

Sl. No.	Page No. (RFP PDF)	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	58	Annexure-13	Bill of Material, Table-A	In 7th Column of Table-A, "AMC Qty/Total Qty (E)"	In this column of Qty, AMC Qty mentioned out of Total Qty, pls specify the exact Qty so that total AMC value can be calculated accordingly.	Bidder to refer the Amendment-1 to RFP ROW/AMC/01/2024-25 dated 07/03/2024.
4	55	Annexure-10	Support Location detail	Geographical Area Covered " Branches/offices coming under the jurisdiction of Regional Office West Delhi"	Pls. specify the no. of branches/offices with their location where services/support are required.	Bidder to refer the Amendment-1 to RFP ROW/AMC/01/2024-25 dated 07/03/2024.
2	49	Annexure-13	Bill of Material, Table-B	Service Engineer Charges	Please Clarify that Minimum wages of Delhi Govt. or Central Govt. is applicable. Also clarify that Breakup of the wages to be submitted with financial bid or not?	Bidder to comply with RFP terms and conditions. Breakup of the wages is not required to be submitted with financial bid.
3	50	Annexure-7	Scope of Work	In respect Of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Calls.	Whether bank will pay separately for FMS services or it would be covered in AMC Scope	Bidder to comply with RFP terms and conditions. No separate charges will be borne by the bank

Internal

Date: 13/03/2023
Place: Delhi

Tari Anwar
Assistant General Manager

