

PUNJAB & SIND BANK



Addendum 1 and Pre-bid Query Response

Tender No.: GeM/2026/B/7324817

Dated : 06.03.2026

**Request for Proposal (RFP) for Supply, Installation and
Maintenance of Tablets**

**Head Office Digital Banking Department
1st Floor, B-38/39, Block-B
Industrial Area Phase I, Naraina
New Delhi-110028**

Addendum 1:

S.N o.	RFP Page No.	Clause No./Name	Original Clause	Revised Clause
1	5	Key Information	Last Date and time for Bid submission: 23.03.2026, 15:00 HRS/19:00HRS in GeM, Eligibility cum Technical bid opening date and time: 23.03.2026, 15:30 HRS/19:30 HRS in GeM	Last Date and time for Bid submission: 30.03.2026, 15:00 HRS, Eligibility cum Technical bid opening date and time: 30.03.2026, 15:30 HRS
2	5	Earnest Money Deposit /Bid Security	MSE (Micro and Small Enterprises), Startup and Seller having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s) are exempted from payment of EMD amount.	Clause Deleted
3	6	Note	Sellers / Service Provider having annual turnover of ₹ 500 Crore or more, at least	Clause Deleted
4	16	16- Bid Security/ Earnest Money Deposit (EMD) (Refundable)	in one of the past three completed financial year(s) shall be exempted from furnishing Bid security (EMD) only	Clause Deleted
5	55	Annexure A- Bid Cover letter	Audited Balance Sheet having Turnover more than ₹500 Crore along with CA Certificate.	Clause Deleted
6	62	Annexure D- Technical Specification, S.No.-16	Connectivity- PC Sync.: Smart Switch (PC version)	Connectivity- PC Sync.: Data Transfer feature

Pre-bid Query Response :

S. No.	Clause no	Page no	Clause	Query	Bank Response
1	Key Information-Earnest Money Deposit /Bid Security	5	MSE (Micro and Small Enterprises), Startup and Seller having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s) are exempted from payment of EMD amount if bidder can furnish requisite proof subject to the satisfaction of Bank. However, Traders/ Sole Agents/ Distributors etc. are excluded from this relaxation.	We are organization with INR 500 Cr Turnover. Kindly confirm that we donot need to submit EMD.	Please refer Addendum 1
2	Clause No. 6.3.	13	The Tablets should integrate under Banks MDM solution.	Kindly share MDM application name and details.	The same will be shared with successful bidder
3	Clause No. 7. / 7.1. Proof of Concept	13	Bidder's as part of technical evaluation need to do a Proof of Concept (POC) and demonstrate their proposed Tablet as per criteria mentioned below. The bidder should arrange a demo of the quoted model in our office in Delhi immediately within 2 days after intimation from the Bank. The demo needs to be arranged at the cost of the Bidder.	We request you to kindly provide 5-7 Days for submission of demo unit.	RFP clause stand
4	Clause No. 11	15	The tender document does not clearly specify the exact delivery locations/consignee addresses.	We request the Bank to kindly provide the detailed delivery locations, number of sites, and quantity distribution across locations. As the procurement involves a large quantity of 2000 tablets, clarity on delivery locations is essential for bidders to accurately estimate transportation costs, logistics planning,	PAN India. Detail will be shared with successful bidder

				insurance coverage, and delivery timelines, thereby enabling proper planning and ensuring smooth and timely execution of the supply.	
5	Clause No. 12	15	The prices finalized in this RFP process shall remain valid for the contract period of 2 years from the date of first Purchase Order with 3 years of warranty.	The prices finalized in this RFP process shall remain valid for the contract period of 2 years from the date of first Purchase Order with 3 years of warranty.	RFP clause stand
6	Clause No. 12	15	The prices finalized through this RFP process shall remain valid for the contract period of 2 years from the date of first Purchase Order with 3 years warranty.	Considering the prevailing market conditions and volatility in electronic component pricing, particularly due to global shortages of RAM and chipsets and ongoing supply chain uncertainties, we request the Bank to kindly review and revise the Rate Contract (RC) validity period to 3 months from the date of finalization. The tablet industry is highly dependent on semiconductor availability, and prices of key components such as chipsets, memory, display modules, and batteries are subject to frequent fluctuations due to demand-supply imbalances, raw material costs, and currency variations. Further, OEM pricing and component procurement are generally aligned with short-term commercial cycles, making it challenging for bidders to maintain fixed pricing for an extended period of 2 years. A prolonged price freeze may expose bidders and OEMs to significant commercial and supply risks, which may also restrict wider OEM	RFP clause stand

				participation. In view of the above, revising the RC validity to 3 months would enable bidders to align with OEM pricing cycles and ensure fair, competitive, and sustainable pricing for the Bank while maintaining healthy competition in the bidding process.	
7	Clause No. 45.1	40	The successful bidder shall complete the delivery within 2 weeks from date of Purchase Order.	We request you to kindly increase delivery time 4-6 Weeks.	RFP clause stand
8	Clause No. 45.1	40	The successful bidder shall complete the delivery within 2 weeks from the date of Purchase Order.	We request the Bank to kindly revise the delivery timeline to 90 days from the date of Purchase Order. Considering the large procurement quantity of 2000 tablets and delivery across multiple locations, along with OEM manufacturing lead time and logistics arrangements, the currently stipulated delivery period of 2 weeks may not be practically feasible for the bidders. Additionally, the electronics industry is currently facing a shortage of RAM (DRAM) and storage chips (NAND) as manufacturers of these components are prioritizing production for high-margin AI data center chips, resulting in limited availability, increased prices, and longer lead times for mobile-grade components. These supply constraints are affecting device manufacturing and production planning globally. Therefore, extending the delivery period to 90 days will allow OEMs and bidders to plan procurement, production,	RFP clause stand

				and logistics efficiently, ensuring timely delivery without compromising product quality.	
9	Annexure C- Eligibility Criteria 7.	58	The bidder must be doing business of Tablets/Computers/Desktop in India for last three years on the date of issuance of this RFP.	Request to you Please amend this clause as a The bidder must be doing business of Tablets/LAPTOP /Desktop in India for last three years on the date of issuance of this RFP.	Laptop also comes under the computer category, hence RFP clause stand.
10	Annexure C- Eligibility Criteria 10.	59	The bidder/OEM should have supplied minimum 70% of this procurement i.e 1400 Tablets in single order/multiple orders to Scheduled Commercial Bank/ Government Institutions, in India during last three financial years i.e. 2022-23, 2023-24 & 2024-25 and till the date of issuance of RFP.	We kindly request the department to consider allowing experience of supply of 1400 Tablets to Central / State Government Organizations / PSUs in India during the last three financial years i.e., 2022-23, 2023-24, 2024-25, instead of restricting the requirement only to single or multiple orders from Scheduled Commercial Banks / Government Institutions. This inclusion will ensure fair participation, as many OEMs, including us, have successfully executed tablet supply orders for State Government Organizations and PSUs, which demonstrates equivalent capability and experience in handling similar large-scale government projects.	RFP clause stand
11	Annexure - C Eligibility Criteria Clause No. 13	59	The tender document does not specify any requirement regarding submission of an Authorized Equipment Register (AER) Certificate from the OEM.	We request the Bank to kindly <u>include</u> a clause mandating that the offered OEM must be listed in the Authorized Equipment Register (AER) Certificate, and the bidder should submit a valid AER certificate issued by the OEM along with the bid. Inclusion of this requirement will ensure	RFP clause stand

				that the bidder is an authorized OEM partner officially registered to supply and support the offered equipment, enabling the Bank to verify the authenticity of the OEM–bidder relationship, ensure genuine product supply, and mitigate the risk of unauthorized resellers or grey market products. It will also strengthen after-sales support, warranty compliance, and service accountability, as the OEM formally recognizes the bidder for supply and support of the proposed devices.	
12	Annexure D - Technical Specifications, Clause No. 6	61	Display resolution - 1920 x 1200 (WUXGA) or higher	We request you to please amend to (WUXGA) or higher/ Full HD	Bank has provided the basic technical specification, the upgraded or higher version is also acceptable.
13	Annexure D - Technical Specifications, Clause No. 16	62	Location Technology: Glonass, Beidou, Galileo, QZSS Bluetooth Profiles: A2DP, AVRCP, DI, HFP, HID, HOGP, HSP, MAP, OPP, PAN, PBAP PC Sync. :Smart Switch (PC version)	Please remove QZSS as it is a regional satellite based navigation of Japan with limitations, kindly let us know whether Bank intends to use Tablets in Japan and also whether you have operational branch in Japan. Also we request you to please remove the PC Sync feature mentioned as it is a marketing name and proprietary to a specific brand.	The Tablets should be equipped with Location technology and in such specification, the equivalent technology in India is required.
14	Annexure D - Technical Specifications, Clause No. 16.	62	Connectivity: Earjack:3.5mm Stereo	We kindly request your consideration to allow USB Type-C audio jacks as an alternative 3.5mm audio jacks. This adjustment would align with modern device standards, ensuring compatibility with the latest technological	Bank has provided the basic technical specification, the upgraded or higher version is also acceptable.

				advancements and promoting a more streamlined and versatile user experience.	
15	Annexure D- Technical Specification, Clause No.17	62	Sensor	We would like to respectfully bring to your attention that most OEMs do not include sensors such as Gyro Sensor, Geomagnetic Sensor, and Hall Sensor in their standard device configurations, as these components are generally application-specific and used only in specialized use cases. Making these sensors mandatory significantly limits participation, as many capable OEMs cannot meet this requirement in their standard offerings. we kindly request the department to consider removing or relaxing the requirement for Gyro Sensor, Geomagnetic Sensor, and Hall Sensor to ensure broader and fair participation in the tender process.	RFP clause stand
16	Additional query			Also note that if the Tablets being procured are for Account opening purpose, then we request you to please include integrated Fingerprint Scanner	RFP clause stand
17	Query on GeM			The current requirement of bidder/ OEM to offer tablets with only TFT display is restrictive. There are other display panel types like LCD/IPS/AMOLED/OLED available in the market. Restricting the participation to only bidders/ OEMs offering TFT display will unnecessarily decrease	Bank has provided the basic technical specification, the upgraded or higher version is also acceptable.

				competition from interested bidders and brands. Please ask for display type - LCD/TFT/IPS/AMOLED/OLED.	
18	Query on GeM			The current requirement of bidder to be in business of tablets/ computers/ desktops for last three years is restrictive as it does not allow interested bidders who are in business of similar products such as smartphones to participate in the bid. Please ask for bidder to be in business of tablets/ smartphones for last three years.	RFP clause stand
19	Query on GeM			Please try to incorporate 5G point since device has to be used for 3 years.	RFP clause stand