

		Response to Pre-Bid Meeting-II Queries		Date:27-May-2022		
Sr. No	Bidder Name	Section & Clause Ref. No./Annexure No	RFP text	Query	Response to query (to be left blank by Bidder)	
1	M/s. Orient Technologies	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	All supplied desktops must contain licenced factory installed Microsoft Windows 10 Professional Pro 64 bit with the custom image provided by StockHolding before delivery.	Does customer has ready Image or Dell need to create the Image in cordination with customer	Image will be provided by Stockholding	
2		(5) Installation Time	Within 2 weeks from the date of delivery	Once customer provided image, once the order ID downloaded , it would take 7-9 working days to check feasibility and to release order to production	Once the desktop (with the Stockholding Image) is delivered to the desired location, installation & user handover should get completed with in 2 weeks.	
3		(9) Resolution Time	5 Calender days from the time the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m.		On client we provide response time and no commitment for resolution due to complexities of issues, user input, Part & Customer availability, Force majeure	No change from RFP Text (refer: Cloumn D).
4		(9) Resolution Time	5 Calender days from the time the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m.		support will be provided as per the location pin codes SLA support.	Kindly find the Annexure for the delivery location Pin Code
5		(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	Desktops includes installation, configuration of applications, and migration of existing data (work) files from old desktops system to supplied desktops and spread across the designated locations		Need application details and data size for migrating the data. What should be method of data migration (ie through straight cabel or thorough any application). Existing old SATA HDD need to check compatibility with new desktop offering model before submitting tender bid.	No Data migration is to be performed. Only the HDD from the old system will be removed and connected to the new system. OEMs can connect with Stockholding team to test the HDD compatibility.
6		(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	In case of failure of SSD drive desktop(s), StockHolding will retain the failed SSD drive during the warranty period and failed SSD will not be given to bidder. Bidder will provide new SSD against the failed SSD during the warranty for such cases.		This service is available under KYHD offering or under pro support plus	No change from RFP Text (refer: Cloumn D).
7		(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period		OS related issues there would be remote support and Tech Support will leverage Collaborative support with respective OEM's as part of PS / PSP SLA.No guaranteed uptime commitment from Tech Supports either to customer/partner for OS/Application Software's	No change from RFP Text (refer: Cloumn D).
8		Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	4-years of comprehensive on-site warranty and Support for NBD Resolution for Metro Cities and 2BD for other than Metro Cities		Request to change: 4-years of comprehensive on-site warranty and Support for NBD Response.	Modified Clause: 4-years of comprehensive on-site warranty with 5 Calender days from the time the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m.
9		Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01)	Memory: Intel Core-i7 i7-12700 2.1 GHz base frequency upto 4.8GHz Max Turbo frequency 25MB Cache 12 Cores VPro Processor 12th Generation (VPro full featured support) or higher VPro processor		With 12th Gen Intel has come up with 2 version of Vpro. A) Intel® vPro™ Essentials for systems management and B) Intel® vPro™ Enterprise for Out-of-Band systems management. If Stock Holding is expecting the Full usage of Vpro Technology then they should mention in the tender as Enterprise Vpro for Out of Band System Management. (Coz For Most of the OEM offering get change.)	Stockholding requires B) Intel® vPro™ Enterprise for Out-of-Band systems management It should support Wake On LAN support, incase of OS corruption the system administrator should be able to remotely manage and monitor the desktop from a central location.
10		Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01)	Memory: 16 GB DDR4 3200 MHz or higher FSB RAM, upgradeable up to 64 GB with minimum 2 DIMM slots / sockets (1 x 16 GB DDR4 populated in Single Memory Slot)		Request to change: Amend the Upgrade upto 128 GB	No change from RFP Text (refer: Cloumn D).
11		Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01)	Graphics Adapter: Integrated UHD Graphics		Request to change: Intel® UHD Graphics 770	No change from RFP Text (refer: Cloumn D).
12		Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Display Port: 1 x VGA, 1 x HDMI		As new systems and Monitor are coming with DP port and DP cable, Request you to please mention DP Port as well. (Should not be mandate of VGA & HDMI 0 these are old technologies)	Mandatory-HDMI (should support both audio and video) Optional-VGA / DP port
13		Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Power Supply: 180 Watt, Auto Power Sensing, Minimum 90% efficiency		This is not common and may favor to one or two OEM's. Request you to keep this flexible. Reason as the Processor is consuming 65 W so the entire Units require more power for better performance. In future you are going to add 3.5 Inch Existing SATA HDD as well which also requires power. Please put upto 240W internal power supply unit (PSU), 85% Efficient, 80 Plus Bronze	Should support 180W or higher at 90 % efficiency
14	M/s. Infobhan	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty (Corrigendum - 3)	Addition of scope: (a) Check the Inventory of Newly delivered Desktops at the branch (b) Check the Physical condition of New Desktop (Report Damage cases to Stock holding Hardware Team via the Mahape onsite bidder team) (c) Conduct POST (Power On Self Test) (d) 4) Revoke existing machine from current state to workgroup as per process provided. Remove old machine from network. (e) Detach the Hard disk from the old Desktop and Insert in the New Desktop (3.5 inch HDD Bay) as a secondary disk (f) Connect new system to network and do sysprep (g) Run provided scripts to connect new desktop to domain (h) Update security software (AV) provided in the desktop as per process provided (i) Configure email as per process provided (j) Install vpro agent and its Full Monitoring Utilities (k) OEM/Bidder will be responsible for providing required support in AMT implementation and EMA UI deployment at Stockholding" (l) Configuration of Printers & Scanners as present in the Old desktop (m) Take the Installation Report sign-off from the Branch Manager with following details : i system restore point to be created prior to handover of configured desktop to user ii Detailed process and Steps will be Provided with the PO (n) Bidder to deploy 2 or more resources at StockHolding Mahape (Navi Mumbai) office during the project completion period. (o) The deployed onsite resources shall also coordinate with the respective Stockholding teams (Hardware, Networking, NTAAdmin) to get the requisite technical understanding and knowledge of the systems/applications/processes required to initiate and complete the new desktop installation at the branches. (p) The deployed onsite resources shall coordinate & guide the remotely deployed bidder/bidder engg at the branches in installation of the new desktops as per the above mentioned points. (q) The deployed onsite resources shall also take remote access of the deployed new desktops for installation/troubleshooting and resolution of any issues at the Stockholding branches. (r) The bidder/bidder shall ensure the duly filled and authorized installation certificate (in triplicate) is submitted to Stockholding (Hardware team), for payments. (s) The deployed resources at Mahape should remain available onsite, till project completion and signoff. Note: Invoice, Delivery challan and Installation report should be raised location wise.	Request for change: Point-E. Compatibility of old HDD is not confirmed , vendor will not be responsible in case the same is incompatible. Point I. Instead of transferring complete data, we suggest change of pointer to the data directory on the Sata HDD. Point-K. Engineer will be responsible only to the extent of script implementation/ any script related issues will not be under the purview of the data. Point N - We would request you to kindly change the Number of resources to 1 who will take care of the said activities Point S - The resouce would be available during the Business Working Hours and Working Days	Stockholding Comments in Bold: Point-E. Compatibility of old HDD is not confirmed , vendor will not be responsible in case the same is incompatible. OEMs can connect with Stockholding team to test the HDD compatibility. Point I. Instead of transferring complete data, we suggest change of pointer to the data directory on the Sata HDD. no change from RFP Text (refer: Cloumn D). Point-K. Engineer will be responsible only to the extent of script implementation/ any script related issues will not be under the purview of the data. no change from RFP Text (refer: Cloumn D). Point N - We would request you to kindly change the Number of resources to 1 who will take care of the said activities no change from RFP Text (refer: Cloumn D). Point S - The resouce would be available during the Business Working Hours and Working Days no change from RFP Text (refer: Cloumn D).	

15	Penalty	(a) StockHolding may choose to impose Penalty at minimum 0.5% of the purchase value per equipment per day subject to maximum of 5% may be levied for delay on undelivered equipment or part thereof on delayed delivery beyond delivery schedule (b) StockHolding may choose to impose Penalty at minimum 0.5% of the purchase value per equipment per day subject to maximum of 5% may be levied beyond installation schedule on un-installed equipment for delay or part thereof in delayed installation (c) StockHolding may choose to impose Penalty at minimum 1% of purchase order value of each equipment per day delay in adhering to SLA terms for the response, resolution and support as mentioned in Scope of Work and SLA may be levied subject to maximum of 10% of the Purchase Order Value and will be recovered from the PBG or to be paid by the winning Bidder before StockHolding releases 100% PBG based on mutual understanding between StockHolding and the winning Bidder. (d) StockHolding reserves the right to invoke the Bank Guarantee in case of any breach of SLA, problem resolution, implementation commitments. (e) However, the penalty may / will be waived off for Non-Adherence to SLA due to reasons mentioned in the Force Majeure or because of delays attributable to StockHolding. In such case(s) the bidder should notify StockHolding of the reasons for the delay within reasonable timelines.	Request for Change: Point C - The SLA for the desktops would be next business day response and the resolution would be on the best effort basis, thus request you to kindly remove the penalty clause for the SLA.	No change from RFP Text (refer: Cloumn D).
16	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	feature inclusion required in the specification	Intel vPro technology is required for out of band management so please include out of band management	Stockholding requires B) Intel® vPro™ Enterprise for Out-of-Band systems management It should support Wake On LAN support, incase of OS corruption the system administrator should be able to remotely manage and monitor the desktop from a central location.
17	(4) Delivery	Within 4 to 6 weeks from the date of purchase order(s) Short shipment or part shipment will be considered as <u>delayed delivery</u>	Request for change: Within 8 to 10 weeks from the date of purchase order(s)	Ok for 8 to 10 weeks
18	RFP Document Details	Bulk Purchase of Supply, Installation and Maintenance of Desktops Quantity Details for Desktops: The requirement is for following number Desktops: 1. Core i3 Desktop – 122 numbers 2. Core i7 Desktop – 640 numbers Additionally, Successful Bidder should also maintain a contingency 100 numbers of i7 desktops and 50 numbers of i3 desktops for the period of 03 (Three) months from the date o issuance of Purchase Order.	In order to maintain the contingency of 100 Units of i7 and 50 Units of i3 Desktops, we would require the clean purchase order alongwith the first purchase order, also would need 30 days Prior confirmation and the location list for the said Contingency Units	
19	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Display Port: 1 x VGA, 1 x HDMI	Put VGA Port as optional and it should be DP+ HDMI with VGA as optional only	Mandatory-HDMI (should support both audio and video) Optional-VGA / DP port
20	M/s. Kalyx	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty (Corrigendum - 3) Addition of scope: (a) Check the Inventory of Newly delivered Desktops at the branch (b) Check the Physical condition of New Desktop (Report Damage cases to Stock holding Hardware Team via the Mahape onsite bidder team) (c) Conduct POST (Power On Self Test) (d) 4) Revoke existing machine from current state to workgroup as per process provided. Remove old machine from network. (e) Detach the Hard disk from the old Desktop and Insert in the New Desktop (3.5 inch HDD Bay) as a secondary disk (f) Connect new system to network and do sysprep (g) Run provided scripts to connect new desktop to domain (h) Update security software (AV) provided in the desktop as per process provided (i) Configure email as per process provided (j) Install vpro agent and its Full Monitoring Utilities (k) OEM/Bidder will be responsible for providing required support in AMT implementation and EMA UI deployment at "Stockholding" (l) Configuration of Printers & Scanners as present in the Old desktop (m) Take the Installation Report sign-off from the Branch Manager with following details : i system restore point to be created prior to handover of configured desktop to user ii Detailed process and Steps will be Provided with the PO (n) Bidder to deploy 2 or more resources at StockHolding Mahape (Navi Mumbai) office during the project completion period. (o) The deployed onsite resources shall also coordinate with the respective Stockholding teams (Hardware, Networking, NTAAdmin) to get the requisite technical understanding and knowledge of the systems/applications/processes required to initiate and complete the new desktop installation at the branches. (p) The deployed onsite resources shall coordinate & guide the remotely deployed bidder/bidder engg at the branches in installation of the new desktops as per the above mentioned points. (q) The deployed onsite resources shall also take remote access of the deployed new desktops for installation/troubleshooting and resolution of any issues at the Stockholding branches. (r) The bidder/bidder shall ensure the duly filled and authorized installation certificate (in triplicate) is submitted to Stockholding (Hardware team), for payments. (s) The deployed resources at Mahape should remain available onsite, till project completion and signoff. Note: Invoice, Delivery challan and Installation report should be raised location wise.	Point-E. Compatibility of old HDD is not confirmed , vendor will not be responsible in case the same is incompatible. Point I. Instead of transferring complete data, we suggest change of pointer to the data directory on the Sata HDD. Point-K. Engineer will be responsible only to the extent of script implementation/ any script related issues will not be under the purview of the data.	Stockholding Comments in Bold: Point-E. Compatibility of old HDD is not confirmed , vendor will not be responsible in case the same is incompatible. OEMs can connect with Stockholding team to test the HDD compatibility. Point I. Instead of transferring complete data, we suggest change of pointer to the data directory on the Sata HDD. no change from RFP Text (refer: Cloumn D). Point-K. Engineer will be responsible only to the extent of script implementation/ any script related issues will not be under the purview of the data. no change from RFP Text (refer: Cloumn D).
21	Eligibility Criteria (Corrigendum - 3)	Bidder is a company/firm incorporated in India having Annual Turnover of at least Rs. 60 Crores in previous 02 (Two) financial years i.e. 2019-20, and 2020-21. This must be individual company turnover and not group of companies.	With refer to RFP reference number-IT-01/2022-23, criteria-1 We have been partners for Stock holding years together. Criteria set for the new Tender makes it verydifficult for us to bid. Though for year 21-22 our turn over more 70 Cr . We sincerely request reconsideration of the criteria to help us bid for the Tender- Kalyx turn over please refer as below.	Same as per RFP.
22	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01)	Memory: Intel Core-i7 i7-12700 2.1 GHz base frequency upto 4.8GHz Max Turbo frequency 25MB Cache 12 Cores VPro Processor 12th Generation (VPro full featured support) or higher VPro processor	With 12th Gen Intel has come up with 2 version of Vpro. A) Intel® vPro™ Essentials for systems management and B) Intel® vPro™ Enterprise for Out-of-Band systems management. If Stock Holding is expecting the Full usage of Vpro Technology then they should mention in the tender as Enterprise Vpro for Out of Band System Management. (Coz For Most of the OEM offering get change.)	Stockholding requires B) Intel® vPro™ Enterprise for Out-of-Band systems management It should support Wake On LAN support, incase of OS corruption the system administrator should be able to remotely manage and monitor the desktop from a central location.
23	M/s. Dynacons	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) Memory: 16 GB DDR4 3200 MHz or higher FSB RAM, upgradeable up to 64 GB with minimum 2 DIMM slots / sockets (1 x 16 GB DDR4 populated in Single Memory Slot)	Request to change: Amend the Upgrade upto 128 GB	No change from RFP Text (refer: Cloumn D).
24	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Display Port: 1 x VGA, 1 x HDMI	As new systems and Monitor are coming with DP port and DP cable. Request you to please mention DP Port as well. (Should not be mandate of VGA & HDMI 0 these are old technologies)	Mandatory-HDMI (should support both audio and video) Optional-VGA / DP port
25	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Power Supply: 180 Watt, Auto Power Sensing, Minimum 90% efficiency	This is not common and may favor to one or two OEM's. Request you to keep this flexible. Reason as the Processor is consuming 65 W so the entire Units require more power for better performance. In future you are going to add 3.5 Inch Existing SATA HDD as well which also requires power. Please put upto 240W internal power supply unit (PSU), 85% Efficient, 80 Plus Bronze	Should support 180W or higher at 90 % efficiency. Kindly refer Corrigendum -4
26	(5) Installation Time	Within 2 weeks from the date of delivery	Once customer provided image, once the order ID downloaded , it would take 7-9 working days to check feasibility and to release order to production	Once the desktop (with the Stockholding Image) is delivered to the desired location, installation & user handover should get completed with in 2 weeks.

27	(4) Delivery	Within 4 to 6 weeks from the date of purchase order(s) Short shipment or part shipment will be considered as delayed delivery	Request for change: Within 10 to 12 weeks from the date of purchase order(s)	OK for 8 to 10 weeks. Kindly refer the Corrigendum -4
28	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	All supplied desktops must contain licenced factory installed Microsoft Windows 10 Professional Pro 64 bit with the custom image provided by StockHolding before delivery.	Does Shcil has ready Image or OEM need to create the Image in cordination with customer	Image will be provided by Stockholding
29	(9) Resolution Time	5 Calender days from the time the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m	On client we provide response time and no commitment for resolution due to complexities of issues, user input, Part & Customer availability, Force majeure	No change from RFP Text (refer: Cloumn D).
30	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	Desktops includes installation, configuration of applications, and migration of existing data (work) files from old desktops system to supplied desktops and spread across the designated locations	Existing old SATA HDD need to check compatibility with new desktop offering model before submitting tender bid.	OEMs can connect with Stockholding team to test the HDD compatibility.
31	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	In case of failure of SSD drive desktop(s), Stock Holding will retain the failed SSD drive	Does this hard disk retention require for both machine core i3 & core i7 processor ?	Yes
32	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period	OS related issues there would be remote support and Tech Support will leverage Collaborative support with respective OEM's as part of PS / PSP SLA.No guaranteed uptime commitment from Tech Supports either to customer/partner for OS/Application Software's	No change from RFP Text (refer: Cloumn D).
33	(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty	Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period	Tech Support will leverage Collaborative support with respective OEM's as part of PS / PSP SLA.No guaranteed uptime commitment from Tech Supports for OS/Application Software's	No change from RFP Text (refer: Cloumn D).
34	(9) Resolution Time	5 Calender days from the lime the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m	We do not commit on resolution but the response will be immediate. Need the pin code to share exact SLA.	No change from RFP Text (refer: Cloumn D).
35	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01)	Memory: Intel Core-i7 i7-12700 2.1 GHz base frequency upto 4.8Ghz Max Turbo frequency 25MB Cache 12 Cores VPro Processor 12th Generation (VPro full featured support) or higher VPro processor	With 12th Gen Intel has come up with 2 version of Vpro. A) Intel® vPro™ Essentials for systems management and B) Intel® vPro™ Enterprise for Out-of-Band systems management. If Stock Holding is expecting the Full usage of Vpro Technology then they should mention in the tender as Enterprise Vpro for Out of Band System Management. (Coz For Most of the OEM offering get change.)	Stockholding requires B) Intel® vPro™ Enterprise for Out-of-Band systems management It should support Wake On LAN support, incase of OS corruption the system administrator should be able to remotely manage and monitor the desktop from a central location.
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37	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Display Port: 1 x VGA, 1 x HDMI	As new systems and Monitor are coming with DP port and DP cable. Request you to please mention DP Port as well. (Should not be mandate of VGA & HDMI 0 these are old technologies)	Mandatory-HDMI (should support both audio and video) Optional-VGA / DP port
38	Annexure – 3 – Technical Bid - Technical Specification of Desktop for Intel Core-i7 – (Type-01) and Core-i3 – (Type-02)	Power Supply: 180 Watt, Auto Power Sensing, Minimum 90% efficiency	This is not common and may favor to one or two OEM's. Request you to keep this flexible. Reason as the Processor is consuming 65 W so the entire Units require more power for better performance. In future you are going to add 3.5 Inch Existing SATA HDD as well which also requires power. Please put upto 240W internal power supply unit (PSU), 85% Efficient, 80 Plus Bronze	Should support 180W or higher at 90 % efficiency

Note: Apart from the above mentioned queries response of all other queries raised by the bidders will be "As per RFP".