

Pre Bid Queries Replies for EOI 02-2017-18 Dated 25-01-2018 for Request for Expression of Interest for Empanelment of vendors for providing comprehensive onsite AMC services.

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	8 & 23	5. Eligibility Criteria & Annexure-3 Criteria No. 5	<p>Eligibility Criteria: The bidder should have experience in maintenance of 50 Servers in at least three scheduled commercial Banks, Financial Institutions (i.e. BFSI Sector).</p> <p>Documents to be submitted: Bidder has to submit purchase order copies/reference letter/documentary proof issued by Scheduled Commercial Banks, Financial Institutions duly mentioning the number of Servers covered under Comprehensive AMC by the bidder.</p> <p>Bidders meeting this criterion by providing the required proof will alone be considered for providing AMC services for Servers.</p>	Kindly add Govt/PSU/Corporates to the list.	<p>Eligibility Criteria is modified as under: "5. Eligibility Criteria: The bidder should have experience in maintenance of 50 Servers in scheduled commercial Banks/Financial Institutions/ Govt Departments/PSUs. The bidder should have experience in atleast one scheduled commercial Bank mandatorily.</p> <p>Documents to be submitted: Bidder has to submit purchase order copies/reference letter/documentary proof issued by Scheduled Commercial Banks, Financial Institutions, Govt Departments/PSUs duly mentioning the number of Servers covered under Comprehensive AMC by the bidder.</p> <p>Bidders meeting this criterion by providing the required proof will alone be considered for providing AMC services for Servers.</p>
2	7 & 22	5. Eligibility Criteria & Annexure-3 Criteria No. 2	<p>Eligibility Criteria: The Turnover from AMC business of the Bidder should be minimum Rs. 2 Crore each during last two financial years (i.e. 2015-16, 2016-17).</p> <p>Documents to be submitted: a. Audited balance Sheet for last 2 Years (i.e. 2015-16, 2016-17). b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.</p>	<p>We are having the AMC Business From Sep'2016 to March '2017 is 32 Laks and From Aril'17 to as on date is 5.5 Crere..</p> <p>Kindly add balance sheet period 2017-18 year also[As on date...] in this clause...</p> <p>We will submit CA vetted documents on 15th Feb...</p>	<p>Eligibility Criteria is modified as under: "2. Eligibility Criteria: The Turnover from AMC business of the Bidder should be minimum Rs. 2 Crore in the financial year 2016-17.</p> <p>Documents to be submitted: a. Audited/provisional balance Sheet for Financial Year 2016-17 has to be submitted. b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business.</p>
3	7 & 22	5. Eligibility Criteria & Annexure-3 Criteria No. 2	<p>Eligibility Criteria: The Turnover from AMC business of the Bidder should be minimum Rs. 2 Crore each during last two financial years (i.e. 2015-16, 2016-17).</p> <p>Documents to be submitted: a. Audited balance Sheet for last 2 Years (i.e. 2015-16, 2016-17). b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.</p>	<p>a. Turnover from AMC business of Rs2.00Cr for 2 years We have done 2015-16 is > 1.00Cr 2016-2017 > 2.00Cr 2017-2018 > 2.00Cr (Till Jan-2018) (Our company is started in 2012 as a VSNL Technologies & we tried to register under Companies Act 2013 in July-2015. But same name rejected due to company Name & we have changed the name & registered under Company act 2013 & we have made internal agreement with same management and same customer we are continuing. So we request you to consider our turnover 2015-16 & 2016-17.)</p>	<p>Eligibility Criteria is modified as under: "2. Eligibility Criteria: The Turnover from AMC business of the Bidder should be minimum Rs. 2 Crore in the financial year 2016-17.</p> <p>Documents to be submitted: a. Audited/provisional balance Sheet for Financial Year 2016-17 has to be submitted. b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business.</p>



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4	9	7. Scope of Empanelment:	7.10. The Firm Order on Successful Vendor will have among others the following terms and conditions: 7.10.2 Performance Bank Guarantee for 50% of the order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.	2. With refer 7.10.2 is 50% of order value for EMD after acceptance of the order (In this case 50% is very higher we request you to please reduce the same)	The Clause is modified as under: "7.10.2. Performance Bank Guarantee for 50% of the Annual AMC order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.
5	9	7. Scope of Empanelment:	7.10. The Firm Order on Successful Vendor will have among others the following terms and conditions: 7.10.2 Performance Bank Guarantee for 50% of the order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.	We are seeking Amendment in this clause of Performance Bank Guarantee for 50% of the Order value to 10% Performance Bank Guarantee of the order value.	The Clause is modified as under: "7.10.2. Performance Bank Guarantee for 50% of the Annual AMC order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.
6	7 & 22	5. Eligibility Criteria & Annexure-3 Criteria No. 4	<u>Eligibility Criteria:</u> The Bidder should have minimum experience of Three (3) years in providing Hardware Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum of 500 Desktops & 100 Printers under AMC(as on 31/12/2017). <u>Documents to be submitted:</u> Bidder has to submit purchase order copies/reference letter/documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India as per Annexure - 6.	Requesting you to make amendment in minimum experience should be 2 years instead of three years.	<u>Eligibility Criteria is modified as under:</u> "4. <u>Eligibility Criteria:</u> The Bidder should have minimum experience of Two (2) years in providing Hardware Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum of 500 Desktops & 100 Printers under AMC as on date of submission of RFP. <u>Documents to be submitted:</u> Bidder has to submit purchase order copies/reference letter/documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during the last 2 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India as per Annexure - 6.

Place: Bangalore
Date: 05/02/2018

Rasomun

Deputy General Manager

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