

Replies to Pre-Bid Queries for RFP 01/2020 dated 22/06/2020 for AMC of Computer Hardware and peripherals for 3 years.

ANNEXURE

Sl. No	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Section -B, Page No.11, Clause no. 7.1	Eligibility Criteria	The Bidder should be a registered under LLP Act,2008/MSME/Indian Partnership Act, 1932 or Private/Public Limited company under Indian companies Act, 1956 or Indian Companies Act 2013.	So you are requested to consider the MSME Firms Also	Bidder has to comply with RFP Terms
2	Section -B, Page No.11, Clause no. 7.2	Eligibility Criteria	The bidder should be an authorized Service Provider/Partner for one or more OEM- HP, Samsung, Acer, Dell, Canon with Capable Engineers to support Desktops, Printers, Scanners and other computer peripherals, etc	As equipment is bifurcated in two categories Desktops & peripherals so the vendor must be authorized in both the category.	Vendor must be Authorized in both the categories
3	Section -B, Page No.11, Clause no. 7.3	Eligibility Criteria	The bidder must have an average turnover of at least <u>Rs. 3 Crore</u> from <u>AMC services</u> only in the last two financial years i.e., 2017-18 & 2018-19 (Audited annual Financial Statement to be submitted as proof).	Turnover should be minimum 1cr.	Bidder has to comply with RFP Terms
4		Eligibility Criteria		Turnover should be minimum 20cr from Services only.	Bidder has to comply with RFP Terms
5	Section -B, Page No.11, Clause No. 7.4	Eligibility Criteria	The Bidder should have positive net worth as on 31/03/2018 & 31/09/2019	As a Startup Company Incorporated on 16/08/2019, We are seeking relaxation for submitting Net worth Certificate. We would submit Provisional Financial Statement as on 31/03/2020	Bidder has to comply with RFP Terms
6	Section -B, Page No.11, clause no. 7.6	Eligibility Criteria	The bidder should have service centers in the locations of Panchkula/Chandigarh, Karnal/Panipat and Gurgaon/Faridabad with the minimum of 45 Engineers in the state of Haryana having experience in maintenance of Hardware items	Total Minimum Engineers will be 21	Please refer amendment-1
7				As a Startup Company Incorporated on 16/08/2019, We are seeking relaxation on the minimum 45 Engineers in the state of Haryana. We undertake to establish service centers in the locations of Panchkula/Chandigarh, Karnal/Panipat and Gurgaon/Faridabad as per the Clause.	Service centers required as per RFP terms that are 1) First service centre either at Panchkula or Chandigarh 2) 2nd service centre either at Karnal or Panipat and 3) 3rd service centre either at Gurgaon or Faridabad (Mohali may also consider)And for details of the engineers Please refer Amendment-1.
8				Bank Requested to kindly clarify that vendor should have office in all the three locations mentioned in the tender or anyone of the location mentioned. Also requested to make the amendment in Panchkula/Chandigarh to Tricity(Panchkula/Chandigarh/Mohali)	



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9				Bank has required 8 resident engineers and field engineers. Hence limit of minimum 45 Engineers is too high according to the tender clause. It shall be Minimum 15-16 engineer. Also please clarify regarding Separate Resident and Field Engineers.	
10				We request you to consider changes from Service Centers to Service Points(Resident Engineers Content points at the locations mentioned)/ as the service Center is zone basis, and managed from there to address the requisite assets inventory for replacements for the clients. For North, we have our service center in Delhi. However, we have much more than 45 engineers with the requisite profiles in the given.	
11	Section -B, Page No.12, clause no. 8.7	Documents Required	The Bidder has to submit the Copy of Certifications in the computer Hardware of the Engineers that are deployed in the Circle Office and Regional Offices.	The Certificates of the Engineer's are to be submitted with Technical bid or after finalization of the tender at the time of agreement?	Bidder has to comply the RFP terms and according to RFP terms certificates of the engineers will be submitted at the time of Bid.
12	Section -B, Page No.12	Documents Required	Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across Haryana state to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	Request you to kindly share the Canara Bank Branch list with address which are under support in the RFP along with location wise asset break-up	The list will be provided to the selected Bidder only.
13	Section-C, Page no.17, clause no.3.3	Penalties /Liquidated Damages	If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP	It is understood that Breakdown due to warranty or EOSL of product will not be considered for penalty/uptime calculation. Pls. Confirm.	As per RFP terms and conditions Warranted items may not be considered under AMC.
14	Section-C, Page no.18, clause no.4.5	Payment Terms	Bank shall pay amount on half yearly basis in arrears, after receiving the documents as above from the bidder	Payment should be in quarterly in advance basis.	Please refer amendment-1
				We requested to change as quarterly basis in place of half yearly in arrears.	Please refer amendment-1



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15	Section-G, Page no.37, clause no.1.16	General Order terms (Clause 1.16) Payment Terms	Payment will be made on half yearly basis in arrears (not in advance) duly deduction of applicable taxes prevailing from time to time after submission of, Satisfactory Service, Preventive Maintenance & Service Call Log reports duly signed by the respective Branch/offices from Branches and Offices. Any statutory deductions applicable such as, IT-TDS, GST-TDS and other applicable TDS/ Taxes, if any, will be deducted while making payment to the Selected Bidder.	For all Major PSU banks, and Government agencies the payment terms for AMC and annuity services are on Quarterly Arrear basis, and therefore request you to consider the changes on payment terms, as this would be very difficult for all service providers to manage the cash flow and pay the engineers on timely basis. Request you to kindly modify.	Please refer amendment-1
16	Section-G, Page no.42, Clause no.13.2	General Order terms (Clause 13.2) On Force	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the Selected Bidder, resulting in such a situation	Kindly include Covid-19 lockdown from Government agency to also be fallen under Force Majeure Clause.	Covid 19 pandemic may also be considered as "Force Majeure".
17	Section-H, Page no.46, Clause no.3.1	Procurement through local suppliers (Make in India) Clause 3.4	Requirement of Purchase Preference: Purchase preference shall be given to local suppliers of services where bid is evaluated on price alone, the following procedure shall be followed:	We assume that the local supplier of services is referred to India as a country only. Kindly confirm.	Bank will follow all the terms and conditions of the Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 28.05.2018
18	Annexure --4, Page no. 53, Point no. 2	Annexure "Eligibility Criteria"	The Bidder is An authorized service Provider (OR) Bidder should be the Partner of one or more OEM (HP, Samsung, Acer, Dell, Canon)	We request you to consider including OEM authorization for the Bid from one or more OEM to support the service provider against the bid as an eligible bidder.	Bidder has to comply with RFP Terms
19	Annexure --4, Page no. 55, Point no. 7	Annexure "Eligibility Criteria"	The Bidder should provide list of engineers with the contact details dedicated for each district of the Haryana State.	Are you referring to districts of Panchkula, Karnal, Panipat, Faridabad, Gurgaon and Rohtak? Kindly confirm	For details of the engineers Please refer Amendment-1
20	Annexure --4, Page no. 55, Point no. 9	Annexure "Eligibility Criteria"	The bidder should never have been blacklisted / barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the past.	The general clause on blacklisting is having a period mentioned for e.g. as on date / last 3 years / last 5 years etc., and therefore request you to kindly consider the changes. e.g. "The Bidder should not have	Bidder has to comply with RFP Terms



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				been blacklisted or in fraud list by any Public Sector Bank /off Govt. of India/State Government/ Central PSU , etc. at the time of bid submission date"	
21	Annexure -- 12, Page no. 65	List of Hardware Items	List of Hardware Items	Laptops are not mentioned in the Hardware list	As per the RFP terms laptops are not considered under AMC by the Bank.
22	Annexure -- 19, Page no. 76	Bill Of Material	Bill Of Material	Laptops are not mentioned in the list PC/Desktop/AIO-1097, Printer-464, Passbook Printer-320,Scanner-302, Colour Printer- 10	As per the RFP terms laptops are not considered under AMC by the Bank.
23	Annexure -- 19, Page no. 76	Bill Of Material	Salary of Resident engineers asked separately	Whether salary of the Resident Engineers to be paid according to minimum wages? If yes it shall be paid according to Haryana State Govt. Of central govt. Wages.	As per the RFP terms and conditions Salary of the engineers is completely concern of the Bidder not the bank.
24				Bank requested to ask the AMC rates region wise.	Bidder has to comply with RFP Terms