

Replies to Pre Bid queries

Sr. No.	Tender Reference / clause	Query/Clarification of prospective bidders	Reply to the bidder query
1	Commercial	Resources details are not mentioned in commercial bid	Resource cost to be included with AMC Cost
2	Commercial	Some devices are under contract till Jan/Feb, their contract start date would be prorated dated basis, instead of 1 st March 2023	Contract start date will be as mentioned in the Tender Document. [Refer Page 45. Clause (i) Asset Details of RFP]
3	Annexure 11 Project Details and Scope of Work	Please clarify if the resource will be only for Hyderabad	As mentioned in Annexure 11, resource is required at Hyderabad location. [Refer Page 47 Clause B of RFP] : Resources required at our office, Mumbai / Hyderabad: "The successful bidder has to provide resources at our Hyderabad Office. The seating arrangement for the resources will be provided by the Bank. The requirement of the resources would be as follows"]
4	Annexure 11 Project Details and Scope of Work	If the support to be considered is 8x5xNBD / 24x7x4	As per the mentioned support package [Refer Page 58 of RFP Annexure 16]: A. Service Level for Branch Network Hardware during AMC Period.: *Support package to be included for Branch Network Hardware support "Cisco Smartnet Total Care" B. Service Level for DC/DR Network Hardware during AMC Period. ** Support package to be included for DC/DR Network Hardware AMC "Cisco Smartnet Total Care Premium"]