

CAMC 2018 RFP :PBHO/DIT/78/2018(Vendor Clarifications)

SI No.	PAGE NO	DESCRIPTION	QUERY RAISED BY BIDDERS	BANK'S REPLY
1	4	Eligibility Criteria	We would like to inform you that our firm is registered in MSME, the same is exempted for EMD & RFP cost. As per Govt of India Tender policy, EMD Exemption allowed in all Government /semi govt. offices & financial institution tenders but in your RFP Documents does not have any information related to EMD Exemption. Kindly requested you to confirm the same, so that as per according we will submit our EMD.	MSME units are exempted from RFP costs and Earnest Money Deposits. Corrigendum has been uploaded regarding this.
2	4	Eligibility Criteria	With reference to the above we wish to draw your attention to the following point's kindly note that as per central Vigilance commissioner guidelines no organization can arbitrarily keep a turnover of for competing firms if the order value is a few lakhs. You can't demand turnover more than 30% of total contract Value. Vigilance commissioner guidelines attached this letter.	As per the CVC Guidelines (No. 12-02-1-CTE-6), dated 17th Decemder 2002, it states "Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost." This is the minimum benchmark. However we have reduced the amount of turnover in corrigendum.
3	4	Eligibility Criteria	MSE's are not liable to submit any tender Fee and EMD for any govt. department tender. Being a MSME partner please allow us to submit the tender with exemption of tender fee and EMD amount.	MSME units are exempted from RFP costs and Earnest Money Deposits. Corrigendum has been uploaded regarding this.
4	4	Eligibility Criteria	We are registered with NSIC under single point registration scheme, as per government policy are exempted from submitting Tender Document Fee and EMD, so want to request for the exemption of EMD.	Firms registered as NSIC units are exempted from RFP costs and Earnest Money Deposits. Corrigendum has been uploaded regarding this.
5	4	Eligibility Criteria	Is it mandatory that bidder should have their own registered Service Centre in Moradabad. Or they can have their authorized partners Service centre in Moradabad.	It is mandatory that the bidder should have their registered service centre/ authorized partners in Moradabad. Corrigendum has been uploaded regarding this.
6	5	Eligibility Criteria	Is it mandatory that bidder should be having their own registered Service office in Moradabad. Or they can have their authorized partners Service office in Moradabad.	It is mandatory that the bidder should have their registered service centre/ authorized partners in Moradabad. Corrigendum has been uploaded regarding this.

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7	7	Hardware Maintainance	"UPS is not covered in the List " Please Clarify this Point	CAMC is for computer related hardware & their maintainance. UPS is not covered.
8	7	Hardware Maintainance	Kindly let us know the actual no of Resident Engineers to be deputed. Also share the no of actual bank branches within 6 Regions	Prathama Bank is having Six (6) regional Offices as : 1. Moradabad - No. of branches is 64 2. Rampur - No. of branches is 71 3. Thakurdwara - No. of branches is 63 4. Amroha - No. of branches is 73 5. Alipur Chopla - No. of branches is 66 6. Sambhal - No. of branches is 76 Total Number of branches is 413 Therefore, 7 number (including Head Office) of resident engineers are required to be deputed.
9	7	Hardware Maintainance	"All spare parts shall be compatible & shall be procured from authorized dealer or manufacturer. Vendor should submit certificate of same " Kindly clarify	Warranty certificate is must. GST Bills for consumable items are required. All spare parts should be compatible and genuine.
10	9	Resonsibility of Bidder	Kindly Clarify "All out of pocket expenses, travelling, boarding and lodging expenses for the entire life of contractor should be a part of online bid"	No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank.

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11	18	Hardware Configuration (Annexure D)	<p>Detail of All Hardware for AMC Price : As no make, model & serial No of Hardware is mentioned which is required for quoting the prices. Kindly share the below detail.</p> <p>1) Make , Model & Serial No of all the Equipments. 2) In addition to above, complete Configuration of Servers & its OS.</p>	<p>Client Make & Model Desktop - HCL Desktops upto year 2011, Wipro Desktops in year 2012, Lenovo (i3) desktops in years 2014 & 2015 DMP - Epson LX1170 in 2007, Epson from year 2009 onwards. Laser Printer - HP1020 Ink Tank - Epson M100 Passbook printer - Epson PLQ20 Scanner - Bearpaw 2400CU till year 2012. Cannon lide 110 in year 2014 Line Printer - Lipi Line OS is Windows 7</p> <p>Server Make & Model :- HCL - Xeon Server - 24 in Quantity - Make 2010 HCL Desktops computers having Server OS installed HP Desktop Server with core i7. - 13 in Quantity. OS - Windows server 2003, 2008.</p> <p>Hardware whose warranty is expiring after June 2018 DMP- TVS 355 MSP Laser Printer - Cannon Ink tank printer - HP Passbook Printer - Epson PLQ20 Scanner - Cannon Lide 120, Epson V19 Refer to Annexure F for age wise breakup</p>
12	5 & 8	Submission of Bid	<p>As per point 7. AMC charge would not be paid in advance. But as per point no 2 Successful bidder must furnish Performance Security in the form of Bank guarantee (other than prathama bank) that would be 10% of total AMC cost. So we are provide the service and received the payment after the quarter so please amend the bank guarantee point.</p>	<p>Performance security is must in the tender.</p>

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13	9	Resonsibility of Bidder	As per point no 11.5. Regular virus cleaning of all Desktop Computers/Servers as per requirement of BANK. But we have no server access regular cleaning is responsible for authorized antivirus vender. We have installed the antivirus if any desktop /server are formatted so please amend the same.	Vendor needs to perform the operation as per mentioned in To Do List on every visit (Annexure B) and also as per quaterly maintainence clause.
14	18	Financial Bid	As per ANNEXURE – D Please mention for selection criteria for L1 process.	The updated criteria for L1 is mentioned in corrigendum
15	8	Resonsibility of Bidder	As per point no.11.3 as you now branch qty is very high so please change quarterly to half yearly .	Quaterly preventive maintainence is must.
16	9	Resonsibility of Bidder	As per point no.11.4 company latter is sufficient (company are provide the latter to bank are not responsible to any loss or damage to their life or person or property while working in the Bank premises.)	Vendor needs to submit an affidavit regarding this to Bank.
17	9	Resonsibility of Bidder	As per point no 11.10 Vendor should arrange monthly meeting in each concerned regional office but satisfactory latter arrange quarterly.	Satisfactory letter should be obtained from Regional Offices on monthly basis and submit it to Head Office. Quaterly submission of call log report with mentioned fields should be submitted with invoice quaterly.
18	4	Operation Area	Page no. 4 One operational area is missing Serial No.5 (Amroha).	Corrigendum has been uploaded regarding this.
19	7	Hardware Maintainance	As per point no 6.5 if any pirated software installed by branch than how to responsible to AMC vendor.	As per point 4.3, vendor needs to submit inventory annexure C, as one time exercise. Any such software installed should be reported. Again vendor should check and report on every visit & quaterly preventive maintainence, so that no pirated software is installed in any client or server.
20	7	Hardware Maintainance	As per point no 6.6 centralized call registration No and escalation matrix provide to Ho/Ro and ro to distribute the all details to every branch for the proper managing the call closed.	A central call registration number is required and complaint number must be provided for each complaints. Vendor also needs to inform the assigned engineer's contact number, so that the branch could followup with the engineer.
21	9	Comprehensive AMC	Please mention the physically damage in point no 12.	Damaged due to apply of brute force, or burnt cases.

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22	5	Eligibility Criteria	As per tender , you have mention in eligibility criteria that Service Centre should be in Moradabad.	It is mandatory that the bidder should have their own/ authorized partners registered service centre in Moradabad.
23	9	Comprehensive AMC	Comprehensive AMC – are the consumable items like Print Head of printers , Hammer Module , Head cable , RD assembly etc covered in AMC or Not ?	As per point 12 in the RFP, everything is covered under comprehensive AMC. We have asked for these items in T2, in case, these components are physically damaged or burnt.
24	18	Financial Bid	In page no 18 , Annexure D , in T1 you asked for Unit price & total , is it OK or need to Multiply by quantity of hardware & then Total (T1).	Total of T1 should be the sum of unit price of each items mentioned in annexure.
25	4	Eligibility Criteria	We don't have turnover of 2 crore or more, we have following turnovers in last 3 financial years 40 lakh (17-18), 34 lakh(16-17), 21 lakh(15-16)	The relaxation in turnover is provided in the corrigendum. Kindly refer to our website.
26	4	Eligibility Criteria	Though we are registered and based in Delhi and now we don't have our office in Moradabad yet we will open office in Moradabad immediately after getting the order from bank, I personally am well aware about all the area of your Bank's branches as Moradabad is my native place and I personally provided services to many banks in your Bank's area.	It is mandatory that the bidder should have their own registered service centre/ authorized partners in Moradabad. Corrigendum has been uploaded regarding this.
27	4	Server Configuration	Share the Server details total 149 nos. Kindly share the make and model for same	Server Make & Model :- HCL - Xeon Server - 24 in Quantity - Make 2010 HCL Desktops computers having Server OS installed HP Desktop Server with core i7. - 13 in Quantity 13 Refer to Annexure F for age wise breakup Operating Systems:- Windows server 2003, 2008.

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