

Replies to Prebid Queries fro RFP no .RFP 01/AMC/2024-25 dated 13/03/2024 for SELECTION OF SERVICE PROVIDER FOR PROVIDING COMPREHENSIVE AMC SERVICES FOR IT HARDWARE ITEMS EFFECTIVE FROM 01/04/2024 FOR A PERIOD

Sl. No.	Page No. (RFP PDF)	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	60	Annexure-13	Bill of Material, Table-A	Table A AMC & ATS Charges for 1year contract period	Please clarify the Quantity in Bill of Material for as you have mentioned both AMC and Warranty hardware item in Annexure-6.	Annexure-13(Amended) Bidder to refer the Amendment to RFP 01/AMC/2024-25 dated 13/03/2024
2	2	Bid Schedule	Last date, Time and Venue for submission of bids		Requested to extend the date of bid submission from 18/03/2024.	Last date of Bid submission is amended .Bidder to refer the corrigendum to RFP 01/AMC/2024-25 dtd 13.03.2024
3	40 & 41	Annexure-2	Pre-Qualification Criteria		We have more than 5years of experience for similar services in Govt/PSUs/Banking/BFSI/Public listed Company. Particular in Public Sector Banks we have 3years of experience, whereas you have asked 5years experience in Public Sector Banks, further would like to bring into your kind notice, as per the public procurement policy guideline Buyer should not asked of Experience from specific organization / department / institute only or from foreign / export experience. However for availing relaxation you have also given exemption for prior turnover and prior experience for MSEs/Startups in your bid in-line with public procurement policy. Pls. clarify the same so that we can eligible to participate in this bid.	Bidder to refer the Amendmend to RFP 01/AMC/2024-25 dated 13/03/2024 .
4	40&41	Annexure -2	Pre-Qualification Criteria		seek clarification on the turnover and OEM partner requirement specified in the tender documentation, particularly concerning the turnover threshold of 1 crore of AMC service and OEM Partner.	Bidder to comply with RFP terms and conditions .

Date: 19/03/2024
Place: Ghaziabad


Assistant General Manager

