

BID No. GEM/2024/B/4591909 dated 6th February 2024
Tender for Annual Maintenance Contract of CISCO Network Hardware at various Branches / Offices in India.
Pre-Bid Responses/ Clarifications to Queries raised by the Bidders.

Sr. No.	Clause No.	Clause as per RFP	Description of Query/ Clarification sought by Bidders	Bank's Response
1	Annexure-11 (Point No: 2)	The bidder is required to provide comprehensive onsite annual maintenance services (preventive and well as corrective) of Network Hardware and peripherals at Bank's Offices / Administrative Offices / Branches and any other site where the these Network Hardware have been installed / available.	Do Bank need OEM Back lining AMC Support? Our comprehensive AMC Support need to consider.	Yes, OEM Back lining AMC Support is required.
2	Annexure-11 (Point No: 7)	Yearly preventive maintenance (if required) in consultation with the Banks team of all the equipment needs to be conducted which should inter alia include cleaning of inside and outside of all equipment during AMC period. Preventive Maintenance will include replacement of worn-out parts etc. In case equipment is taken away for repairs, the Vendor shall provide a standby equipment (of equivalent or higher model), so that the work of the Bank is not affected. The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the AMC period at their support office across the country.	Is it compulsory to do PM for each year? DO we need quote separate cost for this task?	Successful vendor needs to do preventive maintenance as & when required by Bank Team.
3	Annexure 11	There are total 1114 Cisco Asset respectively.	For this Asset Can we Location wise Details	Branch/Office wise location will be shared with Successful vendor only.
4	Annexure 11 (Point No: 23)	Successful vendor need to submit quarterly report of call logged, call closed and replaced equipment.	Do Bank need all Hardcopies of Soft copies of Call reports	Successful vendor have to share Hard & Soft Copy with call logged Tracker on quarterly basis.

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5	Payment Terms	AMC– Payable Half-yearly in advance against receipt of satisfactory service report of previous Half-year from the Bank's Project / Operation Manager.	AMC Payment Quarterly Advance.	No Change.
6	Annexure-2 (Point No: 4)	Bidder needs to provide -02- Technical qualified resident Engineer at Bank site Hyderabad.	Only two Resources required onsite at Hyderabad. Please Confirm no resources has to Deployed at Mumbai Location	As of now, no Engineer will be required at Mumbai Office. Bank may relocate the Engineer from Hyderabad to Mumbai if required.

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