

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

Sl No.	BIDDER NAME	PAGE NO	DESCRIPTION	QUERY RAISED BY BIDDERS	BANK'S REPLY	e-mail ID
1	Aforeserve Limited	4	Server Configuration	What is Server Configurations along with Make and Model.	<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. Refer to Annexure F for age wise breakup</p> <p>Operating Systems:- Windows server 2003, 2008.</p>	satish.singh@aforeserve.co.in
2	Aforeserve Limited	4	DMP make & models	DMP – Make & Models	Epson LX-1170	satish.singh@aforeserve.co.in
3	Aforeserve Limited	5	Eligibility Criteria	As per point no 1 c) experience of maintenance for last three year Or Current Year	The vendor should have complete experience of last 3 years till the date of RFP i.e 20-06-2018	satish.singh@aforeserve.co.in
4	Aforeserve Limited	5	Eligibility Criteria	As per point no 1 g) list of Engineers is sufficient	Engineer qualification certificate is must.	satish.singh@aforeserve.co.in
5	Aforeserve Limited	6	Eligibility Criteria	As per point no 4.5 Audited Balance Sheet for 2017-18 is under preparation , Provisional Balance Sheet will sufficient with Audited BS of FY: 2014-15, 2015-16, 2016-17 (ITR available for 2014-15, 2015-16, 2016-17)	Financial documents are required for the last 3 F.Ys viz. 2015-16, 2016-17 & 2017-18. If audited financial documents for FY 2017-18 not available, provisional documents for this must be submitted.	satish.singh@aforeserve.co.in
6	Aforeserve Limited	7	Hardware Maintainance	We need to submit any decleration for Point no. 6.2. (In respect of minor issues like OS updating, patch updating, updating of software (whether these updation are part of maintenance? If yes, please include them in para 5 above.Generally, these are not included in AMC contract since their cost impact is very high),corruption of browser, paper jam message on printer, (UPS is not covered in the list) etc, the same may be attended considering the convenience of the user, within 48 hours.))	Yes, declaration such as updating software, etc mentioned is necessary in letter head.	satish.singh@aforeserve.co.in
7	Aforeserve Limited	7	Hardware Maintainance	As per point no 6.8 we need to produce the bill but we are service provider to OEMS and own repair factory for same.	Warranty certificate is must. GST Bills for consumable items are required.	satish.singh@aforeserve.co.in
8	Aforeserve Limited	12	Pricing	As per point no. 17.IV any benchmark for the same	No benchmark as such. If unexpected price is received, bank may cancel the RFP.	satish.singh@aforeserve.co.in

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