

S #	Point/Section #	Clauses mentioned in RFP Document tender document	Comment/Suggestions (From Vendors)	Clarifications to the bidder query
1	Annexure 02 - Eligibility Criteria C. Experience & Support Infrastructure S.No : 4	The Bidder must have executed the following: Minimum 2 orders for providing of IT Facility Management Services / ITeS / IT Managed Services with each order of managing minimum 500+ networked desktops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India	Please modify this clause as below: The Bidder must have executed the following: Minimum 2 orders for providing of IT Facility Management Services / ITeS / IT Managed Services with each order of managing minimum 500+ networked desktops at one project / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprise in India.	No change
2	Annexure 02 - Eligibility Criteria C Experience & Support Infrastructure S.No : 6	Must have direct support office or support center in Vadodara as well as Ahmedabad/Gandhinagar.	Please modify this clause as below: "Within one month of the contract being awarded, the support office or centre must be opened in Vadodara as well as Ahmedabad and Gandhinagar"	Bidder must have support centre in the city where they wish to bid for.
3	Annexure 08 - Project Details and Scope of Work B. Detailed Scope of work	The Service Provider shall make available on-site resources in a shift of 24 x 7 x 8hrs as per the Bank's requirement	Please clarify below points: Please confirm the number of resources required as per BOQ in order to achieve 24 x 7 x 8 hours.	No Change. The resource count is mentioned in the RFP document. Bank reserves the right to

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				deploy these resources in day/night shift as per Bank's requirement. Each shift will of 8 hrs.
4	General	Consortium	Please confirm Consortium is allowed or not.	Not allowed
5	Bid Security Point No.9	BID Security (Earnest Money Deposit) Rs. 10,00,000/- (Rupees Ten Lakh Only)	We Bharat IT Services Limited is registered with Ministry of Micro, Small & Medium, We fall under Medium Category with UDYAM-UP-28-0002318 dated 25.08.2020 (Certificate enclosed) benefit of Exemption of EMD is Applicable to Medium Category . Pls Confirm.	No Change. Only Micro & Small Enterprises are exempted from the Bid Security / EMD as per Govt. guidelines
6	Integrity Pact Section:- 12	Integrity Pact (Bidder to submit duly Signed and Stamped/ digitally signed by Authorized Signatory on proper stamp paper Integrity Pact along with Bid.)	Pls Share the Value of Stamp Paper on which Integrity Pact has to be Printed.	Non judicial stamp paper of Rs. 100/-

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7	Scope of Work	Job Role Network cum Desktop Support Certification CCNA	CCNA Certification is mandatory for Network cum Desktop Support. Pls Confirm	Yes, its mandatory
8	General	General	Tender Value is not Defined in tender document. Please let us know the tender value which can help to vendors for estimation/Calculation of FMS Expenses.	No change
9	Annexure 02 - Eligibility Criteria General A. S. No 1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.	We Request bank to Exempt this clause of for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organizations registered.	No Change

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10	Annexure 02 - Eligibility Criteria B1 Financial	<p>Bidder must have registered average annual turnover of Rs. 20 Crores or above (from Indian Operations only) during the last three completed financial years i.e. 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies)</p> <p>OR</p> <p>(Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder) The Bidder must have registered average annual turnover of Rs. 10 Crore or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).</p>	<p>We Request bank to Exempt this clause of for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organizations registered.</p>	No Change