

Sr No.	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Banks clarification / Amendment
1	10 & 12	2.12 & 2.21	Offer Validity Period Make, Models & Part numbers of the equipment	The offer should hold good for period of 180 days from the date of the reverse auction.	The offer validity is asked for 180 days. Within which due to Technology advancement some make and Models may subject to End of Life. Under this condition whether the Bidder has a chance of supplying the latest available Configuration for which the Make and Model nos. may not be the same as quoted.	Make and model is needed to be mentioned. Higher configuration is accepted. Bidder should clearly mention the make & model of Hard Disk, Memory, etc.
2	15 & 43	2.24 Annexure J	Buy Back Offer Config. Of hardware being offered under buy back	Bank also offers its existing old hardware by way of buy back offer.	1. Who shall certify the status of the Hardware, working or non – working? 2. Whether all the goods can be made available at Central locations?	1. No change : the hardware is offers on as is where is basis 2. No
3	16	2.27	Right to alter Quantities	Bank of Maharashtra reserves the right to alter the quantity of proposed hardware specified in the tender. Bank of Maharashtra also reserves the right to delete one or more items from the list of items specified in tender.	1. How much % variation is expected? 2. How many days of advance notice will be available with Bidder? 3. Whether qty variation will be done post Commercial Bid opening?	1. 10 -20% variation within 180 days period. 2. No 3. Yes
4	9	2.6	OS Certification	All the PCs and Servers shall have Microsoft Windows 2003 or XP/Windows 7 certification and the hard copy of the same should be produced from Microsoft for the quoted model & configuration, for the proposed equipments.	1.Please clarify which certifications are required for servers and which are required for PCs. 2..In the tender hard copy of the certification is asked however OEM license is asked in the technical specifications for PCs & Servers. Please clarify which hard copy of the certifications is required or what is meant by hard copy.	Microsoft Incorporation has certified the Servers and PC for the Windows 2003/2008 and Windows XP /Windows 07. Proof is required 1. PC certification for Win Xp /Win 7 2. Server certification for win 2003 / win 2008

5	38	An nex ure G (B)	Details of Locations of Bank's Regional Office	Details of Locations of Bank's Regional Office	For Locations where Road Permit is required, who will issue the same? and how it will be issued? IF the delivery is delayed due to non availability of Road permit, then LD should not be imparted..!!!	No change Bank will help in signing the required applications for road permit.
6	25	3.25	Loading of Anti Virus Software	The successful bidder will cooperate with the existing vendor of the Anti-virus solution for loading of the Anti- Virus solution on the machines at the branches/offices of the bank.	Whether bidder will have to do any third party Hardware / Software integration at branch apart from cooperation with the existing vendor of the Anti Virus solution for loading the anti-virus? If yes, please provide details of the same.	No additional integration is required. The successful bidder should co- ordinate with the anti virus solution vendor.
7	28 & 55	5.2 & 18	Desktop PC	Minimum – Intel Core 2 Duo processor with min clock speed of 2.93 GHz, minimum L2 Cache size 2 MB	Does “Minimum” means higher or equivalent in performance can be offered? If any bidder quote higher in performance processor other than Intel brand will it be considered by Bank ?	Intel Core 2 E7500 processor with G41 mother board chipset or higher on the same platform
8	28 & 55	5.2 & 18	Desktop PC	Monitor : 17” TFT LCD Colour square Monitor with TCO 03 & MPR II Certified.	Can vendor offer 18.5” Wide TFT LCD Monitor in lieu of 17” Square? MPR II specification is meant for CRT category of monitors. Request you to please eliminate.	18.5” Wide TFT LCD Colour Monitor with TCO 05 Certified.
9	28 & 55		Desktop PC	Keyboard, Mouse & Monitor		The Keyboard, Mouse & Monitor shall be OEM specific.
10	18	3.3	Payment terms	1% of the amount would be given only after the warranty period of the hardware.	Why 1 % amount out of 10% is retained when BG is submitted of full 10%?	No change
11	23	3.17	Penalty for downtime		The amount of down time penalty is very high. We request you to reduce the same.	No change
12	31	5.7	Flatbed Scanner	Color Minimum 32 bit color	Min 32 Bit color: Is it input or output? Is it for each color or for Total? Ideally 48 bit input, 16-bit output for each color of RGB (48-bit)	48-bit colour

13	27 & 54	5.1	Servers	Ports Minimum 1 serial port, 1 parallel port, 4 high speed USB 2.0 port, PS/2 keyboard and mouse ports	Parallel ports are EOL. Request you to please eliminate.	No change.
14	27 & 54	5.1 & 18	Servers	Power Management: For Monitor – Energy star compliant.	Energy Star compliance is for complete model and not specific to monitors only. Request you to please eliminate.	Monitor – TCO 05 certification required.
15	26	4.2	Schedule II - Software	Windows Server 2003 std edition 32 bit OS License with 5 user CALs.	Windows Server 2003 is EOL. Clarifications are required.	The bidder has to supply windows 2008 std edition downgrade Microsoft policy. If Server is formatted then also the vendor should ensure that the machine is loaded with Windows 2003 std under windows 2008 std downgrade.
16	8	2.3	Eligibility of the Bidder	The bidder should have executed orders for supply of computer hardware to scheduled commercial banks of value Rs. 10.00 crores or more each during last three financial years. Necessary certificates to that effect from the banks should be enclosed.	Please clarify Rs. 10.00 crores order for each financial year is required or total Rs. 10.00 crores orders for last 3 financial years are required. Also clarify “necessary certificates”. Whether only PO copies will satisfy the requirement if not please specify exact details.	10.00 crores each year. The PO along with status of project implementation from respective Bank is required
17	9	2.5	Earnest Money Deposit	The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank.	Allow us to submit Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank.	The Bank will accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank.
18	11	2.16 b)	Technical evaluation	Please refer item serial number 16 of this document.	Please clarify since item serial no. 16 of tender document is proforma for the Bank Guarantee for Earnest Money and how it will be used for technical evaluation.	Please read Sr. no 16 as Sr. no 18
19	7	2.1	Two Bid System Tender Commercial	The bidders are not required to submit commercial bids as online Reverse Auction will be conducted for arriving at L1 Bidder.	Please clarify when and how the initial hard copy of commercial bid to be submitted.	The technical qualified bidder is allowed to participate in reverse e auction. Bank will inform the detailed schedule to all technically

			evaluation			successful bidders. No hardcopy of commercial offer needed. On completion of r- auction successful bidder to FAX the final commercial bid followed by Hard copy.
20	11	2.16 c)	Commercial evaluation	Initial commercial bid shall be uploaded for the purpose of reverse auction before the time stipulated by the bank for the purpose of e-procurement process bank will communicate the exact schedule of reverse auction to the bidders found eligible after technical evaluation.	Please clarify when and how the initial hard copy of commercial bid to be submitted.	Refer point no 19.
21	12	2.21	Make, Models & Part numbers of the equipment	It is mandatory to provide the make, model and part number of all equipment and their subcomponent as asked for in the technical specification.	It is possible to give make, model no. of the equipment however it is difficult to provide make, model and part number of Subcomponent/assembly. Also part number cannot be given before the dispatch of the material. Request you to relax the same.	It is mandatory to provide the make, model number of all equipment and part no of their subcomponent to be provided at the time of PDI
22	13	2.22	Format for Technical bid	Terms and Conditions Compliance Table in the following format. This table must cover bidder's response to all terms and conditions specified in the tender document from 4.1 to 4.25.	Terms and conditions specified in the tender document are from 3.1 to 3.26. Please clarify.	Clause may read as 3.1 to 3.26 instead of 4.1 to 4.25
23	16	2.26	Short-listing of Bidders	BOM shall create a list of the successful and technically qualifying bidders and the commercial bids of only these bidders will be opened.	As per page no. 7 and point/section no. 2.1 of the tender document the bidders are not required to submit commercial bids as online Reverse Auction will be conducted for arriving at L1 Bidder. Please clarify when and how the initial	BOM shall create a list of the successful and technically qualifying bidders and they are allowed for the reverse auction.

					hard copy of commercial bid to be submitted.	
24	28 & 55	5.2 & 18	Desktop PC	BIOS Should be Y2K compliant.	Request bank to clarify on Y2K.	No change.
25	27 & 54	5.1 & 3	Servers	Memory 4 GB DDR3 RAM (1 x 4 GB Module)	Allow to quote 2 x 2 GB Module	Memory 4 GB DDR3 RAM (2 x 2 GB Module)
26	27 & 54	5.1 & 8	Servers	Ports : 1 parallel port	Parallel port is legacy. Please drop the same.	No change.
27	27 & 54	5.1 & 13	Servers : Hard Disk	2 * 300 GB SAS 15 K hot swap HDD with mirroring and dual channel RAID controller 256 MB battery Backup	Please clarify Battery Backup. Is this optional?	3 * 300 GB SAS 15 K hot swap HDD with mirroring and dual channel RAID controller 256 MB RAM with battery Backup
28	27 & 54	5.1 & 18	Servers	Operating System Microsoft Windows 2003 Standard Edition 32 bit with OS media.	Windows Server 2003 is EOL. Clarifications are required. Please clarify license with how many CALs?	The bidder has to supply windows 2003 std edition (32 bit) under windows 2008 downgrade Microsoft policy. If Server is formatted then also the vendor should ensure that the machine is loaded with Windows 2003 std (32 bit) with default CAL Bidder has to supply OS media.
29	18	3.3	Payment Terms	90% of the order value will be paid on completion of installation and commissioning at the sites and acceptance of all equipment ordered. BOM will make this payment 30 days after configuration and acceptance of the installation at the respective site.	Since project is very high value and involve multi location shipment, delivery and installation. Request you to relax the payment terms as below. <ul style="list-style-type: none"> • 25% advance against BG. • 65% against installation & commissioning on per site basis. Bidder may claim 65% payment per site basis if he provides a certificate from the concerned branch that the site is not ready (SNR) for installation. 	No change

					10% against performance BG.	
30	21	3.13	Annual Maintenance Charges	The bidder should provide post warranty AMC services @ 4% p.a on the cost of Hardware. The cost of 4% annual AMC will be loaded to the cost for arriving TCO & L1.	<p>1. Please clarify whether AMC @ 4% is fixed.</p> <p>2. Whether bidder is allow to quote below or above 4% since it will be loaded to the cost for arriving TCO & L1.</p> <p>3. Will Bank entertain the bid if bidder is quoting below 4% AMC?</p>	No change
31	19	3.8	Inter working of hardware & software	The bidder must integrate hardware, software and networking components supplied by him to make the system integrated and fully functional.	Request you to please clearly define the scope of work on integration part.	The clause is self explanatory.
32	25	3.26	Special Condition	The successful bidder will have to put passive, RFID tags for all the hardware items to be supplied and one RFID readers will have to be provided to bank. The necessary software for collecting information from networked RFID readers should also be provided.	Request you to please clearly define the scope of work on RFID hardware & software.	Special condition of RF ID tag is removed.
33	8	2.3	Eligibility of the Bidder	The Original OEM should have ISO Certification For Design & Manufacturing of PCs and Servers	The OEM should have ISO Certification for Design and Manufacturing of the Product for which it is the OEM	No change.
34	8	2.3	Eligibility of the Bidder	If the Bidder is an Authorized Supplier of the Servers and Desktops, then the Original Manufacturer should also meet the turnover and financial criteria mentioned above	Either the OEM or any of its Single Authorized Partner should quote for the same (Desktops only), not both.	No change
35	8	2.3	Eligibility of Bidder	The Bidder should have executed orders for supply of Computer Hardware to scheduled Commercial Banks of value 10.0CR or more each	The Bidder should have executed order in Banks for Supply of Hardware Items of value Rs.10 Cr each during the last two financial years OR	The Bidder should have executed orders for supply of Computer Hardware to scheduled Commercial Banks of value 10.0CR or more <u>each</u>

				during last three financial years	The vendor should have executed at least one single order of Rs. 2 Crore for supply and installation of IT components in either of the last two years The vendor should give proof that at least 5000 desktops of the brand being offered have been installed in the past two years-Since your total qty of Desktops is only 2684 units and in case of splitting the order a single Vendor will get only 1300 units approx.	during last three financial years
36	28	5.2	Desktop PC	Bundled Software-Standard Bundled Software pertaining to the model offered should be clearly included in the offer	Clarification required on Bundled Software-Pls specify the Software's that you require	Manufactures provide different software's like data security, DVD reader / writer, Acrobat reader, etc. Which software are being provided should be clearly specified.
38	21	3.13	Annual Maintenance Charges	The Bidder should provide post warranty AMC @4% p.a on the cost of Hardware	Clarification required if the 4% p.a for post warranty AMC is mandatory and if rates lower than the stipulated rates can be quoted. Also we need to know if the vendor can quote a total price with 5yrsv Warranty and 1 yrs AMC?	No change
39	18	3.5	Delivery Installation and commissioning	The Bidder shall be responsible for delivery and Installation of the equipment ordered at all sites and for making them fully operational at no extra charges within 6 weeks of receiving the PO	To change the same to Delivery and Installation and commissioning of the Hardware within 6 weeks from date of completion of PDI.	No change
40	5	1	Invitation for Tenders	Last date and time of receipt of Tenders-06/09/2010 before 15.00 hrs	Request for extension of the dates by another 7-10 days	No change
41	43	Anne. J		Configuration of hardware being offered under buyback.	Please elaborate the buyback process and location wise inventory of the items under buyback.	Successful bidder should transfer all the data to respective new PC / Server. After ensuring the data transfer from Banks officials vendor should do the following things :

						<ol style="list-style-type: none"> 1. Remove the all data from the old PC 2. For Desktop: Uninstall all the applications / software except Operating system in 3. Format the Servers.
42	31	5.8	Laser Jet printer	One Bidirectional ECP parallel port, USB	Parallel port should be optional as they are obsolete and USB is the industry standard	One Bidirectional ECP parallel port (optional), USB
43	8	2.4	Quality standards	The survey reports of IDC will be taken into consideration by the Bank	Please elaborate.	IDC taken as basis
44	29	5.3- HSDMP	Print head	500 million characters or more	Request for 400 million characters or more	No change
45	29	5.3	Ribbon life-	Minimum 15 million characters	Request 8 million characters or more	No change
46	29	5.3	Standard Interface	RS232	Request to make it optional	No change
47	29	5.3	Noise level	Less than or equal to 55 dB.	Request 59 db	No change
48		5.7- Flatbed Scanner	Drivers	Latest version for Windows Vista/XP/2003 /2000 Professional	Request you to remove 2003.	Latest version for Windows Vista/XP/2000 Professional
49	30	5.5	Line Matrix printer LP1	Print Speed: 100 Lines per Minute in Draft Mode	Should be changed to 1000 LPM	Print Speed: 1000 Lines per Minute in Draft Mode
50	30	5.5	Line Matrix printer LP1	13. Device Interface Centronix Parallel and RS232 Serial	Recommended to change to Centronix Parallel , RS232 Serial and Ethernet on Board interfaces	No change
51	31	5.6	Line Matrix Printer LP2	13. Device Interface Centronix Parallel and RS232 Serial	Recommended to change to Centronix Parallel , RS232 Serial and Ethernet on Board interfaces	No Change
52	30	5.6	Line Matrix Printer LP2	14. Acoustic Noise 52 DB or less	Acoustic Noise 65 DB or less	Acoustic Noise 65DB or less

53	30	5.5	Line Matrix Printer LP1	14. Acoustic Noise 52 DB or less	Acoustic Noise 65 DB or less	Acoustic Noise 65DB or less
54	20	3.11	Hardware Warranty	Please note that all printer heads and logic cards must be covered by a three years warranty and also during the post warranty AMC period	As printer head is consumable item it will not covered under Post Warranty AMC Period.	No change
55	22	3.16	Penalty for Delay	For any delay in offering a lot for pre-dispatch inspection, there will be a penalty of Rs.300 (Rupees three hundred only) per desktop per week's delay	This clause to be get removed as there is no point to panelized twice i.e. (PDI and Delivery)	No change
56	36	Anne. F	Track Record	Storage	Please clarify	Read storage as Desktop PC
57	51	Format A	Compliance Agreement	1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 102010 for the end-to end Financial Inclusion Project and related services in connection with the reverse auction event held by BANK OF MAHARASHTRA & to be conducted by Synise Technologies Ltd.	Project Name	1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 102010 for the hardware & software procurement in connection with the reverse auction event held by BANK OF MAHARASHTRA & to be conducted by Synise Technologies Ltd.