

**Pre-Bid Queries Clarification for "RFP NO: SBI/JAI/ITS/AMC/2024-25/1 DATED: 24/12/2024
REQUEST FOR PROPOSAL(RFP) EMPANELMENT OF VENDORS AND ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTER HARDWARE / SOFTWARE/ NETWORKING INSTALLED AT
ALL BRANCHES / OFFICES OF SBI IN GEOGRAPHICAL AREA OF JAIPUR CIRCLE"**

Sl. No	RFP Page No.	RFP Clause No.	RFP Clause details.	Existing Clause Query/Suggestions	Reply
1			Tender Fee and EMD to be submitted in BG Form and non-refundable.	May clarify the same as Tender Fee and EMD to be submitted in BG Form or DD Form.	Please be guided by Remarks column mentioned in Schedule of Events(Page 3) --> SI No 11 of RFP.
2			Tender submission to be done in physical form or on Tender Wizard site	May clarify that submission if physical form or online.	Please be guided by Clause No. 12 -> i Page 18 of RFP.
3			Price %age which to be quoted is inclusive of GST or Excluding taxes	May clarify the same.	Excluding GST
4			Bid to be signed by Authorized person, authorized by Corporate DSC signatory of himself.	As per process, Corporate DSC Signatory (Director) authorize the bid manager to sign and submit the bid. May clarify the same if this is acceptable to bank.	Please be guided by Clause No. 11 -> iii -->e, Page 17 of RFP.
5			In case of very low price bid, BG of three times to be submitted from two banks (in total 18%) or half of three times (4.5%) from two different banks.	May clarify the same.	In total 9% from 2 different scheduled commercial Bank.
6			As per Page No. 27, clause 6- Physical Asset verification will be done or not.	May clarify the same	Please be guided by Appendix -C --> Note Section point i, Page no. of 66 of RFP.
7			As per page 27, clause 12, Police verification required or bidders HR verification shall be valid for engineers hired for the project.	May clarify the same	Please be guided by Clause No. 5.2 --> 5.2.5, Page 90 of RFP.
8			After degaussing, can defective hard disk be returned to service provider	May clarify the same	Please be guided by Clause No. 27 -->v, Page 34 of RFP.
9			What is the difference in penalty and liquidated damages? If penalty is being imposed, liquidated damages may be waived off	May clarify the same	Penalty Clauses are meant to deter the Vendors from breaching the contract to begin with, while liquidated damage clauses are intended to compensate the Bank for any potential losses.
10			Previous performance experience of SBI is mandatory or not	May clarify the same	Please be guided by-Appendix-B point 5, Page 58 of RFP.
11			Is there any lower and upper cutoff limit for price to be quoted, if yes, then confirm the %age	May confirm the %age	No
12	3	11	The Empanelment Fee should be in the form of a bank guarantee issued/ confirmed from any of the scheduled commercial bank in India drawn in favor of State Bank of India payable at Jaipur and valid for a period of Five (05) years from bid submission date.	At Pg. 60 Clause 15, Rs.50,000/- (Rupees Fifty Thousand Only) in form of Bank Guarantee. Security in form of BG should be valid for Three (03) year(s) and six (06) months from bid submission date. Please confirm exact period for empanelment BG(3 years or 5 years)	Please read it as 5 Years. Refer Corrigendum No.1.

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13	3	11	The Bidder shall furnish, as part of its Bid, an Empanelment Fee of Rs. 50,000.00 (Rupees Fifty Thousand only). The Empanelment Fee should be in the form of a bank guarantee issued/ confirmed from any of the scheduled commercial bank in India drawn in favor of State Bank of India payable at Jaipur and valid for a period of Five (05) years from bid submission date.	Empanelment BG format not provided in RFP. Please share the format for same.	Please submit as per Appendix-F
14	30	xxxix	All product updates, upgrades & patches shall be provided by Service Provider free of cost during Contact period.	Product upgrades and patched for EOSL products will not be available from OEM.	Clauses not applicable for EOSL.
15	60	13	Certifications available for hardware maintenance and support services.	Please clarify type of certifications required. Like ISO 9001, ISO 20K etc.	Industry accredited Certifications which validate a company's expertise and adherence to best practices in IT hardware support and services.
16	60	18	DR/ BCP setup details should be provided	Please clarify in detail. Seems this is not relevant to this RFP.	Onsite support often includes maintenance, troubleshooting, or hardware replacement. A DR/BCP ensures that the vendor can continue providing these services even during unforeseen disruptions like natural disasters or supply chain issues. For instance, if the vendor's local office is affected, the plan should ensure backup technicians or resources are available.
17	60	18	DR/ BCP setup details should be provided	Since DR/BCP terms are used in data Center and we need more clarification as to what is actually required from the bidder here.	Onsite support often includes maintenance, troubleshooting, or hardware replacement. A BCP ensures that the vendor can continue providing these services even during unforeseen disruptions like natural disasters or supply chain issues. For instance, if the vendor's local office is affected, the plan should ensure backup technicians or resources are available.

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18	58	6(A)	A) One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost.	NEED CLARITY	For criteria of similar Project Experience: estimated cost can be taken as: 20% of Average Turnover criteria as per Appendix-B, page no. 57 of RFP.
19	57	4	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years i.e 2020-21, 2021-22 , 2022-23(Due to 2023-24 under process for Audit	As per RFP.
20	60	14	Bidder should have established office with sufficient experience in the geographic area of Rajasthan with enough skilled manpower on their own payroll.	Bidder should have established office or should give undertaking to open a full operational office within 1 month of PO Award	As per RFP.
21	3	11	The Empanelment Fee should be in the form of a bank guarantee	The Empanelment Fee should be in the form of a bank guarantee /DD/NEFT	As per RFP.
22	17	11 / III / E	It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).	As per process, Corporate DSC Signatory (CEO / Director) authorize the bid manager to sign and submit the bid. May clarify the same if this is acceptable to bank.	Please be guided by Clause No. 11 -> iii -->e Page 17 of RFP.
23	17	11/III / H	If the Bank is of the opinion that the price quoted is not justified (too low or too high), the bidder may be asked to furnish price justification along with item wise/ head wise breakup of proposed expenses on this project and revenue expected from it. If the Bank is not satisfied with the justification, the Bid will be rejected.	Is there any lower and upper cutoff limit for price to be quoted, if yes, then confirm the %age	No
24	28	26 / XVII	Support Engineer at PRM Department, Jaipur: PRM functions 24x7 round the year and is critical in nature. AMC support engineer/ resource to be provided between 8 AM to 10 PM on all Calendar days (365/366 days). The dedicated support engineer/resource should be available at PRM department during the period mentioned above, irrespective of number of PCs/ Devices.	As per government noms, 08 hours working time applicable but at the PRM Department dedicated resource require for 14 hours minimum. Please clarify	Resources may be deployed in Shift.
25	57	Appendix - B / Point no. -3	The Bidder must have an average turnover of minimum Rs. Twenty (20) crores: Two out of last three financial years. i.e. FY 2023-24, FY 2022-23 and FY 2021-22 towards Hardware Maintenance & Support Business	IT Service Turnover should be at least 40 crore because in 20 crores its shows total turnover of company including various works i.e. IT equipment Sales and other service.	As per RFP. Please be guided by Appendix-B --> S No. 3 , Page 57 of RFP.

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26	58	Appendix - B / Point no. -5	Prior Experience for services: Bidder should have experience of minimum five (05) years in providing the AMC Services for Computer Hardware maintenance & support to Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments	Minimum 10 Year Experience require for IT services in SBI Organization	As per RFP.
27	58	Appendix - B / Point no. -6	Similar Project Experience: The bidder must have successfully executed/completed similar services, over the last five years i.e. the current financial year and the last five financial years:- A) One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost. or B) Two similar completed services costing not less than the amount equal to 50% (Fifty per cent) of the estimated cost; or C) Three similar completed services costing not less than the amount equal to 40% (Forty per cent) of the estimated cost;	Estimated Cost require for order excuted or customer order require agianst running order. Can we incorporate SBI order for the same?	Completed and running order both can be considered. Yes
28	66	Appendix - C / D/ VII	For high-end servers and storages, like Cluster Setups / EMC storage / High speed ADF Scanner / CKYC Scanners & CTS scanners back-to back / AMC with OEM should be maintained	CKYC Scanners : remove CKYC Scanner from the list of hardware in the tedner as its support as well as parts arrangement will be done by OEM and OEM support to limited partner.	As per RFP.
29	68	Appendix - E	Indicative Price Bid	Price %age which to be quoted is inclusive / exclusive of GST.	Excluding GST
30	74	Appendix - G / Penalties for SLA uptime shall be as under / 8 & 9	The total penalty that can be imposed on Vendor under this Agreement will be 25% maximum of the total AMC value. Once the maximum deduction is reached, the Bank may consider termination of the Agreement and Blacklisting of the vendor concerned. The normal journey time of maximum 02 hours will be allowed	Penalty clause 25 % is high so it should be approx. 10% max to max.	As per RFP.

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31	127	7 / XIX/M	In case of any branch/ office having more than 50 workstations but less than 90 workstations requires the facility of a resident engineer at its premises the same will have to be provided by the vendor on payment of monthly FMS charges on evaluation of criticality of services and with consultation of AGM (ITS). The branch/ office will take in principle approval from competent authority not below the rank of DGM and issue purchase order for the same. The same has also to be reviewed by the concerned General Manager. FMS charges, where applicable, will be paid per month at a fixed rate of Rs.25,000 (Rupees Twenty Five Thousand Only) or minimum wages applicable in the state of Rajasthan, whichever is higher	We need the clarity against the charges need to be paid to the Data Analyst / Team Leader / engineers as per network cluster wise. As the tender is related to IT Support so minimum wages should be applicable as per the noms of Rajasthan government for all the engineers mapped with network cluster. In case of Rs. 25000/- need to be paid against FMS charges then what service charge will vendor get against the same.	As per RFP.
32	155	Appendix- P	Dedicated Support Engineer(s) to be placed at each split RBO	Dedicated Support Engineer - its under AO quantity or RBO engineers are extra	Dedicated support engineer will be at RBO, however it is within overall AO quota.
33	160	Appendix- P / Network- 3 (Cluster – 3)	AO-5: 17 + 1 (TL) + 1 (VC) / AO-6: 17 + 1 (TL) + 1 (VC) / LHO: 5 = 41	As per demand total manpower required is 43 while total showing in RFP is 41. please clarify	Details are tentative in nature, please take it as 43. Refer Corrigendum No.1.
34			EMD as specified in this document in form of BG(Appendix-L) or Bid Security Declaration (Appendix-M) should be enclosed, whichever is applicable.	Can we submit Bid Security Declaration in place of 15L EMD or is there MSME EXEMPTION OF EMD	Please be guided by Clause No. 49, Page 50 of RFP.
35				BG format for EMD is available in RFP page # 148 Appendix- L, but BG format for Empanelment Fee is not available in RFP. Please confirm, BG format for submitting empanelment fee	Please submit as per Appendix-F

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36	58	Appendix-B Bidder's Eligibility Criteria	Similar Project Experience: The bidder must have successfully executed/completed similar services, over the last five years i.e. the current financial year and the last five financial years:- A) One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost. Or B) Two similar completed services costing not less than the amount equal to 50% (Fifty per cent) of the estimated cost; C) Three similar completed services costing not less than the amount equal to 40% (Forty per cent) of the estimated cost;	We request to clarify regarding estimate Cost which not defined in RFP	For criteria of similar Project Experience: estimated cost can be taken as: 20% of Average Turnover criteria as per Appendix-B, page no. 57 of RFP.
37	60	Bidder's Eligibility Criteria Clause No13	Certifications available for hardware maintenance and support services.	We request to clarify regarding the required the Certifications available for hardware maintenance and support services.	Industry accredited Certifications which validate a company's expertise and adherence to best practices in IT hardware support and services.
38	60	Bidder's Eligibility Criteria Clause No14	Bidder should have established office with sufficient experience in the geographic area of Rajasthan with enough skilled manpower on their own payroll	Request you to change to Documentary evidence of presence with support set up in Jaipur Circle (Rajasthan State). Or Undertaking by the bidder confirming setting up Support Set up in Jaipur Circle (Rajasthan State) with in one month of receipt of Order	As per RFP.
39	33	27. PAYMENTS , CHARGES & PENALTIES : (a) PAYMENTS :	The impact of any increase / decrease in taxes, duties or any other statutory levies shall be borne by the AMC Vendor on both sides of the change.	We request for corrigendum / amendment as "The impact of any increase / decrease in taxes, duties or any other statutory levies shall be borne by the AMC Vendor (except Govt. Taxes which will born by end customer as per applicable) on both sides of the change".	As per RFP.

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40			The Bidder must have an average turnover of minimum Rs. Twenty (20) crores: Two out of last three financial years. i.e. FY 2023-24, FY 2022-23 and FY 2021-22 towards Hardware Maintenance & Support Business.	This clause (20 Crore Average Turnover of AMC Services) restricts healthy competition and entry for other eligible vendors. Concerning the inventory and replacement cost provided in the tender, the estimated AMC value of each cluster is not more than Rs. 3 Crore. As the contract would be awarded cluster-wise, the turnover should also be asked for based on the estimated AMC value of each cluster. Hence, we request that bidders participate cluster-wise with an average AMC turnover of 3 Crore for the last three financial years.	As per RFP.
41			The Bidder should furnish the registration details for the EPF, ESI, and the labour license details under the contract Labour Rules and Regulation Act.		As per RFP.
42				Whether UDYAM REGISTRATION CERTIFICATE is valid for Exemption from EMD.	Yes, Please be guided by Clause No. 49 --> i, Page 50 of RFP.
43	60	Bidder's Eligibility Criteria Clause No14	Bidder should have established office with sufficient experience in the geographic area of Rajasthan with enough skilled manpower on their own payroll	Request you to change to Documentary evidence of presence with support set up in Jaipur Circle (Rajasthan State). Or Undertaking by the bidder confirming setting up Support Set up in Jaipur Circle (Rajasthan State) with in one month of receipt of Order	As per RFP.