

S.No.	Point/Section #	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the bidder query
1	Annexure 02 C.1	The Bidder should be either OEM or OEM's Authorized Partner with highest level partnership in India for last three years (from RFP date)	Please define the Highest Level partnership / Please make it as - Bidder should be a Premier/Select Partner with OEM / reseller or select Level Partnership for more than 3 years with OEM	Highest level partnership for Cisco is "Gold", Bidder needs to submit documentary proof for OEM's Authorized Partner with highest level(Gold) partnership in India for last three years (from RFP date)
2	Annexure 12 – 1. Scope of Work	Detailed description for Cisco Hardware:	Please share Serial nos/ Instance No for Inventory	List has been vetted by Cisco. Will become part of Purchase Order issued to L1 bidder
3	Annexure 12 – 1. Scope of Work	Detailed description for Cisco Hardware:	We assume that all the assets installed at Data centre of Bank of Baroda./Is there any tool to log the calls/ If not then how the call gets logged currently/ Can new bidder follow the existing mechanism .	Here Bank will log the call with vendor (identified through this RFP). Vendor need to resolve the issue either at their level or with OEM support within the SLA.
4	Annexure 12 – 1. Scope of Work	Detailed description for Cisco Hardware:	Does any onsite resource expected to support this engagement/ if yes please confirm the Service window for the onsite resources.	Permanent onsite resource is not required. However, vendor/OEM onsite support will be required for issue resolution as and when required.
5	Annexure 12 – 1. Scope of Work	The vendor shall be fully responsible for the AMC for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor any defect that may develop under normal use of equipment during AMC period.	Need Clarity	Refer 'Scope of Work' section of RFP
6	General Conditions 2. Payment Terms	a) AMC– Payable Half-yearly in advance against receipt of satisfactory service report of previous Half-year from the Bank's Project / Operation Manager.	Request to change it to Advance for Year	No change
7	5. Bid Security (Earnest Money Deposit)	Bidders are required to give an earnest money deposit of an amount as mentioned in "[A] Important Dates" at the time of submission of the Eligibility bid.	Requesting relaxation for Medium	Only MSEs are exempted as per GoI guidelines



Annexure-A
Prebid queries response
Bank's clarification on Prebid Queries from Prospective Bidders for RFP for selection of Service Provider for providing Annual Maintenance Services for Cisco Hardware,
RFP No. BCC:IT:PROC:114:46 Dated 24th November 2022

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8	Annexure 02 C.1	The Bidder and OEM should provide a declaration that all the technical problems reported would be resolved within 24 hrs.	As this is AMC from OEM, it's the responsibility of OEM to resolve all the technical issues. So please make it as- OEM should provide a declaration that all the technical problems reported would be resolved within 24 hrs.	No change
9	Annexure 16 – Service Levels	During the warranty and AMC period, for every fall of 0.1% above the permissible level of 99.90% (or as defined while seeking commercials) down time on quarterly basis, penalty will be levied @ 1% of the quarterly AMC price of the machine subject to maximum 10% of the AMC price of the machine per quarter.	Capping is higher than usual/ Since AMC is from OEM, it's the responsibility of OEM to provide 99.9% uptime. Bidder should not be loable for this.	No change