


Date: 05.06.2024

Bank's Response to Pre bid Queries

This is in reference to Tender No GEM/2024/B/4968415 dated 21.05.2024 Custom bid for Services-"Comprehensive AMC of Computer Hardware and Allied Items". Please find attached the Bank's Response to Pre-bid Queries.


(AMIT DAHLAN)
Chief Manager - Admin

#	SN	Section Annexure	Page No	Description in RFP	Clarification Sought	Bank's Response
1	C-2	Eligibility Criteria	24	Bidder must have provided AMC services of computer hardware & printers (Min 500 Desktops) to FIVE different BFSI/ Government department/ PSU/ Private Sector in India during the last three years. The criteria would be same for bidders having more than 5 years of existence	Is it 500 Desktops in Single PO or 5 POs all put together? And 5 different Customers required for each year or cumulative for all 3 years ?	500 Desktop in single PO and FIVE different PO required during the last three years.
2	xx	xx	xx	OEM Authorization Certificate, OEM Annual Turnover	This is not relevant as multiple OEMs are involved in AMC contract. We are System integrators and we have in-house capability to maintain any Brand. (We are Authorized from OEM Acer)	No such documents mentioned in RFP
3	4	Hardware Details	41	4. Hardware to be covered under AMC	Please provide us Inventory details of HW with Make and serial Numbers. To prepare an exact quotation.	Tentative number of hardware has been given in RFP. Other details shall be provided to L1 bidder.
4	14	Penalty	47	The successful bidder shall be liable to pay penalty for downtime of servers of Rs 3000/- upto 4-8 hrs, Rs 4000/- above 8 hrs and upto 16hrs and Rs 5000/- beyond 16hrs per day as downtime charges if the servers remain down.	Request you change as bidder shall be liable to pay penalty for downtime of servers beyond next business day.	To ensure 99.9% uptime of servers this amount of penalty is fixed.
5	24	General Terms	39	Actual number of equipment may vary at the time of awarding of contract. For some of the equipment comprehensive AMC will start during the year. For the equipment which are under warranty with OEM, software support would also be provided for computers under warranty.	Please provide us Inventory details of HW with Make and serial Numbers. Software detail	Please refer Bank's response at Sr no.3
6	2	Estimation	xx	Estimated bid value - 20L	Please confirm what are the benchmark on which this estimation arrived for two years. Along with the 9 engineers Fms and Amc the Estimated cost should be 65L. So current estimated bid value is misleading.	Per Year estimated bid value is given as per GeM requirement. However, bidders are required to submit their own suitable rates.
7	2	Commercial	42	Commercial Bid format	There is no provision to calculate to put Amc costing for 1st year, 2nd year & 3rd year extension. Need to consider inflation cost in Amc	Provision is there in GeM portal to put one year AMC charges. AMC charges shall remain same for entire year of contract and for extension (if any).
8	B-1	Financial	23	The Bidder should have registered an average annual turnover of Rupees One Crore (MSE – Rupees Fifty Lac) or above during the last three completed financial years – (i.e. 2020-21, 2021-22, and 2022-23)	Turnover value is very less as compare to bid scope of work.	No change



GeM Bid no. GeM/2024/B/4968415 - Comprehensive AMC of Computer Hardware and Allied Items

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10	2-A	Financial Terms	25	The successful bidder will be determined on the basis of TCO only i.e. Total AMC charges of all items mentioned in the table for a period of 1 year.	This clause deviates from the GEM work order calculation. As GEM were calculating for 2 years Amc. RA also will happen on this benchmark only.	Please refer Bank's response at Sr no.7
11	16	Compliance	62	All employees engaged by the Service Provider shall be in sole employment of the Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BANK be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.	Please confirm the Minimum wage salary structure (state/Central) and also the categories unskilled, semi-skilled, skilled & Highly skilled.	Please refer relevant clauses and terms in RFP.


(Md Shahid Khan)
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 Sr Manager IT


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