

Addendum to the following clauses:

S No	Existing Clause	Modifications / Relaxation
C. Experience and support infrastructure		
1	<p>..... The bidder should be an OEM's Authorized Partner (Highest Level or 2nd Highest Level) for providing the AMC for hardware & support of Data Centre devices in India at least in the last three years (from RFP date).</p>	<p>..... The bidder should be an OEM's Authorized Partner for providing the AMC for hardware & support of Data Centre devices in India at least in the last three years (from RFP date) and should have back-to-back support with OEM for the Hardware</p>
2	<p>..... The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server & Storage of minimum Order value (single or Multiple) of Rs 3 Cr. in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.</p>	<p>..... The bidder should have experience in providing mission critical IT hardware warranty AND/ OR AMC support including resources (if any) for Server & Storage of minimum Order value (single or Multiple) of Rs 3 Cr. in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.</p>

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

All other Terms & Conditions are the same as per our RFP for Renewal of Annual Maintenance Contract (AMC) of DELL Hardware at Critical locations with On-site Support for 3 Years (Bid Number: GEM/2024/B/4821726 dated 27th March 2024).

Prebid queries response / clarification as part of Addendum

S No	Page #	Point / Section #	Clarification points as stated in the tender document	Query from Bidder	Bank's Clarifications to the bidder query
1	27	Annexure 02 – Evaluation Terms (Experience and support (C-1 Experience and support infrastructure)	The bidder should be an OEM's Authorized Partner (Highest Level or 2nd Highest Level) for providing the AMC for hardware & support of Data Centre devices in India at least in the last three years (from RFP date).	We request an amendment to the specified criterion to clarify that the bidder must be an OEM (Original Equipment Manufacturer) Authorized Partner. This requirement ensures that the bidder has been officially recognized and certified by the OEM to sell, support, or service their products.	Pls refer addendum
2	27	Annexure 02 – Evaluation Terms (Experience and support (C-2 Experience and support infrastructure)	The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server & Storage of minimum Order value (single or Multiple) of Rs 3 Cr. in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.	We request an amendment to the following point: Bidders should have experience in providing mission-critical IT hardware warranty/AMC support, including resources for supporting mission-critical devices, and managing and maintaining these for banks and other organizations. This includes devices such as servers, network/security, storage, and other hardware for commercial banks, financial institutions, government bodies, PSUs, IT & ITES companies, manufacturing firms and large corporates in India in the past three years.	Pls refer addendum

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3	27	Annexure 02 – Evaluation Terms (Experience and support (C-3 Experience and support infrastructure)	The bidder should have experience in providing IT hardware maintenance support in public/private sector Banks (minimum one) or BFSI entities (minimum two) in India for each entity in Data Centres / DR in the last three years.	Request to amend this point to The bidder should have experience in providing IT hardware maintenance support and AMC support for Server Network/Security & Storage in public/private sector Banks Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India from Last Three Years.	No Change
4	46	Scope	The successful vendor shall provide the Annual Maintenance Contract (AMC) for all the DELL hardware assets at DC-DR-NDC-NDR and other critical locations under back-to-back support from the OEM (DELL) and On-site Support for 3 years, as per the scope and conditions mentioned under:	Kindly share the details of other critical locations where required onsite services.	Hyderabad & Mumbai

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5	46	Scope	The successful vendor shall deploy one On-site L2 resource each at DC & DR locations (Mumbai & Hyderabad) for providing support during the Business hours i.e. 10AM to 7PM.	Whether bank shall arrange the necessary HW and SW Infra required for the on-site resources for monitoring?	Resources has to be deployed at on-site on day one of start of contract as mentioned in Purchase Order. Resources will be provided one desktop system and common/OEM software will be available for monitoring. Necessary customized reports/dashboards should be provided by the bidder to the Bank on a regular basis.
6	46	Scope	All the hardware items mentioned should be covered under AMC support with back-to-back arrangement from OEM for the period of -3- years or till its EOSL date whichever is earlier.	Kindly confirm that the dates mentioned are in line with the EOSL period of OEM.	Bidder must verify the same with OEM
7	46	Scope	Should have dedicated TAM/SAM from OEM, immediate assignment of OEM service engineer and spare part availability at onsite or nearby support centre of OEM as part of mission critical support in order to maintain CTR of 4 hrs.	Whether the dedicated TAM/SAM support from OEM on remote basis or it required onsite dedicated? Kindly confirm.	Bidder can decide whether dedicated TAM/SAM should be available at onsite/remote based on the inventory /scope/ SLA mentioned in the RFP. If the bidder is not able to meet the SLA, Bank will ask the bidder to deploy the TAM/SAM at onsite.

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8	46	Scope	Should have a centralized system showing status of all tickets with dashboard depicting all information.	Whether the customer is having any tool for viewing the dashboard? Or the bidder has to deploy any new tool for this? Kindly confirm.	Bidder can use the existing features available in the tool provided or can deploy new tool for generating the dashboard.
9	46	Scope	Should carry out patch updation, security updates etc. of operating system, system software, BIOS, firmware upgrade, bug fixes etc. wherever applicable as per impact analysis done on Bank's environment in coordination with the Bank and/or MSP partner.	In the BOM, it is mentioned the details of hardware devices only. For the OS and software part, assuming that the license and subscription shall be taken care by the bank for updates and upgrades, kindly confirm.	All licenses and subscriptions will be taken care by the Bank.
10	46	Scope	Should have back to back agreement with all OEM's and submit required support documents for the same.	Kindly share the Serial Number & current B2B details of all equipments which required support. Also confirm the support requirement for the EOSL devices for rest of the period mentioned in the commercial bid template.	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details. Bidder has to inform the Bank six months in advance regarding EOSL of all hardware and support should be provided till EOSL only. In case support is required for EOSL devices, Bank will inform the same in advance.

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11	46	Scope	Should immediately log the ticket in Bank's Service Management Tool and close the ticket with updated status on resolution.	Assume the access of Bank's Service Management Tool shall be given to the onsite resources to log and update the calls, Kindly confirm.	Necessary access will be provided to the service management tool of the Bank by following all defined processes. Any reporting/dashboard required by the Bank should be provided by the bidder on a regular basis.
12	46	Scope	Should monitor availability and performance of all systems through enterprise tools installed by the Bank and report any incidents/threshold breaches on an immediate basis to the Bank/MSP.	Assume the availability of these tools will be extended to the service provider and license / subscription shall be taken care by the bank, kindly confirm.	Necessary access will be provided to the enterprise tools by following all defined processes and license/subscription of the same will be taken care by the Bank.
13	46	Scope	Should have real time log collection and analysis for proactive health checkup and timely reply replacement of parts.	Any tool is available now with bank or the bidder has to deploy a new tool? Kindly confirm.	Bank will provide enterprise/OEM specific software for monitoring and if mentioned features are not available in the same then Bidder has to deploy any new tool or coordinate with OEM for generation of these reports without any cost to the Bank.

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14	47	Scope	In case of significant failures of specific component Viz. Motherboard, HDD, Controllers, any other critical components, the entire component has to be replaced with the new ones in a proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance for necessary downtime and approval. The vendor is required to ensure that this kind of situation never arises.	Any spare retention policy applicable for any components?	Bidder must keep sufficient spares at onsite or own locations near to Banks' Data Centres in order to meet the SLA defined.
15	47	Scope	AMC should not become void, if the Bank buys any other supplemental hardware from third party and installs it with in these machines.	This has to be informed and take the concurrence from OEM before installing any third-party hardware in the systems.	Any additional hardware components will be procured through OEM or respective partners and will be installed by authorized person of the OEM/partner only.
16	48	Scope	Should address any vulnerabilities on proactive basis by applying necessary patches/updates.	Assume the vulnerability audit shall be conducted by the bank, kindly confirm.	Vulnerability audit will be conducted by Bank and observations should be closed by the Bidder

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17	48	Scope	Should ensure that AMC will start immediately after the completion of warranty phase of Hardware devices during the entire contract period.	For the OEM B2B devices, the support period shall be aligned with the OEM database. Kindly share the current contract ending dates and proposed AMC period also.	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.
18	48	General Terms & Conditions (Point 2)	2 General Terms & Conditions The Bank reserves the right to alter the quantities mentioned or to add/delete one or more items during the period of contract from the list of items specified and will inform the selected bidder about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further, the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities.	For the OEM B2B AMC, payment has to be made upfront to the OEM and add/delete one or more item in the contract shall make financial loss to the bidder. Kindly remove the clause for the OEM B2B devices.	No Change
19	48	General Terms & Conditions (Point 2)	Bank at its discretion can terminate the AMC contract in whole or as part thereof with the Bidder and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on a pro-rata basis, for the service rendered shall be payable.	For the OEM B2B devices, payment to be made upfront to the OEM and short closure of contract shall make financial loss to the bidder. Kindly remove the clause for the OEM B2B devices.	No Change

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20	49	General Terms & Conditions (Point 2)	Bank has the right to change the AMC start/end dates and rates will be calculated on a pro-rata basis based on monthly cost provided.	For the OEM B2B devices, the support period shall be aligned with the OEM database. Kindly remove the clause for the OEM B2B devices.	No Change
21	52	Payment Terms (Point No. 6)	a) AMC – Payable Half-yearly in advance against receipt of invoice and satisfactory service report of previous Half-year from the Bank's Project / Operation Manager.	We would request you please change it to "Yearly in advance"	No Change
22	52	Payment Terms (Point No. 6)	b) Onsite Support (Resources) – Payable in quarterly arrears against receipt of invoice along with satisfactory report of previous quarter from the Bank's Project / Operation Manager. Payment will be proportionate to attendance.	We would request you please change it to "quarterly in advance"	No Change
23	64	Annexure 15 – Commercial Bid	Service Tags / Serial Nos.	Kindly share serial nos. for each line item	Bank has shared the necessary details to the OEM and bidder must contact OEM for the required details.

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24	85	Legal	12. DOCUMENTATION The Service Provider shall supply all necessary documentation for the training, use and operation of the system. This will include at least one set of original copies per installation of the user manuals, reference manuals, operations manuals, and system management manuals in English/Hindi.	Kindly confirm the details of training required.	Bidder may not require to provide any training to Bank.
25	56 - 62	Assets No.	List of Assets	Kindly share the serial number of the devices. Whether all these devices are currently in OEM B2B support? If yes, please share the current contract details to get the OEM B2B prices for renewal.	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.
26	NA	Scope	In order to request Back-to-back service support quote from OEM for the attached list of Dell devices, we kindly request to share service tag for all the devices. Which help us to take forward to OEM and enable us to participate in this tender.	In order to request Back-to-back service support quote from OEM for the attached list of Dell devices, we kindly request to share service tag for all the devices. Which help us to take forward to OEM and enable us to participate in this tender.	Bidder has to verify the same with OEM