

CO: Information Technology Department

Date: 07/10/2023

Clarification/Amendments to the Queries Received in response to the RFP for Supply, Installation, Configuration and maintenance of 70 no. of Apple iPads and Accessories (Ref. CO/ITD/664/R1/2023-24 dated 11/09/2023)

An open tender was floated by Bank in Bank's website and e-tender portal for supply, installation and maintenance of 70 iPads and accessories. As per the schedule of the RFP, a pre-bid meeting was conducted on 16/09/2023 and the clarification/amendments were ported on the Bank's website & e-Tender portal on 21/09/2023. Post clarification and amendment, Department has received additional queries from some of the prospective bidders.

In response to the queries received, amendment/clarification, as under, is issued for the RFP:

S. No	RFP Clause/Para	Query Raised	Clarification/Amendment by Bank
1	Page 13, Clause 4 (warranty) "If issue is not resolved even after telephonic support, then the bidder will have to come onsite for resolution of the issue."	We want to inform the bank that allocating officials on all the delivery locations for such small quantity will increase the cost of quotation although these officials will also get these devices repaired by taking them to Apple authorized service centres. Hence, we request the bank to kindly change this clause as there are authorized service centres of Apple in all the delivery locations and respective possessor of device can themselves visit the service centre and get it repaired.	Amendment: The para stands deleted



2.	Page 15, Clause 12 (Penalty for Downtime) "The item that is reported to be faulty/ malfunctioning should be fully repaired by the next day, if no spares are required and within 4 working days, if spares are required. In case of vendor failing above standard, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration)."	The time required for problem rectification and resolution completely depends upon the nature of the problem and no bidder can get it resolved within one day. In the case of spares it completely depends upon the availability of stock with distributors and providing a standby device against it will increase the cost of quotation as the bidder will be required to maintain backup stock for all the supplied devices. Hence, kindly provide problem rectification timeline of at-least 4-5 days as it is not possible for any bidder to participate with this clause.	No change in RFP clause
3.	Page 14, Clause 4 (warranty) "If any product ceases to work during the warranty period, bidder has to replace the same without any additional financial implication to bank"	This type of replacement service is not provided by Apple, and no bidder can provide such services without support from OEM. Only if the devices supplied are dead on arrival or if there is any software defect in the device from OEM's end then it can be replaced by the bidder/OEM. Hence, we request the department to amend this clause and ask for the repair of devices rather than replace them for active participation.	Amendment: "If any product ceases to work during the warranty period, bidder has to co-ordinate with the Bank for its rectification, without any additional financial implication to bank"
4	Page 14, Clause 7 (Installation) "The successful bidder will have to carry out the power-on-test"	The devices that are supplied to the bank are ready to use devices and do-not require any sort of installation or testing, if these devices are dead on arrival same can be replaced by the bidder/OEM. Hence, kindly remove the installation clause. 	Installation of the iPad & accessories is not required if the item supplied by bidder is ready to use. 

5	Apple iPad 10.9", Wifi+Cellular, 256 GB, Space Grey with one year default warranty & One Year Additional Care Pack	The 10.9-inch model does not come in Space Grey color. Instead, it is available in Silver	<u>Amendment:</u> Apple iPad 10.9", Wifi+Cellular, 256 GB, 10 th Gen, Silver color with one year default warranty & One Year Additional Care Pack
6	Apple Smart Keyboard Cover for iPad 10.9" with one year warranty	the Smart Keyboard Cover is not compatible with the 10.9" 10th generation iPads. We can provide the Folio Magic Keyboard as an alternative.	<u>Amendment:</u> Apple Magic Keyboard F for iPad (10.9" 10 th Gen) with one year warranty
7	Apple Pencil for iPad 10.9" with one year warranty	-	<u>Amendment:</u> The item has been removed from the RFP & commercial format
8	Part-II (Commercial Bid)	-	<u>Amendments:</u> Revised Commercial Bid is enclosed as Annexure-A. Bidder are requested to submit their commercial as per revised format only.



PART - II
Revised Commercial Bid

To,
The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugham Salai
Chennai 600 014.

Dear Sir,

Sub: Request for Proposal for Supply, installation and maintenance of Apple iPads and accessories.

Ref: 1. Your RFP No. CO/ITD/664/R1/2023-24 dated 11/09/2023

With reference to above referred RFP of Indian Bank, we submit hereunder the price details as per the specifications given in Part-I.

S No	Item Description	Qty (No.) (a)	Unit Price (Rs.) * (b)	Total Cost (Rs.) * (c=a x b)
1.	Apple iPad (10.9", Wifi+Cellular, 256 GB, 10 th Gen, Silver Color) with one year default warranty & One Year Additional Care Pack	70		
2.	Apple Magic Keyboard Folio for iPad (10.9" 10 th Gen) with one year warranty	58		
Grand Total →				

* The price quoted should be inclusive of all duties, levies, freight, delivery, installation, insurance, warranty and AMC etc. but exclusive of applicable taxes. Applicable TDS will be deducted from the payment.

Total Amount in words: = Rs.....

We submit that we shall abide by the details given above and terms and conditions given in Bid document.



For

(Authorized Signatory)

Office Seal

Name:

Date:

Designation:

Mobile No:

E-mail ID:

Business Address:

Telephone No:

Place:

