

Central Bank of India					
GEM/2024/B/5603586 Dated: 13-11-2024					
Responses / Clarification of Pre-bid Queries for Supply, installation, support and Maintenance of Digital Integrated TABs At Various Branches, Offices across the country					
Sr. No.	Page No.	Bid /ATC Clause Name	Actual Clause in GeM Bid /ATC Document	Bidders Queries / Clarifications / Remarks	Bank's Response / Reply
1	1	GeM Bid Document / Bid Details	Item Category: Tablet Computers (Q2)	We kindly request to please change the item category as universal category under Q3 quadrant as the product to supplied has to be customised with an integrated L1 finger print scanner with 3 year RD services and none of the OEMs themselves had got registered in GeM under Q2 category being a customised specification requirement. Also Universal Category Q3 only allows either of the OEM or its authorised bidders also to participate in the bid and hence request to change as Item Category: Tablet Computers (Q3), in order to get more prospective bids.	No Change
2	Page 6 of 80	1.Invitation for tender offers	In accordance with Government of India guidelines, Micro and Small Enterprises and Start-ups are exempted from payment of earnest money deposit upon submission of valid MSE / Start-up certificate copy. However, relaxation on turnover and prior experience will not be given to MSE / Start-up bidders / OEMs.	We request to provide exemption for Bid Security (EMD)of Rs 30,00,000/- (Rupees Thirty Lakh only) payment for all the companies having with valid certificate copy of MSME. Please consider.	No Change
3	Page 8 of 80	2.Eligibility Criteria	7. The bidder / OEM must have support centers in all States and UTs of India.	We request to consider and amend it as for submitting a Declaration by the bidder that "the Successful Bidder / OEM must open and have support centers in all the States and UTs of India either directly or through franchises with in 60 days from the date of acceptance of LOI", in order to have more participants in the bid.	No Change
4	Page 8 of 80	2.Eligibility Criteria	10. At the time of bidding, the Bidder/OEM should not have been blacklisted/ debarred by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order. Self-declaration to that effect should be submitted along with the technical bid	We request to please consider and make it as " At the time of bidding, the Bidder and its OEM should not have been blacklisted, debarred and terminated by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order and has been convicted by any court of law. Self-declaration affidavit to that effect should be submitted along with the technical bid"	No Change
5	Page 10 of 80	6. Performance Bank Guarantee	i. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG), in the format given by the Bank in Annexure-14, for 5% of the total project cost valid for 39 months (3 years for total project period plus 3 months for claim period), validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.	We request to consider the same 5% PBG for retention of balance 10% of payment as mentioned in payment terms clause page 19 & 20 point c. c.10% remaining payment will be released after completion of warranty period or otherwise submission of equivalent amount of performance bank guarantee (PBG) in addition to the 5% of PBG sought as per clause no. 6 Performance Bank Guarantee (PBG). please consider.	No Change

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6	Page 14 of 80	13. Commercial Offer	d. The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (hardware, software etc.) and services on a fixed price basis, as per the commercial Bid inclusive of all costs. GST (Goods and Services Taxes) shall be payable as per applicable structure laid down under GST Law	In Page 48 Annexure 2B Commercial Bid it is mentioned as Unit Cost including GST (₹) (B), please clarify, and we request to consider and make it as exclusive of GST.	d) In case there is a variation between numbers and words, the value mentioned in words would be considered. The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (hardware, software etc.) and services on a fixed price basis, as per the commercial Bid inclusive of all costs. The Bank will not pay any other taxes, cost or charges. The price would be inclusive of all applicable taxes under the Indian law like GST, customs duty, freight, forwarding, insurance, delivery, etc. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The Bank will not pay any out of pocket expense. The Selected Bidder will be entirely responsible for license fee, road permits, NMMC cess, LBT, Octroi, insurance etc. in connection with the delivery of products at site advised by the Bank including incidental services and commissioning.
7	Page 18 of 80	17.1 Delivery and Installation	2.Delivery and installation of all Digital Integrated TABs should be completed within 8 weeks from the date of acceptance of the Purchase Order.	We request to consider and please make it as " 2.Delivery of all Digital Integrated TABs should be completed within 10-12 weeks and installation within 14-16 weeks, from the date of acceptance of the Purchase Order".	No Change
8	Page 19&20 of 80	17.2 Payment Terms:	A) Payment Terms for Digital Integrated TABs : a.70% of the Purchase Order (PO) value will be released on successful delivery of Digital Integrated TABs on production of relevant documents i.e. Original invoices (plus one Copy) reflecting Taxes and Duties, Proof of Delivery duly signed by Bank Officials by respective offices. b.20% remaining payment will be released after successful installation of Digital Integrated TABs as per Scope of Work. The bidder has to submit installation certificates/reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied, Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. c.10% remaining payment will be released after completion of warranty period or otherwise submission of equivalent amount of performance bank guarantee (PBG) in addition to the 5% of PBG sought as per clause no. 6 Performance Bank Guarantee (PBG).	We request to consider and make the payment terms as : 80% against successful delivery of Tabs and balance 20% after successful installation of Tabs.	No Change
9	Page 24 of 80	18. Service Level Agreement	Metro / Urban Cities: Within Two Business Day & Semi Urban / Rural Area: Within Three Business Day	We request to consider and please make it as " Metro / Urban Cities: Within Three Business Day & Semi Urban / Rural Area: Within Five Business Day"	No Change

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10	Page 41 of 80	Annexure-1A Technical specifications of Digital Integrated TABs	3. RAM: 8 GB RAM or higher	We request to consider and please make it as RAM: 3 GB RAM or higher, keeping in view of the standard specifications available in the market at an competitive price.	No Change
11	Page 41 of 80	Annexure-1A Technical specifications of Digital Integrated TABs	4. Storage: 128 GB storage or higher	We request to consider and please make it as Storage: 32 GB storage or higher , keeping in view of the standard specifications available in the market at an competitive price.	No Change
12	Page 51 of 80	Annexure-5	Annexure-5 Details of Service support centers	We request to consider and amend it as for submitting a Declaration by the bidder that "the Successful Bidder / OEM must open and have support centers in all the States and UTSs of India either directly or through franchises with in 60 days from the date of acceptance of LOI", in order to have more participants in the bid.	No Change
13	(GeM Document) Page No 5	Technical Specifications	Camera Rear Camera (Mega Pixel) 5, 8, 12, 13 Or higher Front Camera (Mega Pixel) 0.3, 1.2, 1.3, 2, 5, 7, 8 Or higher	Allow Rear Camera: 13 MP & Front Camera: 8 MP. In line with our ongoing efforts to improve operational efficiency and enhance customer experience, we would like to request approval for the following camera specifications as It need to be tender specs. department can add requirement of capturing customer selfie, aadhar card photo etc Rear Camera: 13 MP Front Camera: 8 MP These upgraded specifications will provide higher image quality, which is essential for various banking operations such as document scanning, customer verification, and video communication. We believe this enhancement will significantly benefit the bank's processes and align with our commitment to maintaining top-notch service standards.	No Change
14	(GeM Document) Page No 5	Technical Specifications	OTG Cable Yes Or higher	Adding 2 type C port for scanner & charging only. We would like to request the following changes to the USB port configuration: It need clarification or change to 1 usb port dedicated for fixed aadhar scanner and 1 charging port to charge the tablet pc Configure two USB ports as follows: Port 1: Dedicated for charging purposes only. Port 2: Dedicated for scanner connectivity only. This setup will help streamline device usage and ensure a more efficient workflow.	No Change

Sr. No.	Page No.	Bid /ATC Clause Name	Actual Clause in GeM Bid /ATC Document	Bidders Queries / Clarifications / Remarks	Bank's Response / Reply
15	Page No 18	17.General Terms 17.1 Delivery and Installation:	2.Delivery and installation of all Digital Integrated TABs should be completed within 8 weeks from the date of acceptance of the Purchase Order.	<p>Allow 80-90 Days.</p> <p>An extension of the delivery timeline for the current project involving 4,893 units, which require delivery and installation across various locations in India. Given the scale of this deployment and the logistical challenges associated with PAN India delivery and installation, the current 56-day timeline is not feasible.</p> <p>To ensure a smooth and thorough execution, I request extending the delivery period to 80-90 days. This additional time will allow us to manage the logistical coordination effectively and ensure that each unit is delivered and installed with care.</p>	No Change
16	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	2. Processor: Octa-Core Processor of 2.0 GHz or higher, Processor should be either Qualcomm or Mediatek	<p>Allow Spreadtrum/UNISOC .</p> <p>The current processor specifications, which currently restrict options to Qualcomm and MediaTek. all major tablet pc brand have various tablet pc model based on unisoc chipset available in market, I would like to request the inclusion of Spreadtrum/UNISOC as an acceptable processor option.</p> <p>UNISOC processors have shown reliable performance in various applications and can be a competitive alternative to the specified brands. Including UNISOC will allow us to better meet diverse requirements and adapt to supply availability.</p> <p>Thank you for considering this adjustment.</p>	No Change
17	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	7. Wireless Communication: Cellular : Single / Dual SIM - 4G LTE or higher	<p>Allow 4G LTE and 5G .</p> <p>We need clarification whether only 4G sim support is required or 5G sim support is also required as previous cancelled tender oem had participated with 4G only device also ..this aspect has big cost impact</p>	No Change

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18	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	10. Camera: Rear Camera : 8 MP or higher with Auto focus with flash, supporting 1D/2D QR code reading, Front Camera : 2MP or higher	<p>Upgrade to Rear Camera: 13 MP & Front Camera: 8 MP.</p> <p>In line with our ongoing efforts to improve operational efficiency and enhance customer experience, we would like to request approval for the following camera specifications as It need to be tender specs. department can add requirement of capturing customer selfie, aadhar card photo etc</p> <p>Rear Camera: 13 MP Front Camera: 8 MP</p> <p>These upgraded specifications will provide higher image quality, which is essential for various banking operations such as document scanning, customer verification, and video communication. We believe this enhancement will significantly benefit the bank's processes and align with our commitment to maintaining top-notch service standards.</p>	No Change
19	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	11. Audio: 1*speaker, 1*Microphone, 1*3.5 mm audio jack supporting audio recording and media play	<p>Adding 2 type C port for scanner & charging only.</p> <p>We would like to request the following changes to the USB port configuration: It need clarification or change to 1 usb port dedicated for fixed aadhar scanner and 1 charging port to charge the tablet pc Configure two USB ports as follows: Port 1: Dedicated for charging purposes only. Port 2: Dedicated for scanner connectivity only. This setup will help streamline device usage and ensure a more efficient workflow.</p>	No Change
20	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	12. Operating System: Android 13 or higher	<p>Upgrade to Android 14 Operating System.</p> <p>To align with the latest advancements in technology and ensure optimal performance, we kindly request approval to implement Android 14 as the operating system for our devices, replacing Android 13. Android 14 offers several enhanced features, including improved security, better system performance, and advanced compatibility with modern applications, making it a more suitable choice for our requirements.</p>	No Change
21	ATC Document Page No 42	Annexure-1A Technical specifications of Digital Integrated TABs	19. Charger :1. Fast Charging Adaptor as per Indian Electrical Environment	<p>Redefine this Point.</p> <p>To mention 18W as 18w is minimum standard to categorise as fast charger, and device must show slow charging and fast charging to authenticate whether oem are using the same</p>	No Change

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22	ATC Document Page No 42	Annexure-1A Technical specifications of Digital Integrated TABs	22. MDM: Should support all leading Mobile Device Management Solutions, and the vendor must integrate the supplied device with Bank's MDM solution	<p>Implement Zero Touch Enrollment (ZTE) for Bulk MDM Deployment.</p> <p>To streamline the deployment of mobile device management (MDM) solutions and enhance operational efficiency, we request the implementation of Zero Touch Enrollment (ZTE) for our devices.</p> <p>ZTE enables: Seamless setup of devices in bulk. Faster configuration and deployment without manual intervention. Improved accuracy and reduced setup time for enterprise-level device management. This feature will significantly benefit the organization by simplifying the provisioning process and ensuring devices are ready for use with minimal effort.</p>	No Change
23	(GeM Document) Page No 5	Technical Specifications	Camera Rear Camera (Mega Pixel) 5, 8, 12, 13 Or higher Front Camera (Mega Pixel) 0.3, 1.2, 1.3, 2, 5, 7, 8 Or higher	<p>Allow Rear Camera: 13 MP & Front Camera: 8 MP.</p> <p>In line with our ongoing efforts to improve operational efficiency and enhance customer experience, we would like to request approval for the following camera specifications in our devices: Rear Camera: 13 MP Front Camera: 8 MP These upgraded specifications will provide higher image quality, which is essential for various banking operations such as document scanning, customer verification, and video communication. We believe this enhancement will significantly benefit the bank's processes and align with our commitment to maintaining top-notch service standards.</p>	No Change
24	(GeM Document) Page No 5	Technical Specifications	OTG Cable Yes Or higher	<p>Adding 2 type C port for scanner & charging only.</p> <p>We would like to request the following changes to the USB port configuration: Remove the usage of OTG cables. Configure two USB ports as follows: Port 1: Dedicated for charging purposes only. Port 2: Dedicated for scanner connectivity only. This setup will help streamline device usage and ensure a more efficient workflow.</p>	No Change

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25	ATC Document Page No 18	17.General Terms 17.1 Delivery and Installation:	2.Delivery and installation of all Digital Integrated TABs should be completed within 8 weeks from the date of acceptance of the Purchase Order.	<p>Allow 80-90 Days.</p> <p>An extension of the delivery timeline for the current project involving 4,893 units, which require delivery and installation across various locations in India. Given the scale of this deployment and the logistical challenges associated with PAN India delivery and installation, the current 56-day timeline is not feasible.</p> <p>To ensure a smooth and thorough execution, I request extending the delivery period to 80-90 days. This additional time will allow us to manage the logistical coordination effectively and ensure that each unit is delivered and installed with care.</p>	No Change
26	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	2. Processor: Octa-Core Processor of 2.0 GHz or higher, Processor should be either Qualcomm or Mediatek	<p>Allow Spreadtrum/UNISOC.</p> <p>The current processor specifications, which currently restrict options to Qualcomm and MediaTek. To enhance our flexibility and potentially reduce costs while maintaining quality, I would like to request the inclusion of Spreadtrum/UNISOC as an acceptable processor option.</p> <p>UNISOC processors have shown reliable performance in various applications and can be a competitive alternative to the specified brands. Including UNISOC will allow us to better meet diverse requirements and adapt to supply availability.</p> <p>Thank you for considering this adjustment.</p>	No Change
27	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	7. Wireless Communication: Cellular : Single / Dual SIM - 4G LTE or higher	<p>Allow 4G LTE and 5G .</p> <p>To ensure we stay updated with the latest technology advancements and provide faster, more reliable connectivity, we request approval to enable support for 4G LTE and 5G networks in our devices. The inclusion of these networks will enhance operational efficiency, improve data transmission speeds, and better support modern banking applications, ultimately benefiting both our staff and customers.</p>	No Change

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28	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	10. Camera: Rear Camera : 8 MP or higher with Auto focus with flash, supporting 1D/2D QR code reading, Front Camera : 2MP or higher	<p>Upgrade to Rear Camera: 13 MP & Front Camera: 8 MP.</p> <p>In line with our ongoing efforts to improve operational efficiency and enhance customer experience, we would like to request approval for the following camera specifications in our devices: Rear Camera: 13 MP Front Camera: 8 MP</p> <p>These upgraded specifications will provide higher image quality, which is essential for various banking operations such as document scanning, customer verification, and video communication. We believe this enhancement will significantly benefit the bank's processes and align with our commitment to maintaining top-notch service standards.</p>	No Change
29	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	11. Audio: 1*speaker, 1*Microphone, 1*3.5 mm audio jack supporting audio recording and media play	<p>Adding 2 type C port for scanner & charging only.</p> <p>We would like to request the following changes to the USB port configuration: Remove the usage of OTG cables. Configure two USB ports as follows: Port 1: Dedicated for charging purposes only. Port 2: Dedicated for scanner connectivity only. This setup will help streamline device usage and ensure a more efficient workflow.</p>	No Change
30	ATC Document Page No 41	Annexure-1A Technical specifications of Digital Integrated TABs	12. Operating System: Android 13 or higher	<p>Upgrade to Android 14 Operating System.</p> <p>To align with the latest advancements in technology and ensure optimal performance, we kindly request approval to implement Android 14 as the operating system for our devices, replacing Android 13. Android 14 offers several enhanced features, including improved security, better system performance, and advanced compatibility with modern applications, making it a more suitable choice for our requirements.</p>	No Change

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31	ATC Document Page No 42	Annexure-1A Technical specifications of Digital Integrated TABs	19. Charger :1. Fast Charging Adaptor as per Indian Electrical Environment	<p>Redefine this Point.</p> <p>We kindly request your assistance in redefining and providing a clear explanation of the term "Fast Charging Adaptor" in alignment with the standards and requirements of the Indian electrical environment.</p> <p>This clarification is crucial to ensure compliance with local regulations, compatibility with available infrastructure, and the safety of end-users. A precise definition will also help streamline procurement and usage processes across relevant applications.</p>	No Change
32	ATC Document Page No 42	Annexure-1A Technical specifications of Digital Integrated TABs	22. MDM: Should support all leading Mobile Device Management Solutions, and the vendor must integrate the supplied device with Bank's MDM solution	<p>Implement Zero Touch Enrollment (ZTE) for Bulk MDM Deployment.</p> <p>To streamline the deployment of mobile device management (MDM) solutions and enhance operational efficiency, we request the implementation of Zero Touch Enrollment (ZTE) for our devices.</p> <p>ZTE enables:</p> <ul style="list-style-type: none"> Seamless setup of devices in bulk. Faster configuration and deployment without manual intervention. Improved accuracy and reduced setup time for enterprise-level device management. <p>This feature will significantly benefit the organization by simplifying the provisioning process and ensuring devices are ready for use with minimal effort.</p>	No Change
33	41	Annexure-1A Technical specifications of Digital Integrated TABs	Camera: Rear Camera : 8 MP or higher with Auto focus with flash, supporting 1D/2D QR code reading, Front Camera : 2MP or higher	We request the Bank to remove Auto Focus with Flash in Rear Camera	No Change
34	42	Annexure-1A Technical specifications of Digital Integrated TABs	Stylus: Precision Capacitive Stylus including holder embedded in device for the proposed tablet	We request bank to remove Stylus from the device specifications	No Change
35	42	Annexure-1A Technical specifications of Digital Integrated TABs	Should support all leading Mobile Device Management Solutions, and the vendor must integrate the supplied device with Bank's MDM solution.	We request the bank to provide MDM specifications and consider other MDMs, as they can be integrated at a hardware level with the devices and can be provided as a bundled offering to the bank without incurring an extra cost for MDM.	No Change

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36	41	Annexure-1A Technical specifications of Digital Integrated TABs	17. Biometric --->>>> Integrated STQC and UIDAI certified L1 Biometric Scanner having built in Fingerprint Liveliness detection.	UIDAI has initiated an exercise to jointly assess the firmware of L1 registered fingerprint devices, in collaboration with the device manufacturers concerned, with a view to strengthen the security features in such devices. This exercise is expected to be completed by 30.11.2024. The whitelisting of new L1 fingerprint devices will be undertaken after completion of the said exercise. This is just for information only as new device whitelisting is currently stopped and will not be registered until the “Technical and functional upgrade of L1 registered fingerprint devices” is completed by UIDAI. Attaching reference letter issued by UIDAI dtd 01/11/2024.	No Change
37	41, 42	Annexure-1A Technical specifications of Digital Integrated TABs	The Technical Specifications asked in the bid documents are very specific its not generic	We are representing Samsung Brand which has 10.9 inches Tab kindly make the necessary changes to make us participate in the bid	No Change
38	19, 20	Payment Term	10% remaining payment will be released after completion of warranty period or otherwise submission of equivalent amount of performance bank guarantee (PBG) in addition to the 5% of PBG sought as per clause no. 6 Performance Bank Guarantee (PBG).	In the Payment Terms u have asked for 5% epbg and another 10% will be held till warranty period of 36 months When you are taking epbg 100% payment should be released after SITC of the equipment	No Change