

[A] Important Dates:

Sr. No.	RFP / Bid	Timeline
1	Last Date of Submission of RFP Response (Closing Date)	03:00 PM on 23rd March, 2023
2	Eligibility Cum Technical Bid Opening Date	03:30 PM on 23rd March, 2023

Clause in RFP:

Sr. No.	Clause in RFP	Clarifications/ Changes made
1	<p>Annexure 02 – Evaluation Terms</p> <p>A. Eligibility Bid Evaluation</p> <p>C-2(Experience & Support Infrastructure): The bidder should have executed minimum 3 orders for providing AMC services with each order for minimum 15,000 assets comprising of Computer Hardware and peripherals in each year for the last 3 Years (FY 2019-20, 2020-21 & 2021-22) to various branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large branch network geographically spread across the country.</p>	<p>Annexure 02 – Evaluation Terms</p> <p>A. Eligibility Bid Evaluation</p> <p>C-2(Experience & Support Infrastructure): The bidder should have executed minimum 3 orders for providing AMC services for minimum 15,000 assets (these 15000 assets can be in a single order or in combination of 2 orders) comprising of Computer Hardware and peripherals in each year for the last 3 Years (FY 2019-20, 2020-21 & 2021-22) to various branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large branch network geographically spread across the State / Region / country.</p>

Clarification of Pre-bid queries is enclosed as “Annexure A”.

All other Terms & Conditions are same as per our RFP for Annual Maintenance Contract of Computer Hardware & Peripherals at various Branches / Offices in India (Bid Number: GEM/2023/B/3010586 dated 24th January 2023).

Annexure A
Pre-bid queries response as part of Addendum 1
Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP- Annual
Maintenance Contract of Computer Hardware & Peripherals at various Branches /
Offices in India (Bid Number: GEM/2023/B/3010586 dated 24th January 2023)

Sr. No	Point / Section #	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the bidder query
1	Bid Security (EMD) (Page no 4)	As per GeM, EMD is not applicable for Companies whose Turnover is > 500 Cr.	Confirm if not Applicable or not for Acer as Turnover > 4000 Cr.	Yes, as per GeM GTC, Service Provider shall have annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s) to get exemption from furnishing Bid Security
2	Introduction (Page no 8)	Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 8100+ branches/offices in India and 95+ branches/offices overseas including branches /offices of our subsidiaries, distributed in 15+ countries.	Request you please share all location's addresses	The details of equipment's along with addresses will be shared with selected bidder only
3	Guideline for submission (Clause 9, Page no 22)	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Pl. confirm if required on Non Judicial Stamp paper or on letterhead	No, it should be on company letterhead

4	Service Level And Non-Disclosure Agreement Format (Clause 14, Page no 22)		Is to be Signed for all Bidders of Selected bidder only.	Yes, all participating bidders need to submit signed Service Level and Non-Disclosure Agreement. Final execution of agreement will be with selected bidder only.
5	Project Details and Scope of Work (Clause 18, Page no 44)	Vendor has to undertake BIOS upgrade wherever the requirement is felt by the Bank. AMC would cover maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any ordered for hardware.	BIOS upgradation pure OEM right. Hence request you please exclude requirement of BIOS upgradation.	It has to be done by the successful bidder
6	Project Details and Scope of Work (Clause 21, Page no 44)	Vendor shall do a proactive monitoring of the equipment's under the scope and identify and replace the components before the actual failures happen.	Request you please clarify SOW of this pertculture	On-site resources deployed for this purpose shall coordinate with field engineers for timely closure of all pending issues and they shall update call status on daily basis.
7	Project Details and Scope of Work (Clause 41, Page no 44)	The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges, plastic components & batteries.	Please confirm that Printer Head and Battery are excluded as consumable. Point 41 and 42 conflicting each other.	The service provider shall provide free replacement for all defective parts including Printer head except for consumables like ribbons, cartridges, plastic components & batteries.

8	Service Levels - Penalty (Annexure 14, page 68)	The Penalty charges will be subject to an overall cap of 20% of the TCO and thereafter, Bank has the discretion to cancel the contract.	Request to reduce overall cap i.e. 10% of PO value as per industrial standard practice	No Change
9	Information/Cyber-Security Measures/Controls (Annexure 17, Page 76)- - Environmental Controls	Put in place mechanisms for monitoring of breaches/compromises of environmental controls relating to temperature, water, smoke, access alarms, and service availability alerts (power supply, telecommunication, and servers), access logs, etc.	Request you please clarify SOW of this pertculture for the bidder	Yes and wherever required it has to be adhered with
10	Information/Cyber-Security Measures/Controls (Annexure 17, Page 76)	Information/Cyber-Security Measures/Controls for selected Service Provider	Hope this is only for Information	Yes and wherever required it has to be adhered with
11	Information/Cyber-Security Measures/Controls (Annexure 17, Page 76, point 5)	As described in RFP -5. Application Security Life Cycle (ASLC)	Request you please clarify SOW of this pertculture for the bidder	Yes and wherever required it has to be adhered with

12	Information/Cyber-Security Measures/Controls (Annexure 17, Page 76, point 8)	8.1. Develop a comprehensive data loss/leakage prevention strategy to safeguard sensitive (including confidential) business and customer data/information. 8.2. This shall include protecting data processed in endpoint devices, data in transmission, as well as data stored in servers and other digital stores, whether online or offline.	Request you please clarify SOW of this pertculture for the bidder	Yes and wherever required it has to be adhered with
13	SUBCONTRACTING (Clause 28, Page 91)	The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.	All OEM are working in indirect mode and works with Authorized Service provider and the Engineer are on partners role however we confirms full ownership lies on to Acer as we are a paneled vendor for supplies also.	Please refer to ATC document, it is clearly mentioned that subcontracting is not permitted. OEM can participate directly in the tender.
14	MAF (New)		PI. include MAF from Acer / HP to have genuine Vendors. MAF is excluded for Acer / HP due to ODM.	Not required as equipment's to be covered under AMC support are of multiple OEMs
15	New (Scope)	B2B Arrangement for Spares	Include Bidders for B2B arrangement from OEM, mainly from Acer / HP. This will help to get genuine spares replacement or else only chassy will remain	No Change

			from OEM and components will be replaced from non genuine suppliers.	
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