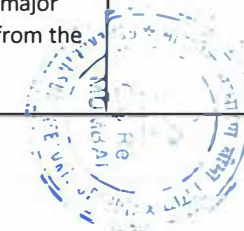
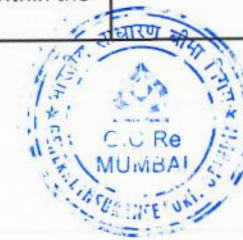


Sr No	Page No & Particulars	Content of the RFP requiring clarification	Changes requested/Clarification required	GIC Re's Response
1	Page 30 - Processor	9th Generation Minimum Core i5-9500 (Min 3 GHz with Turbo up to 4.4 GHz, 9 MB Cache, 6 cores, 6 threads)/ equivalent or better AMD Processor launched on or after Q2'19	9th Generation Minimum Core i5-9500 (Min 3 GHz with Turbo up to 4.4 GHz, 9 MB Cache, 6 cores, 6 threads) <u>14 nanometer / AMD Ryzen 5 3400G (3.7GHz up to 4.2GHz, 6MB Cache, 4 Cores, 8 Threads) 12 nanometer or</u> equivalent or better Processor launched on or after Q2'19	No Changes
2	Page 30 - Chipset	Intel Q370 Chipset/equivalent or better AMD Chipset	Intel Q370 Chipset / <u>AMD PRO 560 or</u> equivalent or better Chipset	No Changes
3	Page 30 - Memory Accelerator	16 GB Intel® Optane™ Memory	Please remove Intel Optane add 256GB M.2 NVME PCIE SSD for better performance.	No Changes
4	Page 31 - Power Supply	Above 200W with 90(+/-3) % average efficiency	Above <u>180W</u> with 85% average efficiency or higher	changed to 180W or above with 90(+/-3)% average efficiency
5	Page 31 - Multimedia	1 Universal Audio Jack, internal speaker (min 2W)	1 Universal Audio Jack, internal speaker (min 2W)	No Changes
6	Page 7- Earnest Money Deposit(EMD)	All the bidders who are not eligible for EMD waiver should submit non-interest bearing EMD of ₹15,00,000/- (Rupees Fifteen Lakhs Only).	Request you to please make it Rs. 300000(Rupees Three Lakh)	No changes
7	Page 16 - Clause 23- Payment Terms	Payment Location nowhere mentioned	Please clarify Payment Location	All Payment will be made from Mumbai office for all locations
8	Page 23-Onsite Support-b	The successful bidder/selected vendor has to provide minimum 4 engineers onsite on all working days during the 5 years of comprehensive onsite warranty period for resolution of all issues related with desktop computers at GIC HO and on call basis at other locations mentioned in this RFP. If required, the support engineers/team has to be made available on non-working days to support business exigencies at no extra cost to GIC Re.	Request to consider 1 Engg. instead of 4 Engg. Onsite on all working days during the 5 years of comprehensive onsite warranty period for resolution of all issues related with desktop computers at GIC HO and on call basis at other locations mentioned in this RFP. If required, the support engineers/team has to be made available on non-working days to support business exigencies at no extra cost to GIC Re.	No changes
9	Page 23-Onsite Support	The comprehensive onsite support timings would be from 09:00 A.M. to 07:00 P.M. on all working days of GIC. Guaranteed 4-hour onsite response, minor breakdown resolution within 8 hours and major breakdown resolution within 72 hours from the time of fault reporting.	Request to consider 24-hour response time, minor breakdown resolution within 48 hours and major breakdown resolution within 7 working days from the time of fault reporting.	No changes



10	Page 23-Onsite Support	The comprehensive onsite support timings would be from 09:00 A.M. to 07:00 P.M. on all working days of GIC. Guaranteed 4-hour onsite response, minor breakdown resolution within 8 hours and major breakdown resolution within 72 hours from the time of fault reporting.	Please clarify if Guaranteed 4-hour onsite response, minor breakdown resolution within 8 hours and major breakdown resolution within 72 hours from the time of fault reporting is applicable to other locations also other than HO?	Yes, even for other locations all conditions are same
11	Page 24-Onsite Support-point no. f	If the problem is not resolved within 8 hrs, an equivalent /better alternative equipment should be provided by the vendor.	Request you to please remove this clause.	No changes
12	Page-27 Annexure-II, S.no. PQ3	The bidder's company should have an annual turnover of minimum Rs. 50/- Crores for each of the last three years (2016-17, 2017-18 and 2018-19)	Considering the complexity of the project we request to make the minimum turnover of the bidder to 100 crore for each of the last three years (2016-17, 2017-18 and 2018-19)	No changes
13	Page 32-Annexure-IV- Commercial Bid	L1 bidder will be determined based on item no 17 (Grand Total)	It must be L1 bidder will be determined based on item no 18 (Grand Total). Please clarify.	Already uploaded a corrigendum
14	Page-45, Clause 7- Comprehensive Warranty Period	Comprehensive AMC will cover troubleshooting, removing bugs/errors. All upgrades/Updates/ new version release will be provided during Annual Technical/ Maintenance Support(AMC) period of the agreement. During the AMC period if any upgrades/updates/Vendor will ensure smooth functioning of the hardware & software by providing onsite/online/telephonic support between 9 am to 7am during the AMC period.	Please consider only updates in comprehensive AMC as upgrades involves cost	Accepted, the sentence will be read as "Comprehensive AMC will cover troubleshooting, removing bugs/errors. All Updates will be provided during Annual Technical/ Maintenance Support(AMC) period of the agreement. During the AMC period if any updates or new versions are installed, the Vendor will ensure smooth functioning of the hardware & software by providing onsite/online/telephonic support between 9 am to 7am during the AMC period."
15	Page 51-Warranty Period	If the vendor fails to provide standby systems within the time specified in the agreement, GIC will deduct Rs. 1000 per machine per working day.	Please make it Rs. 100 per machine per working day if the vendor fails to provide standby systems within the time specified in the agreement.	No changes



16	Page 15 - PRICE	Price should be inclusive of all necessary accessories, licenses, installation, customization, configuration, integration, testing, training, product manuals, user guides documentation & other required services to operationalize the Desktop computers, along with back to back OEM warranty and onsite service support for five (5) years	Tender specifies the desktops be provided with minimum 5 years comprehensive onsite warranty at most places, whereas in the Commercial Bid format it is specified to quite 4th year and 5th year separately. Please clarify whether warranty needed is for 5 years or 3 years.	Warranty is needed for five years, the payment for 4th and 5th year will be made at the time of commencement of the respective year
	Page 16 - LIQUIDATION DAMAGES	It is the responsibility of the Successful bidder to supply Desktop computers, install, customize, configure, integrate, test, conduct user trainings, supply product manuals and user guides within the prescribed time after issue of purchase order. After installation and commissioning the bidder should provide warranty and onsite service support for five years	If at all Unit Base Price of Desktop is to be quoted with 3 years warranty and GIC would like to know the price of 4th & 5th year warranty separately, then when will GIC purchase the 4th & 5th year warranty extension? At the time of initial procurement or later?	
	Page 23 - Scope of work	a) The offer must include a comprehensive onsite back-to-back OEM warranty of minimum five years from the date of acceptance by GIC Re (Henceforth referred as comprehensive warranty).		
		5 years Comprehensive Onsite Warranty		
	Page 32 - Commercial Bid	8) Fourth year Comprehensive Warranty charges after expiry of warranty period for 600 desktops (excluding GST)		
	9) Fifth year Comprehensive Warranty Charges after expiry of warranty period for 600 desktops (excluding GST)			
17	Page 32 - Commercial Bid	Bidder has to compulsorily quote for 4th and 5th year AMC	Please clarify whether the bidder has to quote for 4 th & 5 th years AMC or Comprehensive Warranty?	the bidder has to quote for 4th and 5th year AMC and comprehensive warranty



18	Page 30 - Processor	Processor: 9th Generation Minimum Core i5-9500 (Min 3 GHz with Turbo up to 4.4 GHz, 9 MB Cache, 6 cores, 6 threads)/ equivalent or better AMD Processor launched on or after Q2'19	Please specify which AMD processor. Following is our suggestion: 9th Generation Minimum Core i5-9500 (Min 3 GHz with Turbo up to 4.4 GHz, 9 MB Cache, 6 cores, 6 threads) OR AMD Ryzen™ 5 PRO 3600 (3.6 GHz base clock, up to 4.2 GHz max boost clock, 384 KB L1 cache, 3 MB L2 cache, 32 MB L3 cache, 6 cores) with discrete graphics card.	No changes
19	Page 30 - Technical Specifications	Intel Q370 Chipset/equivalent or better AMD Chipset	OUR SUGGESTION: Intel Q370 OR AMD Pro 560	No changes
20	Page 30 - Technical Specifications	Min 23.5 inch or higher IPS Screen with antiglare LED backlit; Tilt adjustable; Monitor should have display and VGA connector. Resolution (1920x1080) or higher; 16:9 aspect ratio; 178° horizontal & 178° vertical viewing angle; Brightness 250 cd/m ² or higher; Min. Contrast ratio 1000:1. TCO, EPEAT, Energy Star or higher certification. Monitor should be of same OEM.	OUR SUGGESTION: Min. TCO 8 certification (this is the latest TCO certificate available) Please include height adjustment feature along with tilt adjustment as this is a large monitor and height adjustment will be needed by users as per convenience.	Accepted, the sentence will be read as "Min 23.5 inch or higher IPS Screen with antiglare LED backlit; Tilt and height adjustable; Monitor should have display and VGA connector. Resolution (1920x1080) or higher; 16:9 aspect ratio; 178° horizontal & 178° vertical viewing angle; Brightness 250 cd/m ² or higher; Min. Contrast ratio 1000:1. TCO 7.0 or higher, EPEAT, Energy Star or higher certification. Monitor should be of same OEM."
21	Page 30 – Technical Specifications	1 TB SATA II or higher HDD with 7200 rpm	OUR SUGGESTION: 512GB SSD as SSD will give much better performance and	No changes
22	Page 31 - Technical Specifications	chassis intrusion switches	"Chassis intrusion switch" is a term specific to Dell only.	Accepted, the sentence will be read as "Chassis intrusion switch/hood sensor/cabinet cover sensor"



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