

Replies to Pre bid Queries for GeM Bid ref. no: GEM/2024/B/4883501 dated 24/04/2024 for Selection of Service Provider for providing comprehensive AMC and technical support Services for Desktops, Printers, Scanners, Laptops and Servers located at Head Office and Annexe buildings for a period of One (01) year

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	181	Annexure-7 Scope of Work	C. Maintenance standard	1. All Fifteen resident engineers deployed for our offices under this RFP should be employee of the company and support should be available from 10:00AM to 7:00 PM on all Bank working day.	C.1 It is mentioned that fifteen engineers have to be deployed and H.2 it is again mentioned eleven engineers . Need more clarity on this.	Bidders to refer Corrigendum-1.
2	184	Annexure-7 Scope of Work	I. The vendor should make back to back arrangement with all of the product owners and/or OEMs (mandatorily for Servers) to ensure uninterrupted AMC/ATS services.	NIL	As OEM support is required for servers we would require the model number and configuration of those servers.	The make and Serial number of all the devices has been provided in the RFP document. Vendor to fetch the necessary details and confirm to the RFP terms.
3	49	Annexure-2 Pre-Qualification Criteria	Sl. No. 1	Pre-Qualification Criteria The bidder (including OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Documents to be submitted In compliance with Pre-Qualification Criteria: Certificate of local content to be submitted as per Annexure-5.	It is mentioned that The bidder (including OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement, as this is a service requirement is it really necessary for the supplier to carry this document.	Bidder to comply with RFP/GeM bid terms.
4	50	Annexure-2 Pre-Qualification Criteria	Sl. No. 5	Pre-Qualification Criteria The bidder should have minimum annual turnover of Rs.2.00 Crores during the last three financial years (i.e. 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies. Documents to be submitted In compliance with Pre-Qualification Criteria: Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	Is it the average turnover or average turnover of 2 cr turnover yearly	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
5	50	Annexure-2 Pre-Qualification Criteria	Sl. No. 7	<p>Pre-Qualification Criteria The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt. Departments/ Govt. Institutions, having expertise in maintenance of minimum 500 similar assets.</p> <p>Documents to be submitted In compliance with Pre-Qualification Criteria: Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC/ ATS by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt. Departments/ Govt. Institutions in India.</p>	Deal is about handling around 3000 assets is that okay to qualify handling the 500 assets as per mentioned in the tender document	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.
6	12	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Uptime	1.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.50% for all the software and hardware as specified in Annexure-6, during the period of the AMC/ATS Contract, which shall be calculated on monthly basis.	It is mentioned that there is 24/7 availability. Is it the engineer availability in the premises or how does this work. Need more clarity on this	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.
7	50	Annexure-2 Pre-Qualification Criteria	Sl. No. 10	<p>Pre-Qualification Criteria The Selected Bidder providing AMC/ ATS Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.</p> <p>Documents to be submitted In compliance with Pre-Qualification Criteria: A self-declaration in bidder's letter head to comply with the condition must be furnished. The Selected bidder should also submit the background certification report of their service engineers.</p>	BGV has to be done for Service engineers. Is it a HR BGV or police verification to be done?	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
8	51	Annexure-2 Pre-Qualification Criteria	Sl. No. 12	Pre-Qualification Criteria The bidder should have support office in Bengaluru for 24x7 supports. Documents to be submitted In compliance with Pre-Qualification Criteria: The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.	Bengaluru office should give 24/7 support. Does that mean remote support, Need more clarity on this	The bidder should have support office in Bengaluru for 24x7 supports for maintaining the required uptime.
9	181	Annexure-7 Scope of Work	C. Maintenance standard	1. All Fifteen resident engineers deployed for our offices under this RFP should be employee of the company and support should be available from 10:00AM to 7:00 PM on all Bank working day.	Confirm if the number of engineers are 15 or 11	Bidders to refer Corrigendum-1.
10	74	Annexure-6 Technical Specification of Hardwares (Desktops, Printers, Scanners, Laptops and Servers) in Canara Bank to be covered under AMC.	A. Technical Specifications of Hardware	Sl. No. 464	Share the serial number of the Acer PC.	This device stands deleted
11	82	Annexure-6 Technical Specification of Hardwares (Desktops, Printers, Scanners, Laptops and Servers) in Canara Bank to be covered under AMC.	A. Technical Specifications of Hardware	Sl. No. 671	Share the serial number of the Acer PC.	This device stands deleted
12	159	Annexure-6 Technical Specification of Hardwares (Desktops, Printers, Scanners, Laptops and Servers) in Canara Bank to be covered under AMC.	A. Technical Specifications of Hardware	Sl. No. 2637	Share the serial number of the Gagabyte Techo. PC.	This device stands deleted
13	140	Annexure-6 Technical Specification of Hardwares (Desktops, Printers, Scanners, Laptops and Servers) in Canara Bank to be covered under AMC.	A. Technical Specifications of Hardware	Sl. No. 2163	Share the make of the AIO Desktop	Dell Device



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
20	184	Annexure-7 Scope of Work	I. The vendor should make back to back arrangement with all of the product owners and/or OEMs (mandatorily for Servers) to ensure uninterrupted AMC/ATS services.	NIL	All servers in this RFP are either EOSL or OEM will not support as presentely this servers are not covered under OEM support.	Vendor need not make back to back arrangement for servers which are EOSL.

Date: 14/05/2024

Place: Bengaluru


Deputy General Manager

