

PRE BID QUERIES FOR RFP No. GEM/2024/B/5306615 dated 20/08/2024 FOR SELECTION OF SERVICE PROVIDER FOR PROVIDING COMPREHENSIVE AMC FOR 3075 NOS. OF NETWORK DEVICES (ROUTERS & SWITCHES) LOCATED PAN INDIA BRANCHES/ OFFICES OF CANARA BANK FOR PERIOD OF 2 YEARS OR DEVICES END OF SUPPORT WHICHEVER IS EARLIER

Sr. No.	Page no.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	59	Annexure-9 Scope of Work	D.Scope under AMC also includes the following:	7.Bidder should ensure that Back to Back Support should be available from OEM for the contract period	Need the full list of serial numbers to get B2B Support from OEM	Details will be shared with successful bidder.AMC is for Cisco Router:cisco ISR4221X/K9 and Cisco Switch :WS-C2960L-24TS-LL
2	59	Annexure-9 Scope of Work	D.Scope under AMC also includes the following	7.Bidder should ensure that Back to Back Support should be available from OEM for the contract period	What about EOL Products, OEM will not support	RFP has floated for OEM support devices only.AMC support required for period of 2 Years or devices End of support which is earlier.
3	59	Annexure-9 Scope of Work	D.Scope under AMC also includes the following	5.Preventive maintenance shall be done Annually once/as and when required basis on receiving request from Circle office/Head office during the contract period	As Per this PM is Annually Once Kindly confirm	Bidder has to comply RFP terms and conditions.
4	10	Section B - Introduction	5.Requirement Details	5.1 Table .Location Details will be shared while placing the purchase order (PAN India)	Need the Location details for Better Planning	Details will be shared with successful bidder and Locations persence Across Nation.
5	NA	General	General	Billing	What all documents to be submitted with Quarterly Invoice.	Bidder to refer the Payment terms for the same
6	48	Annexure-2 Pre-Qualification Criteria	Point Number 7: The Bidder should have minimum experience of Three (3) years in providing Maintenance Services for minimum 500 Network Devices to any of the Public Sector Banks/Private Sector Banks/PSUs/Govt Departments/Govt Institutions in India.	Bidder has to submit Purchase Order/ Work Order copies along with Satisfactory completion certificate and documentary proof duly mentioning the number of Network Devices i.e. Router /Switch covered under Comprehensive AMC/ ATS by by the bidder during the last 3 years from Public Sector Banks/Private Sector Banks/PSUs/ Govt Departments/ Govt Institutions in India.	Kindly request bank to amend the clause as Bidder/OEM	Bidder has to comply RFP terms and conditions.
7	12	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms	2.1. The payment schedule will be as under and will released after execution of contract agreement Table : Quarterly in Arrears	No OEM's are running quatrelly payments for AMC. After Covid, all OEMs are collecting AMC payments on yearly basis and upfront. Hence kindly request bank to amend the clause-2 Payment terms as yearly upfront payment.	Bidder has to comply RFP terms and conditions.
8	59	Annexure-9 'Scope of Work	E. Future additions of Hardware / Software:	Bank would have the right to:- i) Shift the supplied system to an alternate site of its choice	Does the bank want the bidder to take the responsibility of any such possibility.	Bank will take the responsibty for shifting of Network Devices.Vendor should provide support wherever network device has shifted.
9	48	Annexure-2 Pre-Qualification Criteria	Point Number 7: The Bidder should have minimum experience of Three (3) years in providing Maintenance Services for minimum 500 Network Devices to any of the Public Sector Banks/Private Sector Banks/PSUs/Govt Departments/Govt Institutions in India.	The Bidder should have minimum experience of Three (3) years in providing Maintenance Services for minimum 500 Network Devices to any of the Public Sector Banks/Private Sector Banks/PSUs/Govt Departments/Govt Institutions in India. Bidder has to submit Purchase Order/ Work Order copies along with Satisfactory completion certificate and documentary proof duly mentioning the number of Network Devices i.e. Router /Switch covered under Comprehensive AMC/ ATS by by the bidder during the last 3 years from Public Sector Banks/Private Sector Banks/PSUs/ Govt Departments/ Govt Institutions in India.	Add Public Sector Undertakings also so than More Number of Bidders can Participate those who are having Experience in Public Sector Undertaking. Also Relax instead of 3 Years Experience make it as 2 Years of Experience	Bidder has to comply RFP terms and conditions.



