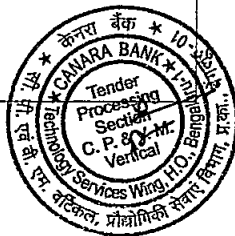
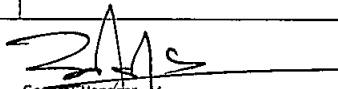


Sl No	Page No	Clause No	RFP Clause	Queries	Bank's Reply
1	11	SECTION B - INTRODUCTION 8.Scope of Work 8.4. Project Completion and Management	8.4.1. For smooth completion of project, the selected bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.	Whether these resources are additional to the project manager mentioned in page#27 / section#7. Project Execution? Assume these resources shall be shared and off-site only, kindly confirm.	Project Manager/SPOC can be offsite, but should be available for resolving the issues/complaints.
2	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Uptime	4.1 The bidder shall guarantee a 24x7 availability with monthly uptime of 99.50% for all the software and hardware as specified in Annexure-9, during the period of the AMC/ATS Contract, which shall be calculated on monthly basis.	Assume we have to deploy resources after "10:00AM to 7:00 PM" on demand basis only, kindly confirm.	RFP scope is self explanatory. Bidder to comply with RFP terms and conditions.
3	14	5. Penalties/Liquidated Damages: 5.1 Penalties/Liquidated damages for not maintaining uptime	5.1.1 Failure to maintain the above uptime penalty will be applicable as per below table: Monthly Uptime % Penalty >99.50% Nil >98.50% <=99.50% 2% of the Quarterly AMC value of the affected device. >97%<=98.50% 5% of the Quarterly AMC value of the affected device. >95%<=97% 10% of the Quarterly AMC value of the affected device. <95% The LD amount will be equal to the quarterly AMC value of affected device.	Kindly fix the upper cap of penalty as "10% of the Quarterly AMC value of the affected device".	Bidder to refer the corrigendum-1.
4	14	5. Penalties/Liquidated Damages: 5.2 Penalties/Liquidated Damages for non-performance:	5.2 Penalties/Liquidated Damages for non-performance: If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Bank Guarantee/ nullify the contract.	Clarity required on the penalty imposed under this clause.	RFP clause is self explanatory, Bidder to comply with RFP terms and conditions.
5	14	5. Penalties/Liquidated Damages:	5.3 Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged with equivalent or higher qualified alternate onsite, Bank will pay the proportionate amount for the deployment of the of the qualified resident resources only during the said quarter. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the Quarterly AMC value charges payable to the selected bidder.	Kindly fix the upper cap of penalty as "10% on the Quarterly AMC value charges payable to the selected bidder".	Bidder to refer the corrigendum-1.
6	15	5. Penalties/Liquidated Damages:	5.7 The overall penalty for the above shall be restricted to 20% of the total contract value. However, this is not applicable to penalty imposed by third parties.	Kindly fix the upper cap of penalty as "10% of the total contract value".	Bidder to refer the corrigendum-1.
7	15	5. Penalties/Liquidated Damages:	5.11 The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Performance Security or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty were provided for under the contract	Clarity required on the LD imposed.	RFP clause is self explanatory, Bidder to comply with RFP terms and conditions.
8	27	SECTION F - OWNERSHIP & AWARDED OF CONTRACT 7. Project Execution	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Whether the project manager required dedicated on-site? And additional to the resources mentioend in clause# 8.4.1 in page#11? Kindly clarify.	Project Manager/SPOC can be offsite, but should be available for resolving the issues/complaints.
9	36	SECTION G - GENERAL CONDITIONS 13. Training and Handholding:	13.1. Vendor/Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to: 13.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history. 13.1.2. Change Request Logs	Kindly share the details of training to be provided to the bank.	This clause stands deleted. Bidder to refer corrigendum-1.



10	64	Annexure-8 Scope of Work	A. Call Coordinator: 1. There should be single person of contact for our offices to inform down calls and lodge complaints. This person may or may not be exclusively provided for bank, but should be a permanent staff of the company and should be reachable over phone and email provided by the company. This person will be known as "Call Coordinator" throughout this document.	i. Kindly confirm the location of deployment for Call Coordinator. ii. Whether bank shall arrange system for working and communication device for call coordinator? iii. Assume that the call coordinator shall be additional to the on-site resources, kindly confirm.	Call Coordinator can be offsite, but should be available for resolving the issues/complaints. Bank will not arrange any call devices.
11	64	Annexure-8 Scope of Work A.Call Coordinator	3. Call Coordinator shall lodge down-calls as informed by bank and provide a unique docket number for each case. They need to coordinate with their field team/ on-site resident engineer to rectify the complaints as per TAT prescribed by the bank, failure of which will attract penalties as mentioned in this RFP.	Whether the bank shall arrange the ticketing tool?	Ticketing tool to be part of services provided by the Bidder.
12	65	Annexure-8 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.	i. Clarity required on the number of resources to be deployed, in page#175 it is mentioned as 19 resources. ii. Assume bank shall arrange system for working, communication device and seating space for the on-site resources, kindly confirm.	Refer the Corrigendum-1 for the same.
13	65	Annexure-8 Scope of Work	3. For OS related issues in which formatting of hard disk is necessary, data backup should be done in advance as per the requirement of bank user and need to be restored as per satisfaction of the User after formatting and installation of other related software used by bank.	Assume the required OS and softwares shall be arranged by the bank, kindly confirm.	Yes, Bank will provide the required OS and softwares.
14	67	Annexure-8 Scope of Work	H. Other AMC Services: 1. AMC Vendor should replace parts of the items which are covered under AMC, to resolve the fault, without any cost to Bank.	Any defective spare retention policy applicable in this contract?	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
15	67	Annexure-8 Scope of Work	9. 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.	Kindly share the serial number of the devices which are required OEM B2B.	Relevant details are furnished under Annexure-9 of the RFP.
16	69	Annexure-9	Hardware Details to be covered under AMC	Kindly share the Model and Configuration of all systems/devices coming under AMC.	Details will be shared with the successful Bidder.
17	NA	General Query	General Query	Kindly confirm the response and resolution for the calls.	Bidder refer uptime clause for the same.
18	NA	General Query	General Query	Kindly confirm the timeline for deploying the resources.	Resources should be deployed from the start day of contract
19	NA	General Query	General Query	Kindly provide separate line item for resource cost in BOQ.	Bidder to comply with RFP terms and conditions.
20	NA	General Query	General Query	Any additional resources to be arranged other than on-site resources to attend the service calls?	RFP scope is self explanatory and Bidder to comply with RFP terms and conditions.

Date: 17-04-2025  
Place: Bangalore

  
General Manager

