2 Gen 1, 2 USB 3.2 Gen 2	Request you to kindly amend this clause as DP/HDMI/VGA Ports. Connectivity to the monitor will be ensured by the Bidder/OEM  These Ports are Chipset Specific	<b>Ports:</b> Video Display: DP/HDMI/VGA Ports.  USB: Minimum four (04) USB ports out of which at least two should be in front for easy access.
9	7	16	6.1.1	<b>Slots :</b> Integrated 5-in-1 SD card reader	Request you to kindly amend this clause as SD card reader, 3 SATA Ports because 5 in 1 Card reader is making it specific to Single OEM.	<b>Slots :</b> Integrated SD card reader
10	8	16	6.1.1	<b>Power Supply:</b> 180 W with 90% efficiency or better	Request you to kindly amend this clause to 300W Power Supply with 92% Efficient.	Clause dropped
11	9	16	6.1.1	<b>Certifications:</b> Microsoft Windows 10 FCC,CE, RoHS, UL, EPEAT, Energy Star ISO 9001,14001,20001,27001 for OEM.	Both Certifications do not apply as the pertain to services management - Since this is a Hardware supply along with warranty it should not be needed. Generally these ISO certifications are required when a FMS (Facility management service) is provided.If a neutral participation is needed this needs to be removed 1. ISO 27001 information security management -ISO/IEC 27001 is widely known, providing requirements for an information security management system . Using them enables organizations of any kind to manage the security of assets such as financial information, intellectual property, employee details or information entrusted by third parties. Dell is not capturing any sensitive information 2. 20001 ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS - Service management not is being managed by Dell & no intellectual property	<b>Certifications:</b> Microsoft Windows 10 FCC,CE, RoHS, UL, EPEAT, Energy Star ISO 9001,14001 for OEM.
12	10	16	6.1.1	<b>Warranty:</b> 3 years onsite	Please confirm the Exact Warranty required because you have mentioned 5 Years Warranty in tender documents other the technical Specs	<b>Warranty:</b> 5Years onsite warranty
13	11	17	6.1.2	<b>Processor Generation:</b> 10	Request you to kindly Amend this to Latest Intel 11th Gen Processor.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
14	12	17	6.1.2	<b>RAM Speed (MHz):</b> 2933 MHz	Request you to kindly Amend this clause to 2933 MHz or Higher	<b>RAM Speed (MHz):</b> 2933 MHz or higher
15	13	17	6.1.2	<b>Display:</b> <b>Panel Technology:</b> IPS/VA	Request you to kindly Amend this clause to IPS/WVA/VA because In-Plane Switching, or IPS is a term created by different LCD suppliers. IPS is a type of WVA panel. At Dell, we use these types of panels from many different suppliers, therefore we use the term WVA.	<b>Display:</b> Panel Technology: IPS/VA/WVA
16	14	18	6.1.2	<b>Power Supply:</b> External	Request you to kindly Amend this clause to Internal Power Supply Because External Power supply in 23.8" is OEM specific, Advantages of an internal power supply a) Physical Security – An internal power supply is more secure as it is integrated in the system. An external supply might make sense for laptop but not necessarily a desktop.b) Aesthetic Purpose - AIO by definition should have minimum external parts c)Better Protection from electrical surges	<b>Power Supply:</b> External/Internal
17	15	18	6.1.2	<b>Power Supply Capacity (Watt):</b> 150W or below	Request you to kindly amend this Clause because 150W is Specific to OEM	Clause dropped
18	16	18	6.1.2	<b>Warranty:</b> 3 years onsite	Please confirm the Exact Warranty required because you have mentioned 5 Years Warranty in tender documents other the technical Specs.	<b>Warranty:</b> 5Years onsite warranty
<b>3. Team Computers Pvt Ltd</b>						
19	1	6	2.2	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 8 weeks of placing supply order.	We request to change the delivery timeline for 14 weeks . <b>Reason:</b> Due to the global shortage of all electronics components OEM need more time to supply Computers.	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 14 weeks of placing supply order.
20	2	6	2.3	The delivered items shall be installed and commissioned by the bidder.	The delivered items shall be installed and commissioned by the bidder within 15 days of Delivery	No Change
21	3	6	2.7	In case of delayed delivery without valid reason, a penalty of an amount equal to 0.5% of the tender value will be imposed up to 15 days. Thereafter, a penalty at the rate of 1% of the tender value up to one month will be imposed. The penalty may be deducted from EMD. Besides, the purchase order for remaining quantity may be cancelled.	We request to change the penalty of an amount equal to 0.5% of the undelivered items up to 15 days. Thereafter, a penalty at the rate of 1% of undelivered up to one month .	In case of delayed delivery without valid reason, a penalty of an amount equal to 0.5% of the undelivered items will be imposed up to 15 days. Thereafter, a penalty at the rate of 1% of the undelivered items up to one month will be imposed. The penalty may be deducted from EMD. Besides, the purchase order for remaining quantity may be cancelled

22	4	6	2.18	The Bank may purchase Computer System with or without Buyback option. The successful bidder shall purchase hardware as is where is basis and produce certificate to the bank that it has been disposed off strictly in accordance with GOI "e-waste (Management) Rules, 2016".	We request Bank to share details of Computer Location wise. It will help bidder at the time of submission of final offer.	Make and Model included in RFP
23	5	8	3.3.1.ii	The bid security shall be denominated in the INDIAN RUPEES only and shall be in the form of a Demand Draft issued by an Indian Bank not earlier than the date of issue of this Tender, payable to <b>The Managing Director, The Kangra Central Cooperative Bank Limited at Dharamshala, H.P.</b> Any bid not secured in accordance with the above will be rejected as non-responsive.	We request Bank to accept EMD in the form of Bank Guarantee till bid validity	No change
24	6	8	3.3.1.iv	The EMD of successful Bidder will be retained as Performance Guarantee and will be returned after a period of six months after the expiry of the warranty period of 5 (Five) years after due performance of the obligations of the Bidder under the contract and deduction of penalty if any. NO INTEREST would be payable on this amount.	We Request Bank to accept separate "BG" of 3% as Performance Bank Guarantee for period of six months after the expiry of the warranty period of 5 (Five) years	The EMD of successful bidders will be released after successful execution of first Purchase Order and submission of performance guarantee.
25	7	13	5.6	<b>SCHEDULE OF PAYMENT</b> 100% Payment will be released with in 30 days on submission of: 5.6.1 Invoice/Bill duly completed in all respect and accompanied with Installation report duly signed and stamped by the concerned office Incharge of The Kangra Central Co – Operative Bank Ltd. 5.6.2 Documentary proof from OEM or on OEM website of having 5 years warranty for computer desktops.	We request Bank to release 90% Payment on Delivery and 10% payment after installation	<b>SCHEDULE OF PAYMENT</b> 1. 50% Payment shall be released after delivery of material at respective locations. All such payment requests shall be accompanied by receipts from the concerned branch managers or other officials of the Bank as the case may be. 2. 40% Payment will be released on submission of: a) Invoice/Bill duly completed in all respect and accompanied with Installation report duly signed and stamped by the concerned office Incharge of The Kangra Central Co – Operative Bank Ltd. b) Documentary proof from OEM or on OEM website of having 5 years warranty for computer desktops. 3. Remaining 10% will be released after the warranty period subject to deduction of penalty, if any.
26	8	13	5.8	<b>RATES</b> : The rates quoted shall remain firm for the period of one year after signing of contract and shall not be subject to any upward modification whatsoever.	We request bank to change the rate validity for 6 months.	No change
27	9	14	5.11	<b>PERFORMANCE GUARANTEE:</b> The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.10,00,000/- (Rupees Ten Lacs only) by way of demand draft favoring The Managing Director, The Kangra Central Cooperative Bank Limited payable at Dharamshala only. EMD of successful Bidders will be retained as Performance Guarantee and will be returned after a period of six months after the expiry of the warranty period of 5 (Five) years after due performance of the obligations of the Bidder under the contract and deduction of penalty if any. NO INTEREST would be payable on this amount.	We Request Bank to accept separate BG of 3% as Performance Bank Guarantee for period of six months after the expiry of the warranty period of 5 (Five) years	<b>PERFORMANCE GUARANTEE:</b> Performance Bank guarantee @ 10% of the purchase value should be submitted as Bank Guarantee in favour of the Managing Director, The Kangra Central Cooperative Bank Ltd, Dharamshala valid for a period of 66 months beyond the date of placement of purchase order
28	10	25	i7	*Computer Systems- (Installed in locations except Lahul & Spiti) <b>Acknowledgment Time 4 Hrs</b> Resolution Time..... 24 hours.For non-compliance . ₹ 500/- per hour will be deducted thereafter * Computer Systems (Installed at Lahul & Spiti ) <b>Acknowledgment Time 4 Hrs</b> <b>Resolution time 48 hours. For non-compliance</b> <b>₹ 200/- per hour will be deducted thereafter.</b>	We request Bank to give 4 working days to resolve the Complaint. After logging Complaint for 4 days.....No Penalty After 4 days.....Rs. 200/- per week per items till the defect is rectified  <b>Reason:</b> Penalty as per RFP is very high . We request Bank to consider our request for change.	*Computer Systems- (Installed in locations except Lahul & Spiti . <b>Acknowledgment Time 4 Hrs</b> Resolution Time..... 2 days.For non-compliance . ₹ 200/- per days will be deducted thereafter  *Computer Systems- (Installed at Lahul & Spiti . <b>Acknowledgment Time 4 Hrs</b> Resolution Time..... 3 days.For non-compliance . ₹ 200/- per days will be deducted thereafter
29	11	25	i7	The Service Level commences from the time the call is lodged with the Supplier. The SLA clock will end with the delivery of the solution and restoration of business. This penalty shall be imposed only if the supplier fails to achieve the overall availability (uptime) of at least 97% during a given quarter.	We request bank to give more clarity in this clause.	Clause dropped
<b>4. Electro Photo Equipments Pvt. Ltd</b>						
30	1	16	6.1.1	<b>Processor:</b> Intel 10th Generation Core i5 10500 Processor with 3.1 GHz base frequency 12 MB cache, 6 cores, 12 threads Should Supports Intel® vPro Technology	Intel 11th Generation Core i5 11500 Processor with 2.7 GHz base frequency 12 MB cache, 6 cores, 12 threads.  <b>Reason:</b> The latest 11th Gen processors have lowered the base frequency due to a change in micro architecture (11th Gen will also support 3200 Mhz RAM speed instead of 2933 earlier)	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
31	2	16	6.1.1	<b>Storage:</b> 1 TB PCIe@NVMe TLC M.2 SSD	1 TB NVME SSD <b>Reason:</b> TLC (three layer cell) type of SSD is specific to a competition brand	<b>Storage:</b> 1TB SSD
32	3	16	6.1.1	<b>Ports:</b> Video: 1 Display Port 1.4,1 HDMI 1.4, 1 VGA USB:4 USB 2.0, 3 USB 3.2 Gen 1, 2 USB 3.2 Gen 2	Dell is offering 2DP & 1 Optional (DP/HDMI/VGA) USB:4 USB 2.0, 5 USB 3.2 Gen 1, 1 USB 3.2 Gen 2 Type C port	<b>Video Display:</b> DP/HDMI/VGA Ports.  <b>USB:</b> Minimum four (04) USB ports out of which at least two should be in front for easy access.
33	4	16	6.1.1	<b>Slots :</b> Integrated 5-in-1 SD card reader	SD card reader, 3 SATA Ports <b>Reason:</b> 5 in 1 Card reader is making it specific to HP	<b>Slots :</b> Integrated SD card reader
34	5	16	6.1.1	<b>Power Supply:</b> 180 W with 90% efficiency or better	300W up to 92% efficient Power Supply <b>Reason:</b> HP specific tender specification	Clause dropped
35	6	16	6.1.1	<b>Manageability:</b> Out of band Management independent of the operating system state and power state of PC Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download	Drivers available for download  Out of band management (Vpro) ask will lead us to position a higher model (7000 series), we need to check if it's necessary for the bank and try to remove it	Clause dropped
36	7	16	6.1.1	Certifications: Microsoft Windows 10 FCC,CE, RoHS, UL, EPEAT, Energy Star ISO 9001,14001,20001,27001 for OEM.	Microsoft Windows 10 FCC,CE, RoHS, UL, EPEAT, Energy Star  <b>For Others:</b> Both Certifications do not apply as the pertain to services management - Since this is a Hardware supply along with warranty it should not be needed. Generally these ISO certifications are required when a FMS (Facility management service) is provided. If a neutral participation is needed this needs to be removed 1. ISO 27001 information security management - ISO/IEC 27001 is widely known, providing requirements for an information security management system . Using them enables organizations of any kind to manage the security of assets such as financial information, intellectual property, employee details or information entrusted by third parties. Dell is not capturing any sensitive information 2. 20001 ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS - Service management not is being managed by Dell & no intellectual property	<b>Certifications:</b> Microsoft Windows 10 FCC,CE, RoHS, UL, EPEAT, Energy Star ISO 9001,14001 for OEM.
37	8	17	6.1.2	<b>Processor Base Frequency (GHz) :</b> 2.9	1.4 Ghz or higher <b>Reason:</b> The latest 11th Gen processors have lowered the base frequency due to a change in micro architecture (11th Gen will also support 3200 Mhz RAM speed instead of 2933 earlier)	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
38	9	17	6.1.2	<b>Display:</b> <b>Panel Technology:</b> IPS/VA	IPS/WVA/VA <b>Reason:</b> In-Plane Switching, or IPS is a term created by different LCD suppliers. IPS is a type of WVA panel. At Dell, we use these types of panels from many different suppliers, therefore we use the term WVA.	<b>Display:</b> <b>Panel Technology:</b> IPS/VA/WVA
39	10	18	6.1.2	<b>Ports:</b> <b>Number of HDMI Ports:</b> 1	0 <b>Reason:</b> Only video port offered is DP	No Change
40	11	18	6.1.2	<b>Power Supply:</b> External	Internal Power Supply <b>Reason:</b> External Power supply in 23.8" is HP specific, Advantages of an internal power supply a) Physical Security – An internal power supply is more secure as it is integrated in the system. An external supply might make sense for laptop but not necessarily a desktop. b) Aesthetic Purpose - AIO by definition should have minimum external parts c) Better Protection from electrical surges	<b>Power Supply:</b> External/Internal

41	12	18	6.1.2	<b>Power Supply Capacity (Watt):</b> 150W or below	155W or higher <b>Reason:</b> Specific to HP model - Dell doesn't offer a power supply less than 150W in 23.8"	Clause dropped
<b>5. CCS Computers Pvt. Ltd.</b>						
42	1	7	3.1	The Bidder shall deposit Rs. 10,000/- (Rupees Ten Thousand Only) in the form of a Demand Draft favoring Managing Director, The Kangra Central Cooperative Bank Limited payable at Dharamshala being the cost of the tender document along with the Bid. Payment made through any other mode will not be accepted and decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.	We requested to Amend this clause as below: The firms having valid registration with NSIC or MSME, they are exempted to submit EMD, Tender fee and E Tender document fee against submission of valid certificates. <b>(As per GOI Notification No. F.9/4/2020-PPD; As per Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security and EMD.</b> <b>Reason:</b> As we are Registered Company with office of NSIC & MSME, Govt. of India, your acceptance is request to submit the NSIC & MSME certificate instead of Tender Fee, EMD and e tender document fee.	No Change
43	2	6	2.1	Supply, installation and commissioning of computer systems (Desktop as well as All in One) as per specifications at different locations of the Bank.	We required Information about the Delivery and Installation locations against number of AIO and Desktops to be supply on different locations. <b>Reason:</b> Need to estimate the support effort.	No change
44	3	20	7.1.2	All the rates mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the rates and other terms and conditions of this proposal are valid for a period of 180 days from the date of opening of the bid.	We request you to kindly confirm the Validity of bid 180 days from the date of Opening of Technical Bid or Commercial Bid	No change
45	4	14	5.11	<b>Performance Guarantee:</b> The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs. 10,00,000/- (Rupees Ten Lacs only) by way of demand draft favoring The Managing Director, The Kangra Central Cooperative Bank Limited payable at Dharamshala only. EMD of successful Bidders will be retained as Performance Guarantee and will be returned after a period of six months after the expiry of the warranty period of 5 (Five) years after due performance of the obligations of the Bidder under the contract and deduction of penalty if any. NO INTEREST would be payable on this amount.	We request to Amend this clause as below: The firms having valid registration with NSIC or MSME, they are exempted to submit EMD, Tender fee and E Tender document fee against submission of valid certificates. <b>(As per GOI Notification No. F.9/4/2020-PPD; As per Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security and EMD.</b> <b>Reason:</b> As we are Registered Company with office of NSIC & MSME, Govt. of India, your acceptance is request to submit the NSIC & MSME certificate instead of Tender Fee, EMD and e tender document fee.	<b>PERFORMANCE GUARANTEE:</b> Performance Bank guarantee @ 10% of the purchase value should be submitted as Bank Guarantee in favour of the Managing Director, The Kangra Central Cooperative Bank Ltd, Dharamshala valid for a period of 66 months beyond the date of placement of purchase order
46	5	6	2.4	All in One Systems are required for the purpose of video conferencing, sites browsing, etc therefore, system delivered shall be compatible for the same in every respect.	Asked AIO system with FHD resolution, Please clarify if any specific requirement for video conferencing.	Clause dropped
47	6	6	2.1	Supply, installation and commissioning of computer systems (Desktop as well as All in One) as per specifications at different locations of the Bank.	We understand that bidder needs to supply preinstalled OS in Desktop & AIO, apart from that if others paid software required to install Bank will provide same.	No change
48	7		Generic		Please clarify technical support expert is required as Resident Engineer or on call support. <b>Reason:</b> Need to estimate the support effort.	As per RFP
49	8		Generic		We understand that no application ,No Data Base, No Data migration and third party integration required.	As per RFP
50	9		Generic		Please help us with detailed scope of work on each locations with details of site readiness. <b>Reason:</b> For better understanding of project.	As per RFP
51	10	18	Note	All in one system should be compatible for video conferencing in every aspect. Later if systems found incompatible, vendor has to deliver the system with higher configuration on same price.	Request for the Information with Clarification of requirement. <b>Reason:</b> For better understanding of project.	Clause dropped
52	11	16	6.1.1	<b>Chipset:</b> Commercial Class Intel® Q470 Chipset	Q570 or higher <b>Reason:</b> We will be offering latest Q570 Chipset.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
53	12	16	6.1.1	<b>Processor:</b> Intel 10th Generation Core i5 10500 Processor with 3.1 GHz base frequency 12 MB cache, 6 cores, 12 threads Should Supports Intel® vPro Technology	Intel 11th Generation Core i5 11500 Processor with 2.7 GHz base frequency 12 MB cache, 6 cores, 12 threads <b>Reason:</b> The latest 11th Gen processors have lowered the base frequency due to a change in micro architecture (11th Gen will also support 3200 Mhz RAM speed instead of 2933 earlier)	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
54	13	16	6.1.1	<b>Memory:</b> 8 GB DDR4-2666 Memory expandability up to 64 GB with 2 DIMM Slots	4 DIMM slots - RAM expandability 128GB or higher. <b>Reason:</b> 128GB RAM will future proof the customer and would ensure an apple to apple comparison happens with competition	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
55	14	16	6.1.1	<b>Storage:</b> 1 TB PCIe® NVMe TLC M.2 SSD	1 TB NVME SSD <b>Reason:</b> TLC (three layer cell) type of SSD is specific to a competition brand	<b>Storage:</b> 1TB SSD
56	15	16	6.1.1	<b>Ports:</b> Video: 1 Display Port 1.4, 1 HDMI 1.4, 1 VGA USB: 4 USB 2.0, 3 USB 3.2 Gen 1, 2 USB 3.2 Gen 2	Dell is offering 2DP & 1 Optional (DP/HDMI/VGA), Connectivity to the monitor will be ensured. USB: 4 USB 2.0, 5 USB 3.2 Gen 1, 1 USB 3.2 Gen 2 Type C port	<b>Video Display:</b> DP/HDMI/VGA Ports. <b>USB:</b> Minimum four (04) USB ports out of which at least two should be in front for easy access.
57	16	16	6.1.1	<b>Slots :</b> Integrated 5-in-1 SD card reader, 3 SATA Ports	SD card reader, 3 SATA Ports <b>Reason:</b> 5 in 1 Card reader is making it specific to HP	<b>Slots :</b> Integrated SD card reader
58	17	16	6.1.1	<b>Power Supply:</b> 180 W with 90% efficiency or better	300W up to 92% efficient Power Supply <b>Reason:</b> HP specific tender specification	Clause dropped
59	18	16	6.1.1	<b>Manageability:</b> Out of band Management independent of the operating system state and power state of PC Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download.	Drivers available for download. Out of band management (Vpro) ask will lead us to position a higher model (7000 series), we need to check if it's necessary for the bank and try to remove it.	Clause dropped
60	19	16	6.1.1	Certifications: Microsoft Windows 10 FCC, CE, RoHS, UL, EPEAT, Energy Star ISO 9001, 14001, 20001, 27001 for OEM.	Microsoft Windows 10 FCC, CE, RoHS, UL, EPEAT, Energy Star ISO 9001, 14001 <b>For Others:</b> Both Certifications do not apply as the pertain to services management - Since this is a Hardware supply along with warranty it should not be needed. Generally these ISO certifications are required when a FMS (Facility management service) is provided. If a neutral participation is needed this needs to be removed 1. <b>ISO 27001</b> information security management -ISO/IEC 27001 is widely known, providing requirements for an information security management system . Using them enables organizations of any kind to manage the security of assets such as financial information, intellectual property, employee details or information entrusted by third parties. Dell is not capturing any sensitive information 2. <b>20001 ISO/IEC 20000-1:2011</b> is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS - Service management not is being managed by Dell & no intellectual property.	<b>Certifications:</b> Microsoft Windows 10 FCC, CE, RoHS, UL, EPEAT, Energy Star ISO 9001, 14001 for OEM.
61	20	16	6.1.1	<b>Display:</b> 21.5" with Minimum resolution of 1920X1080, with VGA, HDMI, Display Ports, TCO 8.0 Certified (Same OEM as desktop).	21.5" with Minimum resolution of 1920X1080, with VGA, Display Ports, TCO 8.0 Certified (Same OEM as desktop) <b>Reason:</b> No HDMI as connectivity fulfilled by other ports - We have to move to a P series monitor incase all 3 video ports are required else with 2 ports (DP & VGA) we can move to E series	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.

62	21	17	6.1.2	<b>Processor Base Frequency (GHz) : 2.9</b>	1.4 Ghz or higher <b>Reason:</b> The latest 11th Gen processors have lowered the base frequency due to a change in micro architecture (11th Gen will also support 3200 Mhz RAM speed instead of 2933 earlier)	Tender document already specify "Minimum Specification". Participants are free to quote for latest specification.
63	22	17	6.1.2	<b>Chipset Series:</b> Intel Q Series	Q570 or higher	Tender document already specify "Minimum Specification". Participants are free to quote for latest specification.
64	23	17	6.1.2	<b>Memory: RAM Speed (MHz):</b> 2933 MHz	3200 MHz or higher <b>Reason:</b> Higher RAM speed will lead to better performance	Tender document already specify "Minimum Specification". Participants are free to quote for latest specification.
65	24	17	6.1.2	<b>Display: Panel Technology:</b> IPS/VA	IPS/WVA/VA <b>Reason:</b> In-Plane Switching, or IPS is a term created by different LCD suppliers. IPS is a type of WVA panel. At Dell, we use these types of panels from many different suppliers, therefore we use the term WVA.	<b>Display:</b> Panel Technology: IPS/WVA/VA
66	25	18	6.1.2	<b>Ports: Number of HDMI Ports:</b> 1	0 <b>Reason:</b> Only video port offered is DP	clause dropped
67	26	18	6.1.2	<b>Power Supply:</b> External	Internal Power Supply <b>Reason:</b> External Power supply in 23.8" is HP specific. Advantages of an internal power supply a) Physical Security – An internal power supply is more secure as it is integrated in the system. An external supply might make sense for laptop but not necessarily a desktop. b) Aesthetic Purpose – AIO by definition should have minimum external parts c) Better Protection from electrical surges	<b>Power Supply:</b> External/Internal
68	27	18	6.1.2	<b>Power Supply Capacity (Watt):</b> 150W or below	155W or higher <b>Reason:</b> Specific to HP model - Dell doesn't offer a power supply less than 150W in 23.8"	Clause dropped
<b>6. HP India Sales Pvt. Ltd.</b>						
69	1	6	2.2	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 8 weeks of placing supply order.	We request to keep delivery timelines as 16 weeks looking into present major constraints on availability of raw material like IC's, CPU, Panels etc & logistics from original source to destination.	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 14 weeks of placing supply order.
70	2	16	6.1.1	<b>Slots :</b> Integrated 5-in-1 SD card reader	Suggest to consider removing the SD card reader due to IC shortage across IT Industry in case not required specifically, same may result into delayed supply	<b>Slots:</b> Integrated SD Card
71	3	18	6.1.2	<b>Audio-out:</b> Yes	Recommend to change to Universal Audio combo jack for headphone/mic as same readily available with all OEMs & Industry standard.	<b>Audio-out:</b> Universal Audio combo jack or 35 mm jack
<b>7. Chawla Digital Systems Pvt Ltd</b>						
72	1	11	4.1.4	The Bidder should have a turnover of more than Rs. 10 Crore per annum for last three financial years on the average.	Requested to exceed the bidder turnover to 15-20crores per annum for last three years so that KCCB will receive good participants/bidders.	The Bidder should have a cumulative turnover of more than Rs. 10 Crore in the last three financial years.
73	2	11	4.1.6	The bidder/OEM should have undertaken such activities for at least 3 Banks.	This clause is very restrictive for the participants, As we are working with Government/Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt. from last 25 years. So you are requested to add bidder/OEM should have undertaken such activities for atleast Government/ Semi Govt./ PSU/ Autonomous bodies of Central/ State Govt alongwith BANK.	The bidder/OEM should have undertaken such activities for atleast 3 Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt/Public Sector Banks/Private Sector Banks/ Cooperative Banks/Regional Rural Banks/Financial Institutions/E-Governance in India.
74	3	11	4.1.10	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Banks/Financial Institutions/E-Governance in India.	This clause is also very restrictive for the participants, As we are working with Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt. from last 25 years. So you are requested to add that bidder should have supplied desktop computers to Government/Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt alongwith BANK/FINANCIAL INSTT'S/ E GOVERNANCE IN INDIA.	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt/Public Sector Banks/Private Sector Banks/ Cooperative Banks/Regional Rural Banks/Financial Institutions/E-Governance in India.
75	4	25	7	SLA	Under this clause you are requested to put local business hours 10:00AM to 5:00PM for problems logged instead of (09:00 AM to 06:00 PM).  And also consider resolution time should be like below table. As penalty of 500Rs/ hour is on higher side, you should need to consider in this matter. 1. Computer Systems- (Installed in locations except Lahul & Spiti): 48 hours. For non-compliance ₹ 100/- per hour will be deducted thereafter. 2. Computer Systems (Installed at Lahul & Spiti ): 72 hours. For non-compliance, ₹ 50/- per hour will be deducted thereafter.	No change
<b>8. corporate infotech private limited</b>						
76	1	11	4.1.10	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Banks/Financial Institutions/E-Governance in India.	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Banks/Financial Institutions/E-Governance in India & any PSU/Govt Department etc.	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt/Public Sector Banks/Private Sector Banks/ Cooperative Banks/Regional Rural Banks/Financial Institutions/E-Governance in India.
<b>9. Satluj Document Company</b>						
77	1	11	4.1.6	The bidder/OEM should have undertaken such activities for at least 3 Banks.	You have mentioned in your tender table content number: 4.1.6 that the bidder/OEM should have undertaken such activities for at least 3 Banks. But this point has contradiction with tender table content number: 4.1.10 The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20,2020-21) to Banks/Financial Institutions/E-Governance in India.	The bidder/OEM should have undertaken such activities for atleast 3 Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt/Public Sector Banks/Private Sector Banks/ Cooperative Banks/Regional Rural Banks/Financial Institutions/E-Governance in India.
78	2	11	4.1.10	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Banks/Financial Institutions/E-Governance in India.	So we request to you to avoid any contradiction in this tender please make changes in tender table content number: 4.1.10 and make this point to bidder/Oem should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20,2020-21) to Banks/Financial Institutions/E-Governance/Govt Department/Central or State Psus in India.	The bidder should have supplied Desktop Computers during the last 3 accounting years (2018-19, 2019-20, 2020-21) to Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt/Public Sector Banks/Private Sector Banks/ Cooperative Banks/Regional Rural Banks/Financial Institutions/E-Governance in India.
79	3	6	2.2	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 8 weeks of placing supply order.	Sir, all electronic items come from China and we are all aware about Indo-china business relationships which are not much healthy and our present Govt has banned all electronic items from China market. So now all electronic items are coming via /through other countries & due to this all electronic items are not reaching on time and it is taking minimum delivery time of 16 Weeks.  So we request to you please extend the delivery time for minimum 16 weeks.	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 14 weeks of placing supply order.
<b>10. SPL INFO PATHWAY PVT LTD.</b>						
80	1	11	4.1.4	The Bidder should have a turnover of more than Rs. 10 Crore per annum for last three financial years on the average.	As per CVC guidelines - the minimum average turnover of a company for last three year should be at least 30% of the estimated value of tender. Hence we had requested you to kindly look into this and revise this condition accordingly.	The Bidder should have a cumulative turnover of more than Rs. 10 Crore in the last three financial years.

81	2	11	4.1.6	The bidder/OEM should have undertaken such activities for at least 3 Banks.	We had requested relaxation in this condition, wherein it was clarified that the condition is for either "bidder/OEM". So the OEM's activities would be equally acceptable in this case. Hence, it is presumed that this point is taken care of.	The bidder/OEM should have undertaken such activities for atleast 3 Government/ Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt./Public Sector Banks/Private Sector Banks/ Cooperative Banks/Regional Rural Banks/Financial Institutions/E-Governance in India.
<b>11. Lenovo India Pvt Ltd</b>						
82	1	6	2.2	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 8 weeks of placing supply order.	We request to change the delivery timeline for 8-12 weeks	The supplied items shall strictly conform to the specifications, of good quality, and delivered free of any defects during the office hours within 14 weeks of placing supply order.
83	2	6	2.1.8	The Bank may purchase Computer System with or without Buyback option. The successful bidder shall purchase hardware as is where is basis and produce certificate to the bank that it has been disposed off strictly in accordance with GOI "e-waste (Management) Rules, 2016".	Pls. provide list of HW specifications and their location.	Make and Model included in RFP
84	3	13	5.8	<b>RATES</b> : The rates quoted shall remain firm for the period of one year after signing of contract and shall not be subject to any upward modification whatsoever.	Due to worldwide global shortage and constant price rising ,we request bank to change the rate validity to 3 months.	No change
85	4	16	6.1.1	<b>Chassis</b> : Tool-less Chassis (Tool-less Hard Drive, Memory & Optical drive Removal)	We request Bank to remove this clause as this is specific to OEM.	Clause dropped
86	5	16	6.1.1	<b>Memory</b> : 8 GB DDR4-2666 Memory expandability up to 64 GB with 2 DIMM Slots	Q470 Chipset supports 128 GB expandability with 4 DIMM slots. 64 GB with 2 DIMM slots are limited to only 1 OEM.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
87	6	16	6.1.1	<b>Audio</b> : Integrated audio controller with internal speaker of at least 2W	We propose internal/external speakers.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
88	7	16	6.1.1	<b>Ports</b> : Video: 1 Display Port 1.4,1 HDMI 1.4, 1 VGA	We propose latest technology i.e. 2 X DP & 1 HDMI.	<b>Ports</b> : Video Display: DP/HDMI/VGA Ports.  <b>USB</b> : Minimum four (04) USB ports out of which at least two should be in front for easy access.
89	8	16	6.1.1	<b>Slots</b> : Integrated 5-in-1 SD card reader, 3 SATA Ports	We proposed Integrated 3-in-1 card reader, 2 SATA ports	<b>Slots</b> : Integrated SD Card Reader
90	9	16	6.1.1	<b>Power Supply</b> : 180 W with 90% efficiency or better	We proposed 180 W with 85% efficiency as per market standard	Clause dropped
91	10	16	6.1.1	<b>Volume</b> : No more than 8L	We propose to change this to <8.2 L	Clause dropped
92	11	16	6.1.1	<b>Managability</b> : Out of band Management independent of the operating system state and power state of PC Integrated utility that enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download	These parameters are OEM specific and restricting us from participation. Kindly remove and include neutral features as mentioned below : <ul style="list-style-type: none"> <li>• Administrator password</li> <li>• Power-on password</li> <li>• Hard disk password</li> <li>• Boot sequence control</li> <li>• Boot without keyboard and mouse</li> <li>• Smart USB protection (allows keyboard / mouse only, blocks all storage devices)</li> <li>• Individual USB port disablement</li> </ul> For security, we also proposed to include MIL-STD-810H military test passed (Low Pressure [Altitude], High Temperature, Low Temperature, Temperature Shock, Humidity, Sand and Dust, Vibration, Shock, Fungus, Solar Radiation)	Clause dropped
93	12	17	6.1.2	<b>Processor Base Frequency (GHz) : 2.9</b>	We request to change this to 2.0 Ghz	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
94	13	17	6.1.2	<b>Processor Description</b> : 10th Generation Intel® Core™ i7 2.9GHz to 4.8GHz, 16MB Cache	In AIO thermal processors are used which have 2.0 Ghz to 4.8 Ghz with 16 MB Cache. Processor No. 10700 T is for further perusal.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
95	14	17	6.1.2	<b>Chipset Series</b> : Intel Q Series	We proposed to include B series chipset also for open competition.	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
96	15	17	6.1.2	<b>Memory RAM Expandability</b> up to ( using spare DIMM Slots in GB) : 64	We propose this to change to 32 GB expandability	Tender document already specify "Minimum Specification" . Participants are free to quote for latest specification.
97	16	18	6.1.2	<b>PORTS</b> : Number of USB Super Speed Type A 10Gbps: 1 Number of USB Super Speed Type A 5Gbps: 4 Number of DP Ports:1	These terminologies are specific to 1 OEM and restricting us from participation.  We request to kindly include below changes : 3 x USB 2.0, 2 x USB 3.2,1 x HDMI-out, 1 x HDMI-in  We proposed Core i7-1165G7, 11th Gen processor with clock speed of 2.8 Ghz with 12 MB Cache and turbo frequency of 4.7 Ghz.	<b>PORTS</b> : 3 x USB 2.0, 2 x USB 3.2,1 x HDMI-out, 1 x HDMI-in