

PRE-BID QUERIES FOR BID NO-SBI/GITC/IT-Partner Relationship/2024/2025/1307 Dated 21.03.2025					
Sl.no	RFP Page no	RFP Clause No	Existing Clause	Query/Suggestions	Bank's Response
1	53	Bidders eligibility Criteria Sr.3	The bidding OEM must have minimum annual turnover as under:  Rs.100 crores during last three financial years for empanelment in one zone and Rs. 200 crores during last three financial years for empanelment in two or more zones towards sales in the IT hardware products which shall include desktops, laptops, printers, scanners and Entry level Servers.	Our suggestion is that the turnover Criteria for OEM be changed/amended to as below- Annual average turnover of the OEM should be Rs.120 Crores for all Zones at at least 100 Crores in last 2 years minimum. This suggestion is based on the view that we are not sure of what the quantum of procurement will be for Desktops and Laptops under this empanelment .	No change in RFP terms/clause.
2	54	Bidders eligibility Criteria Sr.6	Client references and contact details (email/ landline/ mobile) of customers for whom the bidding OEM has executed similar projects in India. (At least 02 client references are required for supply of IT Hardware which shall include desktops, laptops, printers, scanners and Entry level Servers to single customer during last 1 year for minimum amount of Rs. 10.00 crores each)	The empanelment is for Desktops , printers and Scanners only and servers are not included in this bid. Also asking for single order of 10 crores from 2 customers is on the higher side and may restrict the bid to only 2-3 OEMS. As such we request that this clause be modified to 2 Client reference orders of at least 5 crores each which should include IT products(Desktops/ Thin clients/ printers etc). Also we need clarification on below points-1. If multiple orders to single customer is valid and 2. if Exemption will be provided for OEMs registered with Udyog Adhar as Medium Enterprises	The RFP clause is self explanatory. No change in RFP terms/clause.
3	46	clause 56	Micro & Small Enterprises (MSE) units and Start-up* company are exempted from payment of EMD and tender fee provided the Products and/or Services they are offering, are manufactured and/or Services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption. NSIC certificate/ Udyog Aadhar Memorandum/ Udyam Registration Certificate should cover the items tendered to get EMD/tender fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission.	Please clarify if Tender fee and EMD exemptions also apply to Medium Enterprises registered Udyog Adhar.	The RFP clause is self explanatory. No change in RFP terms/clause.
4	57 to 63	Appendix C	Technical and functional Specifications for Desktops(Entry level),Desktops(high end),Desktops (entry level)- without keyboard, mouse and monitor, Desktops (high end) -without Keyboard, mouse and monitor	As we have been seen in most bids from SBI LHOs etc, Windows keys are required to be embedded in BIOS and this point is missing in the Specifications. Request that you include the same in this bid document. We also request you to kindly incorporate bid specific MAF to be submitted from Microsoft by the Desktop OEM authorizing them to preload MS windows at Factory along with valid MPN ID	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
5	73	Sr noiii	The empanelled OEMs need to register themselves on the GeM portal. The procuring offices/units of the Bank will float a closed RFP/Limited Tender Enquiry (LTE) amongst the empanelled OEMs during the empanelment period through GeM portal. The procurement on GeM portal would be governed by its guidelines. The Bank reserves the right to float the LTE either through L1 method or through QCBS method as per requirement of the Bank.	Request you to clarify on the same as we are not clear- empanelment and then bids to be floated on GEM, and how the empanelled vendor will participate and will the bank update us on this being floated on GEM?	As per RFP
6	65	Cash Receipt Printer - Dot Matrix Printer	40 Column, 4.5 Lines/Sec. or more, USB or Parallel Interface, Mono Printing, Paper Width: 75.5 mm (3 inch) or more. Ribbon life 15 million characters or higher, Ink Bank/Cartridge 5 million Characters, Print head life 400 million character or higher	40 Column, 4.5 Lines/Sec. or more, USB or Parallel Interface, Mono Printing, Paper Width: 75.5 mm (3 inch) or more. Ribbon life <b>3 million characters</b> or higher, Ink Bank/Cartridge <b>3 million Characters</b> or higher, Print head life <b>300 million character or higher</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
7			General	We are a company selling only printers i.e Line Matrix Printers, High Speed DMP, Passbook and Cash Receipt Printer hence if we get empanelled, we will be bidding specific only for these products. Please confirm will this be allowed if any bids are being released by LHO's.	As per RFP
8			General	Since SBI has stopped buying Line Matrix Printer & High Speed DMP for last couple of years are you still planning to keep these product categories	As per RFP
9			General	Request to kindly include CTS Scanners too since branches buy and use it extensively.	As per RFP
10			General	request to kindly consider changes as requested in attached file for "Cash Receipt Printer" and give us an opportunity to offer this product	As per RFP
11	7	i	In order to meet the IT hardware requirements, the Bank proposes to float Open Tender Enquiry- (OTE) for Empanelment of OEMs dealing with IT-Hardware viz. Desktops, Laptops, Printers and Scanners to create 'Approved Vendor List' at centralized level. After empanelment of the IT-Hardware OEMs the Circles/procuring offices will float Limited Tender Enquiry (LTE) on GeM portal amongst the 'Approved Vendor List' for supply of Desktops, Laptops, Printers and Scanners. The empaneled OEMs will participate directly, in the LTE floated by Circles/offices across the Bank on GeM portal. For this the empaneled OEMs in the 'Approved Vendor List' will be required to register themselves on the GeM portal. The Bank reserves the right to float the LTE either through L1 method or through QCBS method as per requirement of the Bank. The detailed scope of work is mentioned in Appendix-E of this RFP.The 'Approved Vendor List' is being proposed to be created for supply of the following items zone wise: <input type="checkbox"/> Desktops, Laptops, Printers and Scanners.	There are most of the OEMs who do not bid directly and bid through their authorised partners only . Request you to make it open for participating by SI or OEM or both. Please note most of the OEM work through the SI.Please note in clause no 12 in Annexure B you have allowed authorised partner to participate.	This RFP is for empanelment of OEMs only. As per the relevant clause of the RFP OEMs will be empanelled as part of approved vendor list. Post empanelment only OEMs would be eligible to participate in closed RFP/LTE. However, actual supply may be done either by the selected OEM directly or through authorized channel partner.

12	51	( Appendix-A) xvii	We undertake to provide enterprise level support to the procuring offices/units of the Bank. In case the support is done through authorized channel partner/s, we undertake to submit list of topmost level (platinum/diamond/gold etc.) channel partner/s zone wise/state wise along with details of L1, L2 and L3 support with the bid form. Changes if any, in such list would be informed to the Bank on half yearly basis/as and when changes are done.	Who will be responsible for providing support?	This RFP is for empanelment of OEMs only. As per the relevant clause of the RFP OEMs will be responsible for providing enterprise level support. The zone wise contact details of the OEMs for raising service request will be required to be submitted as part of bid document for this RFP.
13	53	3	The bidding OEM must have minimum annual turnover as under: Rs.100 crores during last three financial years for empanelment in one zone and Rs. 200 crores during last three financial years for empanelment in two or more zones towards sales in the IT hardware products which shall include desktops, laptops, printers, scanners and Entry level Servers. Copy of the audited Profit and Loss statement, Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years (2023-24,2022-23, 2021-22).	Request you to increase the OEM must have a minimum average annual turnover of ₹500 crore average for last past 3 years and SI turnover can be taken 200cr + This ensures financial stability and capability to handle large-scale operations. Copy of the audited Profit and Loss statement, Balance Sheet and and Certificate of the Chartered Accountant for preceding three years (2023-24,2022-23, 2021-22).	No change in RFP terms/clause.
14	54	5	The bidding OEM should have experience of minimum 5 (FIVE) years in providing the Products/Services.	Request you to consider OEM and SI experience of 5 years in providing the Products / Services .	No change in RFP terms/clause.
15	55	12	Supply of IT Hardware to various offices/units of the Bank/The successful bidder should supply the required IT Hardware for RFP issued by Bank's procuring offices/units.--The bidding OEM should specifically certify in Appendix A in this regard. In case the supply of IT hardware is to be done through authorized channel partner/s, the OEM/s to submit list of topmost level (platinum/diamond/gold etc.)channel partner/s zone wise/state wise. Changes if any, in such list would be informed to the Bank on half yearly basis/as and when changes are done.	Request you to clarify if OEM shares the authorised partner for the supply of hardware then sbi will consider participation of SI for the gem bid.That means we understand that OEM will name their partner for various zones to participate in tender floated by various zones offices etc. Request you to add partners name in appendix A .	As per the ask of RFP only empaneled OEMs would be eligible to participate in closed RFP/LTE to be floated by various procuring offices/units of the Bank on the GeM portal.
16	41	46	<b>46. TERMINATION FOR DEFAULT:</b> I. The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement/respective Purchase Order/SOW in whole or in part: (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement/SOW, or any extension thereof granted by the Bank; (b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement/SOW; (c) Violations of any terms and conditions stipulated in the RFP/Agreement/SOW; (d) On happening of any termination event mentioned in the RFP/Agreement/SOW.	Request you to consider notice period 90 days .	No change in RFP terms/clause.
17	Page no 73	a	The empaneled OEMs to bid for the closed RFP/Limited Tender Enquiry (LTE) on the GeM portal. However, the IT Hardware may be supplied either by the OEMs or by the channel partner/s of the OEMs. Purchase order/s would be placed by the respective procuring unit/s of the Bank to the OEMs.	This is in conflict clause no Vi (a) Where it is allowed partners of various oem to participate.In reality that is what going to happen in most of the cases.So this supply, support everything will be done by the winning bidder to the customer. Request you to please you to change the clause appropriate.	No change in RFP terms/clause.
18	57	Technical & Functional Specifications	Certification: The desktop model should be CERTIFIED FOR latest MICROSOFT WINDOWS Operating System	Model Numbers to be mentioned on Microsoft Website to avoid forged document at the LHO level.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
19	57	Technical & Functional Specifications	Warranty 5 Years	We suggest this clause to be read as Warranty 5 Years to be visible on OEM Website	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
20	64	Technical & Functional Specifications	Full sized, spill resistant with backlit feature (optional) and precision touchpad	We suggest to make this clause as Compulsory rather than Optional	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

21	64	Technical & Functional Specifications	3 cell Lithium or Higher- Ion battery 40whr or above with minimum 4 - 6 hours battery backup.	As these machines will be under warranty for 5 Years, the Battery output decreases over a Period of time, We suggest the batter to be 4 Cell Lithium with Minimum 45 Whrs	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
22	53	Bidder's Eligibility Criteria	Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:	ISO certificates to be incorporpotated in GeM Bid for OEM	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
23	57-63	Technical & Functional Specifications	Operating System	Request to confirm operating system would be windows 11 home or Windows 11 Pro	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
24	73	SCOPE OF WORK AND PAYMENT DETAILS Appendix-E	The empanelled OEMs need to register themselves on the GeM portal. The procuring offices/units of the Bank will float a closed RFP/Limited Tender Enquiry (LTE) amongst the empanelled OEMs during the empanelment period through GeM portal. The procurement on GeM portal would be governed by its guidelines. The Bank reserves the right to float the LTE either through L1 method or through QCBS method as per requirement of the Bank.	We as an OEM do not have printers and scanners will the bids published at local level be published as bunch bid for Desktop, Laptop and printers what will be the evaluation process.	Please refer to the Appendix-F of the RFP. During closed RFP/LTE the evaluation will be done separately for desktops, laptops, printers and scanners.
25	65	Appendix-C - Specifications Passbook Printer  Dot Matrix Printer	24 Pin, 390 cps or higher Draft, Ports : Parallel / Serial / USB (any two), Ribbon Life : 10 million characters or higher, Print Head Life : 400 million dots,	We request for Minimum 360 cps or higher Draft.  This will help maximum vendor participation and invite competitive bidding.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
26	67	Appendix-C - Specifications Scanner -1	Scanner Speed	Request to invite minimum 35 ppm / 70 ipm or higher.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
27	67	Appendix-C - Specifications Scanner -1	Daily Volume	Request to invite minimum 5000 Pages per day or higher.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
28	69	Appendix-C - Specifications Scanner -2	Scanner Speed	Request to invite minimum 45 ppm / 90 ipm or higher.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

29	67	Appendix-C - Specifications Scanner -2	Daily Volume	Request to invite minimum 7000 Pages per day or higher.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
30	54	Appendix-B -	The Bidding OEM _____ Products/Services.  Copy of the order and / or _____ acceptance Report	We request to relax the same.  We participate in bids through system integrator or partners  We can give order acceptance or customer reference to meet this criteria.  We can give authorized distributor undertaking to meet product mix criteria in value.	No change in RFP terms/clause.
31	65	Appendix-C - Specifications	Printer Particulars	Inkjet Ink tank printer technology is available upto 100 ppm.  We request to include new categories in 40ppm and above Mono and Color printer category.  This is going to be empanelment, hence give LHO's an option to choose best possible option available in market.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
32	65	Appendix-C - Specifications	Printer Particulars	Inkjet printers technology is available upto 100 ppm.  We request to include new categories in 40ppm and above Mono and Color printer category.  This is going to be empanelment, hence give LHO's an option to choose best possible option available in market.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
33	65	Information	Printer Particulars	We request bank to evaluate all products and issue acceptance certificate at empanelment stage for better clarity at field levels.  Validity as per Tender Terms ie 3 years.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
34	65	Information	Printer Particulars	We request bank to evaluate all products and issue acceptance certificate at empanelment stage for better clarity at field levels.  Validity as per Tender Terms ie 3 years.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
35	7	Information	The empaneled OEMs will participate directly, in the LTE floated by Circles/offices across the Bank on GeM portal. For this the empaneled OEMs in the 'Approved Vendor List' will be required to register themselves on the GeM portal. The Bank reserves the right to float the LTE either through L1 method or through QCBS method as per requirement of the Bank. The detailed scope of work is mentioned in Appendix-E of this RFP.	We understand the same, however we as OEM participate through bidders qualifying in overall criteria like proof of supply, minimum order value, experience in years/similar project, etc.  We request to relax the same as we may not be able to participate in the same due to non-availability of the same in our name.  We can provide client reference, GeM catalogue details as OEM and proof of supplies through indirect channel-SI/Partner is available with us.	No change in RFP terms/clause.
36	57	Technical & Functional Specifications Desktop PC (ENTRY LEVEL)	AMD Ryzen 5 5600G or Higher with base clock of 3.9 GHz or Higher.	We request the department to change the specification as below:  <b>AMD Ryzen 5 5600G or Higher with base clock of 3.5 GHz or Higher.</b>  This will enable maximum participation from major OEM, without affecting performance	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

37	60	Technical & Functional Specifications Desktop PC (ENTRY LEVEL) - Without Monitor, Keyboard, Mouse	AMD Ryzen 5 5600G or Higher with base clock of 3.9 GHz or Higher.	<p>We request the department to change the specification as below:</p> <p><b>AMD Ryzen 5 5600G or Higher with base clock of 3.5 GHz or Higher.</b></p> <p>This will enable maximum participation from major OEM, without affecting performance</p>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
38	57	DESKTOP (ENTRY-LEVEL) - Processor Intel or Processor AMD	Intel Core i5-13400 @ 2.50 GHz or higher with minimum 10 cores and 'Max Turbo Frequency ' of 4.60 GHz or higher OR AMD Ryzen 5 5600G or Higher with base clock of 3.9 GHz or Higher	The current specification pairs a high-performance, latest-generation Intel processor against a lower-performing, older-generation AMD processor, leading to an unfair comparison in pricing and performance. Performance data and technical specification shared separately	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
39	59	DESKTOP (high end ) - Processor Intel or Processor AMD	Intel Core i7-13700 @ 2.10 GHz or higher with minimum 16 cores and 'Max Turbo Frequency of 5.10 GHz or higher OR AMD Ryzen 7 5700G or Higher with base clock of 3.6 GHz or higher	Please refer guideline published by Ministry of electronics and Information technology also saying to compare Intel 12th Gen 12400 with AMD Ryzen 5 5600G. (Copy enclosed)	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
40		Appendix-C - Specifications		To ensure a fair and neutral evaluation, we recommend updating the specifications to compare the Intel® Core™ i5-13th Generation against the AMD Ryzen™ 5 8000 series or higher for entry level desktops and Intel® Core™ i7-13th Generation against the AMD Ryzen™ 7 8000 for high end desktops	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
41	64	Laptop Processor - Intel	Intel Core i5-1345U or higher with minimum 10 cores	Under Make in India Program OEMs have validated/qualified Intel Core i5-1335U Processor . We request SBI to change specifications to "Intel Core i5-1335U or higher with minimum 10 cores" . This will allow wider participation under the MII program for partners offering Intel based Notebooks. Processor difference highlighted below.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
42		Appendix-C - Specifications		Intel Core i5-1345U ( 10 Core, Performance Core Max Turbo frequency <b>4.7 GHz</b> , Efficient Core Frequency <b>3.5 GHz</b> , 12 MB Intel® Smart Cache	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
43		Appendix-C - Specifications		Intel Core i5-1335U ( 10 Core, Performance Core Max Turbo frequency <b>4.6 GHz</b> , Efficient Core Frequency <b>3.4 GHz</b> , 12 MB Intel® Smart Cache	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
44		General	General	please clarify if this bid is only for OEMs or can the SI participate on behalf of the OEMs?	This RFP is for empanelment of OEMs only.

45	67	Appendix C Scanner 01	Scanner speed- 30 ppm	Please mention the dpi of Scanning i.e. @200 dpi	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
46	69	Appendix C Scanner 02	Scanner speed- 50 ppm	Please mention the dpi of Scanning i.e. @200 dpi	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
47		General	General	As a company policy we don't participate as direct in any Public/Government RFP for empanelment or procurement. In this view we would like to mention as can we participate through our authorized business partner and get ourself empaneled for desktop's and laptop's. Kindly let us know whether above is acceptable and bidder will be given permission to participate though it's Business Partner.	This RFP is for empanelment of OEMs only.
48	55	Annexure B No 12	Supply of IT Hardware to various offices/units of the Bank: The successful bidder should supply the required IT Hardware for RFP issued by Bank's procuring offices/units.	We request you to kindly incorporate that OEM Empaneled vendors take order directly or through their Channel Partner subject to Valid Bid Specific MAF (including Bid Number and date) is provided by OEM.	No change in RFP terms/clause.
49	55	annexure B No 08	The bidding OEM should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/Public Sector Undertaking / State or Central Government or their agencies/departments on the date of submission of bid for this RFP	Regarding Blacklist of the OEM, we would further like to add that OEM Participating in the BID has not been Suspended by GEM Portal during last Six month from date of RFP for the genuine vendors to take participation	No change in RFP terms/clause.
50	58-64	Specification	3 Desktop and Laptop Category In this category you have asked for : The model should be CERTIFIED FOR latest MICROSOFT WINDOWS Operating System	We would further like to add for genuinity of Microsoft Operating System that OEM should be Microsoft Certified and that Windows should be factory preloaded digitally injected in BIOS and Bid Specific MAF from Microsoft to be Submitted by OEM	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
51	53	Annexure B 03 Turnover	The bidding OEM must have minimum annual turnover as under: Rs.100 crores during last three financial years for empanelment in one zone and Rs. 200 crores during last three financial years for empanelment in two or more zones towards sales in the IT hardware products which shall include desktops, laptops, printers, scanners and Entry level Servers.	As per the directives issued under the Public Procurement Policy for Micro and Small Enterprises vide Order No. GSR 389(E) dated 24.05.2012, MSEs are entitled to certain exemptions, including the turnover clause, to encourage fair participation and competitiveness	As per RFP
52	54	Annexure B 06	Client references and contact details (email/ landline/ mobile) of customers for whom the bidding OEM has executed similar projects in India. (At least 02 client references are required for supply of IT Hardware which shall include desktops, laptops, printers, scanners and Entry level Servers to single customer during last 1 year for minimum amount of Rs. 10.00 crores each)	As per the directives issued under the Public Procurement Policy for Micro and Small Enterprises vide Order No. GSR 389(E) dated 24.05.2012, MSEs are entitled to certain exemptions, including the Experience clause, to encourage fair participation and competitiveness. However request you to consider order value of Rs One crore or above.	As per RFP
53		General	Bidder Eligibility	Since none of OEM manufacture all the products and if its Bunch Bid (Multiple product) kindly incorporate Item wise Evaluation method in the tender.	This RFP is for empanelment of OEMs only.
54	65	Annexure- C Technical & Functional Specifications, Page No 65 , Printer Particulars, Network LaserJet Printer	25 ppm (A4) or Higher, Processor 400 MHz, Resolution 600 x 600 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, Duty Cycle Monthly 80,000 pages or higher.	Request to change it 35 ppm (A4) or Higher, Processor 800 MHz, Resolution 600 x 600 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 256 MB RAM or more, Duty Cycle Monthly 80,000 pages or higher	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
55	65	Annexure- C Technical & Functional Specifications, Page No 65 , Printer Particulars, Network LaserJet Printer Printer Type : Heavy Duty Mono printer "	40 ppm or higher (A4) or Higher, Processor 500 MHz or higher, Resolution 1200 x 1200 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, One High Speed USB 2.0 or Parallel Port . Duty Cycle Monthly 100,000 pages	Request to 45 ppm or higher (A4) or Higher, Processor 1.4GHz or higher, Resolution 1200 x 1200 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 2.5 GB RAM or more, One High Speed USB 2.0 or Parallel Port . Duty Cycle Monthly 100,000 pages	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

56	65	Annexure- C Technical & Functional Specifications, Page No 65 , Printer Particulars : Multifunctional LaserJet Printer, Printer Type : Mid Level MFD ( Mono)	38 ppm or more, Processor 500 MHz or higher, Print/Copy/Scan, 256 MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher) , Duplex Printing with Automatic Feeder (ADF).	Please consider 35 ppm or more, Processor 500 MHz or higher, Print/Copy/Scan, 512 MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher) , Duplex Printing with Automatic Feeder (ADF)..	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
57	65	Annexure- C Technical & Functional Specifications, Page No 65 , Printer Particulars : Multifunctional LaserJet Printer, Printer Type : Mid Level MFD ( Color)	18 ppm or higher, Processor 400 MHz or higher, Print/Copy/Scan, 256MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder (ADF)	21 ppm or higher, Processor 800 MHz or higher, Print/Copy/Scan, 512 MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder (ADF)	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
58	54	Appendix-B Bidder's Eligibility Criteria, Page No 54, Point No. 6	Client references and contact details (email/ landline/ mobile) of customers for whom the bidding OEM has executed similar projects in India. (At least 02 client references are required for supply of IT Hardware which shall include desktops, laptops, printers, scanners and Entry level Servers to single customer during last 1 year for minimum amount of Rs. 10.00 crores each)	Requesting to change the highlighted part: Client references and contact details (email/landline/mobile) of customers for whom the bidding OEM has executed similar projects in India. <b>(At least cumulative 02 client references are required for the supply of IT Hardware, which shall include desktops, laptops, printers, scanners, and entry-level servers to a single customer during the last 1 year for a minimum amount of Rs. 10.00 crores each). Requesting your kind support in providing some relaxation on this point.</b>	No change in RFP terms/clause.
59	53	Appendix B	The bidding OEM must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India	Requesting to please specify whether OEM needs to have manufacturing set up in India or not	As per RFP.
60	54	Appendix B	Client references and contact details (email/ landline/ mobile) of customers for whom the bidding OEM has executed similar projects in India.(At least 02 client references are required for supply of IT Hardware which shall include desktops, laptops,printers, scanners and Entry level Servers to single customer during last 1 year for minimum amount of Rs. 10.00 crores each)	Requesting to reconsider PO values of 10 Cr. since the value is high	No change in RFP terms/clause.
61	73	Appendix E	The empaneled OEMs to bid for the closed RFP/Limited Tender Enquiry (LTE) on the GeM portal. However, the IT Hardware may be supplied either by the OEMs or by the channel partner/s of the OEMs. Purchase order/s would be placed by the respective procuring unit/s of the Bank to the OEMs.	Requesting to consider the empanelment of Authorized Channel Partners suggested by OEMs for bidding and supply of material as it will help in better execution of requirements	No change in RFP terms/clause.
62	65	Appendix C	Network Laserjet Printer Mid-Level Mono Printer 25 ppm (A4) or Higher, Processor 400 MHz, Resolution 600 x 600 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, Duty Cycle Monthly 80,000 pages or higher.	Suggesting if the duty cycle can be of 20000 pages as per the requested ppm it will give us wide range of product to offer with a competitive pricing	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
63	65	Appendix C	Network Laserjet Printer Heavy Duty Mono Printer 40 ppm or higher (A4) or Higher, Processor 500 MHz or higher, Resolution 1200 x 1200 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, One High Speed USB 2.0 or Parallel Port . Duty Cycle Monthly 100,000 pages	Suggesting if the duty cycle can be of 20000 pages as per the requested ppm it will give us wide range of product to offer with a competitive pricing	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
64	66	Appendix C	Ink Tank Printer (mono)30 ppm or higher, Noise 60 dBA or less, Print/Copy/Scan, One High Speed USB 2.0 or Parallel Port, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder(ADF)	Mono InkTank printer can be positioned upto 18ppm	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
65	72	Annexure E clause iii	The empanelled OEMs need to register themselves on the GeM portal. The procuring offices/units of the Bank will float a closed RFP/Limited Tender Enquiry (LTE) amongst the empanelled OEMs during the empanelment period through GeM portal. The procurement on GeM portal would be governed by its guidelines. The Bank reserves the right to float the LTE either through L1 method or through QCBS method as per requirement of the Bank.	1. Please confirm whether the Limited Tenders will be issued exclusively by LHOs or if other SBI offices will also release them.  2a. Kindly confirm the frequency at which these tenders will be published. Additionally, we request that LHOs consolidate the requirements and release a single bid for the consolidated requirement either once every six months or once a year.	It will be as per the requirement/discretion of the Bank.

66	73	Annexure E clause vi	During the closed RFP/Limited Tender Enquiry (LTE) process, the empanelled OEMs have to ensure the following: a) The empaneled OEMs to bid for the closed RFP/Limited Tender Enquiry (LTE) on the GeM portal. However, the IT Hardware may be supplied either by the OEMs or by the channel partner/s of the OEMs. Purchase order/s would be placed by the respective procuring unit/s of the Bank to the OEMs.	1. We request that, in addition to direct participation by OEMs in Limited Tenders, a hybrid approach be permitted. Under this approach, empaneled OEMs may nominate their <b>authorized channel partners to participate in limited tender inquiries, with purchase orders issued directly to these partners. In such cases, these partners will be responsible for the Delivery, Installation, Warranty Period SLA etc.</b>	No change in RFP terms/clause.
67	74	Payment Details	Based upon the requirement, the Bank through its various offices/units would float closed RFP/LTE through GeM portal. The payment would be made as per the terms of the closed RFP/LTE floated by various offices/units of the Bank.	1. We request that the <b>Payment terms and other commercial terms like PBG, Liquidated Damages, Penalty, Service Period SLA etc are finalized as part of this RFP itself.</b> This will ensure standardization of terms across all RFPs and will be easier to manage both for SBI and the OEMs. The Limited Tender Enquiries can be released with reference to this tender in the ATC. Please confirm acceptance.	No change in RFP terms/clause.
68	74 82	3.4.1	DETAILS Based upon the requirement, the Bank through its various offices/units would float closed RFP/LTE through GeM portal. The payment would be made as per the terms of the closed RFP/LTE floated by various offices/units of the Bank.  The Bank will pay properly submitted valid invoices within reasonable period but not exceeding 30 (thirty) days after its receipt thereof under the respective SOW. All payments shall be made in Indian Rupees.	1. We request that the payment terms are kept as uniform across all RFP /LTEs as within 30 days from the date of invoice. 2. We understand that 100% of the payments will be release upon Delivery & Installation. Kindly confirm. 3. In case a Site is not Ready even after 30 days of Delivery, we request the Bank allow submission of Invoice provided the OEM/Vendor has written evidence in form of Site Not Ready Certificate / Email communications with the Branch. Please confirm. 4. We understand the invoice submission will have to be done on GeM portal only. Kindly confirm	As per RFP
69	28	30	Penalties will be mentioned in the respective CLOSED RFP/LTE issued in pursuant to this RFP	1. As requested earlier, We request that all the Commercial terms are standardized Centrally as part of this RFP itself	No change in RFP terms/clause.
70	20	19.ix	xii. The successful Bidder in the CLOSED RFP/LTE may be required to enter into a contract with the Bank and submit the required Bank Guarantee, within 30 days of award of the Contract or within such extended period as may be decided by the Bank. The purchase order along with the Statement of Work will form the contract. The stamp duty and other such expenses on such SOW will be borne by the successful bidder in the CLOSED RFP/LTE.	1. We request that the Agreement Signing is limited to the open tender only and all the LTEs are governed as part of this Agreement.	This RFP is only for empanelment of OEMs.
71	74	Technical and Functional Specifications	The current standardized technical and functional specifications for Desktop, Laptop, Printers and Scanners have been placed at Annexure-C for illustrative purposes only. The Bank may come out with Centralized release of Standardized Technical Specifications for IT hardware items at periodic intervals or as and when deemed fit. The empaneled OEMs must ensure that post release of revised Technical Specifications, the IT Hardware being supplied must conform to it.	1. We understand all the Limited Tender Enquiries will be following the standard technical and functions specifications. Please confirm	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
72	35	43	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in the respective CLOSED RFP/LTE, the Bank may, without prejudice to its other remedies under the RFP/Agreement/ CLOSED RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the respective Purchase Order value, as liquidated damages as defined in the respective CLOSED RFP/LTE. Once the maximum deduction is reached, the Bank may consider termination of the respective CLOSED RFP/Agreement/Purchase Order/SOW.	1. We request that the Liquidated Damages are made as per General Terms and Conditions of GeM. Please confirm <b>Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period, until actual delivery or performance, as pre-estimated damages not exceeding 5% of the total contract value</b>	No change in RFP terms/clause.
73	51	Annexure A	v. We certify that subsequent to this empanelment the items supplied to respective procuring offices of the Bank through closed RFP/LTE on the GeM portal would comply to Make In India Order issued by Govt. of India.	1. We request that the Make in India Clause is limited to Desktop, Laptops and Dot Matrix Printers only as no leading OEM is manufacturing Printers and Scanners in India. Please confirm	As per RFP
74	58	3	Recovery Partition / Recovery Media with driver software should be available with each system.	1. Recovery Media will be available on Cloud. There will be no physical Recovery Media. Please confirm acceptance	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
75	24	27.iii 27.iv	iii. Delivery, installation and commissioning of the Products shall be made by Service Provider in accordance with the system <b>approved / ordered and within the time schedule given in the Scope of work given in Appendix of the respective subsequent CLOSED RFP/LTE.</b>	1. We request that for remote locations like North-East Zone, Kashmir region, Ladakh, Lakshadweep, Andaman & Nicobar, additional consideration of 15-20 days is given in addition to the schedule timelines. Please confirm	No change as the clause is self explanatory.
76	70	Technical and Functional Specifications	iii. <b>License Key is to be made available in BIOS</b>	1. Please note that Digital product key to be injected in the BIOS	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.



77	70	Technical and Functional Specifications	iv. For Line Matrix Printer, the bidder should have back-to-back arrangement with the OEM for providing the support for next 2 years after warranty period.	1. We request that the warranty period of all the Printers is limited to 3 years only.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
78	26	28	1. Service Provider/OEM shall provide and implement patches/ upgrades/ updates for Products (software/ firmware/ OS) as and when released by Service Provider/ OEM free of cost. Service Provider should bring to notice of the Bank all releases/ version changes. 2. Service Provider/OEM shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Service Provider has to support older versions of the OS/firmware/middleware etc in case the Bank chooses not to upgrade to latest version.	1. The Patches / upgrades / updates will be updated automatically if the assets are connected to the Internet. If not, we request the Bank to have its own mechanism to push the updates / upgrades. Please confirm 2. Updates will happen as per Microsoft Policy. Please confirm acceptance	As per RFP
79	26	29.iii	Service Provider shall provide preventive maintenance schedules as per periodicity defined in the subsequent CLOSED RFP/LTE.	1. Please confirm if preventive maintenance will be required during the Warranty period. 2. We understand that the preventive maintenance may be required on a yearly basis. Kindly confirm.	This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed terms & conditions would be published.
80	26	29	Service Provider shall provide services of an expert engineer at SBI GITC, Belapur or at any other locations wherever required, whenever it is essential.	1. Please confirm if Expert Engineer, you are referring to Resident Engineer. 2. If yes, we understand the requirement will be mentioned in the specific RFP. Kindly confirm	No change as the clause is self explanatory.
81	26	29.ix	Service Provider/OEM shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.	1. Please help to confirm what is meant by PR and DR.	PR- Primary set-up, DR- Disaster Recovery set-up
82	73	ix	The empanelled OEMs shall ensure that complaints raised by the Bank during the warranty period shall be <b>responded to and resolved within three days from the date of complaint.</b>	1) We request the resolution timelines as under 1. 5 Business Days for Class A Cities 2. 6 Business Days for Class B Cities 3. 7 Business Days for Class C Cities. 4. 10 Business Days for other Cities	No change in RFP terms/clause.
83	45	vi a	Bank shall pay GST amount after verifying the details of invoice on GSTR 2B on GSTN portal.	P1. Please note that Bank shall be responsible to provide accurate and complete information, such as its GST ID no., to Vendor for invoice generation purposes. Bank is also responsible for verifying the contents of invoice raised by Vendor and its reconciliation with Form GSTR-2A/GSTR 2B. In case of any discrepancy noted in above invoice or invoice not reflecting in Form GSTR 2B of Bank or invoice reflecting with incorrect details in Form GSTR 2B of Bank, it must notify Vendor within 60 days from the date of receipt of invoice for suitable correction. In case of failure in notifying the above discrepancy to Vendor within the time limit specified above, Vendor shall not be responsible for the loss of credit to Bank, including interest and penalties associated with it, if any.	As per RFP
84	45	vi c	In case of any tax demand or denial of ITC or refund or any other benefit by the GST authorities, both the parties may mutually decide whether to contest the matter. In case, it is decided to contest the matter, the vendor is required to deposit the disputed demand including interest and penalty proposed with the other party without waiting for the outcome of the legal proceeding. In case the matter is finally decided in favour of the other party, the other party is required to refund the amount received from the defaulting party without any interest.	1. Please note that this will be applicable if the Vendor's default is established.	As per RFP
85	11	SOW	The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider/OEM through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following: i. Service Provider/OEM shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for that purpose by the Service Provider and not through any other private or public Device. ii. Service Provider/OEM shall ensure that only its authorized employees/representatives access the Device. iii. Service Provider/OEM shall be required to get the Device hardened/configured as per the Bank's prevailing standards and policy. iv. Service Provider/OEM and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided by the Bank. v. Service Provider/OEM shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider/OEM shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit. vi. Service Provider/OEM shall be responsible for protecting its network	1. We understand the scope of the empanelment tender and the LTE will be limited to Supply, Installation and Maintenance of Desktops, Laptops, Printers and Scanners - therefore this clause is inapplicable. Please confirm	As per RFP

86	21	20 (i)	No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder <b>except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract.</b> The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation involves extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.	1. Any variations to the scope of work will have to be mutually agreed between the parties. Please confirm	No change in RFP terms/clause.
87	85 and 34	6.4 and 40 (vii)	Service Provider/OEM shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately <b>but not later than one hour of detection.</b>	1. Cyber incidents affecting the Bank shall be promptly informed to the Bank and shall be governed as per the policies of the Service Provider to isolate the breach and ensure no disruption in the Services	No change in RFP terms/clause.
88	41	46.ii	In the event the Bank terminates the Contract/ respective Purchase Order/SOW in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services/Products similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Product and / or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated	1. We request that the increase in costs that the Bank can recover from the Service Provider is limited to 10% of the cost of the affected goods under the Contract / respective Purchase Order	No change in RFP terms/clause.
89	20	Vi	The Bank reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.	1. Any other documents to be part of the contract must be mutually agreed between the parties. Please confirm	No change in RFP terms/clause.
90	30	34	As per the scope of this RFP, sub-contracting is not permitted.	1. As part of Business model, the installation and warranty services are carried out by our Authorized Service Providers. However, we shall however remain liable and responsible for their performance. We therefore request that Subcontracting is allowed with prior written permission of the Bank.	No change in RFP terms/clause.
91	35	Insurance	The insurance shall be for an amount equal to 100 percent of the value of the Products from place of dispatch to final destination on "All Risks" basis, valid for a period of one month after delivery of Products at the defined destination.	1. We request that the Insurance is limited till Delivery as post the delivery the goods will be in the Bank's custody.	No change in RFP terms/clause.
92	35	Insurance	ii. Should any loss or damage occur, Service Provider/OEM shall: (a) initiate and pursue claim till settlement and (b) promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.	1. As mentioned above, our Insurance is limited till Delivery. We shall however make prompt arrangements for repair and / or replacement of any damage item in the first month after delivery of Products at the defined destination	No change in RFP terms/clause.
93	Appendix A	Bid Form	We shall participate and submit the RFP for the zones and items as marked "Yes/No" in the below table:	1. We request the <b>creation of a separate category for Dot Matrix Printers and Line Matrix Printers, as we are not the OEMs for these products and, therefore, will be unable to participate in these categories and thus limiting our participation in the entire Printer Category</b>	No change in RFP terms/clause.
94	100	Appendix J	Format for submission of Client References	1. Please note that we have NDA and Confidentiality clauses signed as part of Agreements with our customer and therefore we will not be able to share any personal details or PO details. We request the Bank to allow us to submit Completion Certificates / Purchase Orders 2. We understand the value of 10 crores is consolidated value for all products put together and for all Zones and is not product or zone specific. Kindly confirm	1. No change in RFP terms/clause. 2. Understanding is correct.
95	Appendix A	Bid Form	We shall participate and submit the RFP for the zones and items as marked "Yes/No" in the below table:	1. We request the Closed Tenders / LTEs are floated for Each Category separately as there are different OEMs for each category and if a consolidated Bids are floated then none of the OEMs will be able to participate, (example the bidder manufacture Desktops, Laptops, Laser & Inkjet Printers, Scanners, However we DO NOT manufacture IMPACT PRINTERS like dot matrix and passbook printers, this needs a separate category only).	Please refer to the Appendix-F of the RFP. During closed RFP/LTE the evaluation will be done separately for desktops, laptops, printers and scanners.
96	57	DESKTOP (ENTRY-LEVEL) - Processor - AMD	AMD Ryzen 5 5600G or Higher with base clock of 3.9 GHz or Higher	AMD Ryzen 5 <b>8500G</b> 6 Core, 12 Threads, 22MB Cache, 5.0GHz Boost/ <b>3.5 GHz</b> Base Frequency	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

97	57	DESKTOP (ENTRY-LEVEL) - Memory	1x16GB <b>DDR4/DDR5</b> - 3200 MHz or higher, expandable to 32 GB or more, with minimum 2 DIMM slots or more	1x16GB <b>DDR5 - 5200 MHz or higher</b> , expandable to 64 GB or more, with minimum 2 DIMM slots or more	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
98	57	DESKTOP (ENTRY-LEVEL) - Power supply	ROHS Compliance or BIS Certificate	<b>BIS certificate for Monitor only.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
99	57	DESKTOP (ENTRY-LEVEL) - Monitor	Min 21" TFT/LED with 1920x1080 resolution or higher along with Antiglare display screen coating. Static Contrast Ratio of 1000:1 or better. Speaker (Internal/External).Min 1 VGA/DP or 1 HDMI port, preferably both. Extendable Neck /height adjustment is preferable.	We recommend <b>Height adjustment IPS Display with built in speakers.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
100	57	DESKTOP (ENTRY-LEVEL) - Processor - <b>INTEL</b>	Intel Core i5-13400 @ 2.50 GHz or higher with minimum 10 cores and 'Max Turbo Frequency ' of 4.60 GHz or higher	Latest <b>Intel Core i5-14400</b> @ 2.50 GHz or higher with minimum 10 cores and 'Max Turbo Frequency ' of 4.60 GHz or higher	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
101	57	DESKTOP (ENTRY-LEVEL) - Memory	1x16GB DDR4/DDR5 - 3200 MHz or higher, expandable to 32 GB or more, with minimum 2 DIMM slots or more	1x16GB <b>DDR5 - 4800 MHz or higher</b> , expandable to 64 GB or more, with minimum 2 DIMM slots or more	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
102	57	DESKTOP (ENTRY-LEVEL) - Power supply	ROHS Compliance or BIS Certificate	<b>BIS certificate for Monitor only.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
103	57	DESKTOP (ENTRY-LEVEL) - Monitor	Min 21" TFT/LED with 1920x1080 resolution or higher along with Antiglare display screen coating. Static Contrast Ratio of 1000:1 or better. Speaker (Internal/External).Min 1 VGA/DP or 1 HDMI port, preferably both. Extendable Neck /height adjustment is preferable.	We recommend <b>Height adjustment IPS Display with built in speakers.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
104	59	DESKTOP (HIGH-END) - Processor - <b>AMD</b>	AMD Ryzen 7 5700G or Higher with base clock of 3.6 GHz or higher	High end-AMD <b>Ryzen 7 8700G</b> 8 Core, 16 Threads, 24MB Cache, 5.1GHz Boost/4.2GHz Base Frequency	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

105	59	DESKTOP (HIGH-END) - Memory	1x32 GB DDR4/DDR5 - 3200 MT/s or higher RAM, expandable up to 64 GB or more, with minimum 2 DIMM slots or more	1x32GB <b>DDR5 - 5200 MHz or higher</b> , expandable to 64 GB or more, with minimum 2 DIMM slots or more	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
106	59	DESKTOP (HIGH-END) - Power supply	ROHS Compliance or BIS Certificate	<b>BIS certificate for Monitor only.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
107	59	DESKTOP (HIGH-END) - Monitor	Min 21" TFT/LED with 1920x1080 resolution or higher along with Antiglare display screen coating. Static Contrast Ratio of 1000:1 or better. Speaker (Internal/External).Min 1 VGA/DP or 1 HDMI port, preferably both. Extendable Neck /height adjustment is preferable.	We recommend <b>Height adjustment IPS Display with built in speakers.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
108	59	DESKTOP (HIGH-END) - Processor - <b>INTEL</b>	Intel Core i7-13700 @ 2.10 GHz or higher with minimum 16 cores and 'Max Turbo Frequency of 5.10 GHz or higher	<b>Intel Core i7-14700</b> @ 2.10 GHz or higher with minimum 20 cores and 'Max Turbo Frequency of 5.10 GHz or higher	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
109	59	DESKTOP (HIGH-END) - Memory	1x32 GB DDR4/DDR5 - 3200 MT/s or higher RAM, expandable up to 64 GB or more, with minimum 2 DIMM slots or more	<b>1x32 GB DDR5 - 4800 MT/s</b> or higher RAM, expandable up to 64 GB or more, with minimum 2 DIMM slots or more	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
110	59	DESKTOP (HIGH-END) - Power supply	ROHS Compliance or BIS Certificate	<b>BIS certificate for Monitor only.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
111	59	DESKTOP (HIGH-END) - Monitor	Min 21" TFT/LED with 1920x1080 resolution or higher along with Antiglare display screen coating. Static Contrast Ratio of 1000:1 or better. Speaker (Internal/External).Min 1 VGA/DP or 1 HDMI port, preferably both. Extendable Neck /height adjustment is preferable.	We recommend <b>Height adjustment IPS Display with built in speakers.</b>	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
112	64	LAPTOP - Network - <b>AMD</b>	Wi-Fi, Gigabit Ethernet	Wi-Fi, Gigabit Ethernet/ USB->RJ 45 gigabit ethernet adapter	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

113	64	LAPTOP – Ports - <b>AMD</b>	Min 1 HDMI Port, Min 1 Microphone/headphone combo, Min 1 RJ45(10/100/1000), Min 3 USB Ports (1 USB Type-C, 1 USB 3.0 Port) or higher, Min 1 VGA/VDI/Display Port	We would provide the standard HDMI port, VGA/DVI/Display ports not available on notebooks	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
114	64	LAPTOP – Ports - <b>INTEL</b>	Min 1 HDMI Port, Min 1 Microphone/headphone combo, Min 1 RJ45(10/100/1000), Min 3 USB Ports (1 USB Type-C, 1 USB 3.0 Port) or higher, Min 1 VGA/VDI/Display Port	HP does not have this old technology - Min 1 We would provide the standard HDMI port, VGA/DVI/Display ports not available on notebooks	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
115	65	Mid-Level Mono Printer	25 ppm (A4) or Higher, Processor 400 MHz, Resolution 600 x 600 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, Duty Cycle Monthly 80,000 pages or higher	40 ppm (A4) or Higher, Processor 1200 MHz, Resolution 600 x 600 dpi, Built-in Network Interface (Ethernet with 100/1000Mbps or higher), Duplex Printing, 256 MB RAM or more, Duty Cycle Monthly 80,000 pages or higher.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
116	65	Heavy Duty Mono Printer	40 ppm or higher (A4) or Higher, Processor 500 MHz or higher, Resolution 1200 x 1200 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, One High Speed USB 2.0 or Parallel Port . Duty Cycle Monthly 100,000 pages	40 ppm or higher (A4) or Higher, Processor 1200 MHz or higher, Resolution 1200 x 1200 dpi, Built-in Network Interface (Ethernet with 100/1000Mbps or higher), Duplex Printing, 256 MB RAM or more, One High Speed USB 2.0 or Parallel Port . Duty Cycle Monthly 80,000 pages	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
117	65	Mid Level MFD (Mono)	38 ppm or more, Processor 500 MHz or higher, Print/Copy/Scan, 256 MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher) , Duplex Printing with Automatic Feeder (ADF).	40 ppm or more, Processor 1200 MHz or higher, Print/Copy/Scan, 512 MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100/1000Mbps or higher) , Duplex Printing with Automatic Feeder (ADF).	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
118	65	Mid Level MFD (Color)	18 ppm or higher, Processor 400 MHz or higher, Print/Copy/Scan, 256MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder (ADF)	25 ppm or higher, Processor 1200 MHz or higher, Print/Copy/Scan, 512MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100/1000Mbps or higher), Duplex Printing with Automatic Document Feeder (ADF)	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
119	66	Mono Ink Tank	30 ppm or higher, Noise 60 dBA or less, Print/Copy/Scan, One High Speed USB 2.0 or Parallel Port, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder(ADF)	Request to introduce new technology of Mono Ink tank, where the Cost per page is very low in laser and its all weather printer, lazer 22 PPM is far better speed than 30PPM in Ink tank draft mode.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
120	66	Color Ink Tank	30 ppm or higher, Noise 60 dBA or less, Print/Copy/Scan, One High Speed USB 2.0 or Parallel Port, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder(ADF)	Request for 22PPM or higher for mono and Color both.	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.

121	67	Scanner-1 (Scanner Speed)	30ppm and above	Request for 35 PPM/70 IPM ( Color & Mono)	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
122	67	Scanner-1 (Scan Resolution)	Upto 600 DPI or higher	Request to increase up to 1200 DPI	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
123	67	Scanner-1 (Output Format)	Single and mutipls page .tif, '.tiff', '.pdf', '.jpeg', '.jpg', '.bmp'	Include searchable PDF	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
124	69	Scanner-2 (Scanner Speed)	50ppm and above	Request for 40/80	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
125	69	Scanner-2 (Daily Volume)	5000 pages or more per day	Request for 4000 pages	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.
126	69	Scanner-2 (Scan Resolution)	Upto 600 DPI or higher	Request for 1200 DPI	The details mentioned in Appendix-C is for illustrative purposes only. This RFP is for empanelment of OEMs. After empanelment, procuring units/offices of the Bank would float closed RFP/LTE among the empaneled OEMs on GeM portal where detailed technical & functional requirements will be published as per Bank's extant requirements.