



RFP 02/2020 DATED 28.12.2020 - REPLY TO PRE BID QUERIES

RFP Page No	RFP Clause No.	Existing Clause	Queries	Reply
11	7.4	The bidder must have an average turnover of Rs. 3 Crore in the last two financial years i.e., 2017-18 & 2018-19	<p>1. We request you to kindly increase the minimum value from 3 crores to 50 crores, so that you will get good competitive bidders for service support.</p> <p>2. As this RFP is for the AMC Services , The Average turnover should be 3 Crore from the AMC Services of IT equipment's only.</p> <p>3. The average turnover of the bidder should be 50 lakhs.</p>	Service Turnover shall only be considered
11	7.6 of Eligibility Criteria	The Bidder should have at least three Years Experience in providing Direct Annual Maintenance Contract Services to any of the Public Sector Banks/Private Banks/ PSUs/Govt Departments/Govt Institutions, having expertise in the maintenance of minimum of 1000 Desktops and 500 Printers and 250 Scanners under AMC (as on 31/03/2020), in this regard proof is to be submitted.	Please clarify that Single order shall be of maintenance of minimum 1000 Desktops and 500 Printers and 250 Scanners.	It need not necessarily be a single order.
11	7.7	Bidder Should have Service Centre in the Location of Delhi, Uttar Pradesh(District Noida & Ghaziabad) & Uttarakhand State with the minimum of 45 Engineers	Please Clarify this Point	Having a Location Office is necessary. The state where the service is provided, GST no. of that state should be available.

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12	8.5	The Bidder Should Submit the Undertaking from OEM certifying the Bidder is an authorized Service Provider/Partner to service/maintain their product.	1. Please Clarify this Point 2. bidder should not be an authorized service provider /partner of OEM	No change
12	8.6	Bidder should submit proof for 3 years' experience in Annual Maintenance Contract Services to any of the Public Sector Banks/Private Banks/PSUs/Govt epartment/Gov Institutions, having expertise in maintenance of minimum of 1000 Desktop & 500 Printers and 250 Scanners under AMC (as on 31/03/2020). Order in hand will also considered.	We request you to kindly change it as Bidder should submit proof for 10 years' experience in Annual Maintenance Contract Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Department/Gov Institutions, having expertise in maintenance of minimum of 1000 Desktop & 500 Printers and 250 Scanners under AMC (as on 31/03/2020). Order in hand will also consider.	3 years experience is sufficient as per our requirement
12	8.7	Bidder has to submit the copy of certification in the Computer Hardware of the Engineer That are the deployed in the Circle Office	Please Clarify this Point	No Change- This is to ensure that only qualified hardware engineers are deployed for service call.
13	9.5 of "Broad Scope of Work for AMC"	If the bidder is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST Compliant Invoice to the respective Branch/Office.	There are many other parts such as fuser assembly, Scanner Unit, Scanning Lamp, Rubbers etc are also has a limited life defined by the their OEM. Hence these shall be treated as Consumable. Burnt, broken and tear off parts due to mishandling or high voltage also shall be excluded from the AMC	All Consumables as per industry standards shall be on payment basis.
14	9.7, "Broad Scope of Work for AMC "	In respect of terms under warranty with Bank, the AMC vendor has to lodge Complaint with the respective hardware vendors/OEM and follow up for the resolution of the Calls.	Hardware vendor/ OEM engineer rectifies only Hardware issues. In that case how the software Installation, setting, data backup etc. would be done in warranty hardware? Would the bank provide charge for warranty hardware in case of engineer's visit (If The Bank demand) ?	For Hardware under warranty, all requirements other than Hardware issues have to be attended to make the HW functional as per Bank's requirement.



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17	3. Penalties and Liquidated damages		The LD Shall be limited to the AMC Cost of the particular hardware. Kindly update	Permissible LD clause is for downtime less than 90%. Beyond this, critical review of the performance shall be done and bank shall have full right to terminate the contract under this RFP
18	4.5 of Payment Terms	Bank Shall pay amount on half yerly basis in arrears, after receiving the documents as above from the bidder.	1. The payment shall be on quarterly biases in arrears. 2. Requested you to Change as Quarterly Advance after finalization of Hardware Inventory	No change
19	5.8 to 5.11	Latest Resume/Address Proof/Aadhaar/Police Verification Report Duly attested photocopy by the Candidate and Employer	1. Please Clarify this Point 2. All bidders are Private companies, where the employees changes frequently in a short period. The police verification process take 2 to 3 months after submission of documents of each employee, kindly accept KYC	Only verified resources have to be deployed at our site. Undertaking to this effect is to be given by the Bidder.
34	Clause No.-8 ; Security Deposit/ Performance Bank Guarantee	The bidder should submit a Security deposit/Performance Guarantee for 10% of total Value of the contract within one week from the date of acceptance of order. Penalty at 0.50% for the each completed calendar week of delay or part thereof on the cost of the order will be deducted.	Please note that our main banker is Canara Bank but according to the RFP the PBG has to be submitted from the other Scheduled Bank. The Other Bank takes time to approve the BG format and then issue of BG. Hence kindly increase the limit of PBG submission from 7 days to 15 working days. Because issuing of PBG is the process of Bank and its not in our control.	No change
38	1.15 of General order Terms	The Bidder should submit Performance Guarantee/Security deposit at Canara bank equal to amount of 10% of the total AMC Contract amount at the time of execution of AMC Agreement.	1. As per the Govt. Guideline the Limit of Performance Bank guarantee has been reduced to maximum 3%. 2. Requested you to Minimize this Bid Security by 3% as latest Government Guideline regarding PBG Norms	Agreed to reduce Performance Bank Guarantee amount to 3% of total AMC as per MOF guidelines dated 12.11.2020



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64	Point No (i)	Conformity Regarding the Back to Back arrangement With Party Hardware /Software	Please Clarify that for which Hardware need to B2B Support. Can we give Declaration on this Point that we are have multi Brand Support.	Declaration to be given regarding capability of resources deployed, to handle multi OEM products
76	ANNEXURE 18 MASKED BILL OF MATERIAL	The selected bidder(s) shall be responsible for compliance with all laws, rules, regulation, orders, notifications and directions applicable in respect of its personnel including, but not limited to, the Contract Labour (Prohibition and Regulation) Act 1986, the Payment of Bonus Act 1965, the Minimum Wages Act 1948, the Employees Provident you had mention that Fund Act 1952 and the Workmen Compensation Act 1923 and shall maintain proper records, including but not limited to, accounting records required under applicable laws or any code or practice or Corporate Policy.	1. Kindly clarify minimum wages will be as per central Govt. or State Govt.), because your branches falls in these states Uttarakhand, Delhi, UP (Districts- Noida & Ghaziabad). 2. The cost for 12 Resident engineers is asked separately. Should the salary of the resident engineers according to the Minimum wages? The Bank must clarify the applicable minimum wages state wise because your circle office is covering 3 state, kindly confirm that which minimum wages would be applicable central govt. or state Govt.?	Bidder has to comply with Central / State Govt Labour Laws as applicable. For any non-compliance / dispute, Bidder shall have the sole responsibility and Bank shall not be liable in any manner whatsoever..
76	ANNEXURE 18 MASKED BILL OF MATERIAL	AMC Cost Per Year	1. Laptop and AIO are not mentioned in the list, kindly update. 2. Document Scanner and Flatbed Scanner shall be separated because both kind of scanner has huge difference in cost.	1. No change 2. There are only a few fast document scanners in use. The same can be factored by bidder.


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