

**Responses to Queries received from Prospective Bidders on RFP for Supply, Installation & Maintenance of MacBook Pro with 2 Years Apple Care Pack under Rate Contract**

**Last date of bid submission is extended upto 12.07.2022**

Sl no	Clause No	Page No	Clause	Query	Bank Response
1	4	42	Bidder should be Authorised Partner of OEM .	Apple currently not given any Authorisation for Tender can we quote without authorisation	The clause 5.4 and Annexure C point 4 mentioned in RFP stands deleted
2				<p>We, a leading IT and Software integrator with extensive presence in west and south India. We have vast experience in supplying IT, Mobility, and electronics solutions to organizations and equip them with leading technologies. We have also worked with government and NGOs in India and abroad. We came across an ongoing Request for Proposal RFP UBI/DIT/2022-23/13 by Union Bank of India for the procurement of 50 nos of MacBooks Pro. We strongly believe that the RFP needs to be cancelled and should be republished on GeM portal in an unprejudiced manner. The valid point to point explanations for the same are mentioned below:</p> <ul style="list-style-type: none"> <li>The RFP is against the clauses of 'Make in India'. We believe that a well reputed bank like Union Bank of India which is a bank of national importance should come forward to promote and support Make in India initiative. But as per RFP, the bank wants to promote such devices which are majorly manufactured in a country sharing land border with India. The RFP is in violation of Make in India guidelines because the MacBook Pro is not a Class I or Class II product.</li> </ul> <p>We recommend the inclusion of Class I product which has more than 50% of local manufactured content. This will contribute on the promotion of Make in India with best-in-class manufacturing infrastructure in the country.</p> <ul style="list-style-type: none"> <li>As per the RFP document, there must be atleast 5 service center in all five zones of India. Which means one service center each in North, South, East, West, and Central India. These zones share large geographical areas where it takes 24hours - 48hours to reach from one point to another in the same zone. There will be problem in assistance of services. By doing this RFP is setting structure in a way that the chances of any problems during service delivery is quiet.</li> <li>Adding to the above point, Pan India availability of authorized Apple service center is still not present. If any assistance in services is needed, then end user will be at problem because of poor accessibility of service centers. Five service centre will not be sufficient to assist 125 regional offices of the bank which are mostly located in Tier 1 and Tier 2 cities. Each regional office should have access to atleast one service center for better delivery of services. On the other hand, there are other OEMs who have service centers across India. These OEMs can provide users with a better experience in service delivery. For better service assistance it is recommended to increase number of service centers in each zone by including such OEMs having pan India service centers.</li> <li>We strongly recommend you to not stick with a single brand. The required specifications can be fulfilled by Windows as well. Adding to it, Windows are cost effective, simple to customize or build, easy user interface, have flexible hardware and service support are easily accessible. The features of Windows are best suitable for using it in bank. Inclusion of Windows will open the platform for every other OEM to participate in the tender. This will be beneficial for the bank for getting required product is lowest cost price is higher. As a result, the bank will get better product in less price.</li> </ul> <p>Hence, the RFP needs to be cancelled and a revised version of it will be soon available in GeM's Portal. We hope our genuine concerns and observations will be taken into consideration by the bank.</p>	Please be guided by RFP

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			<p>.... Continued from above query</p> <p>The essence of having Land Border Compliance in the tender gets defeated because even if Apple Corporation is a United States-based organization, their complete product line manufacturing is based out of China and ultimately the Chinese economy and its industries benefit from this arrangement. China is a country with whom our nation is in an ongoing conflict, yet the Union Bank of India is keen to procure finished goods which are being directly imported from China. Union Bank can alternatively choose from many great products available in the market ranging from high-end Android Tablets to Windows based Laptops which will complement the bank's existing systems and are also compliant with Make in India guidelines.</p> <p>It is our organization's stand that this e-procurement tender should be immediately cancelled and in regards to the points mentioned above, our organization is hopeful that Union Bank of India will adopt fair practices of tendering and will set a leading example for all procuring banks, for promoting competitiveness by strictly adhering to all Government of India guidelines.</p>	