

Addendum and Pre-bid queries responses dated 08.05.2024

Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware at Critical locations with On-site Support for 3 years BID NO: GEM/2024/B/4820390 dated 27th March 2024

Clause in RFP

S. No.	Clause in RFP	Clarifications/ Changes made
1	[A] Important Dates: A.4. Last Date for Submission of RFP Response (Closing Date): 03:00 PM on 11th May, 2024 A.5. Eligibility Cum Technical Bid Opening Date: 3:30 PM on 11th May, 2024	[A] Important Dates: A.4. Last Date for Submission of RFP Response (Closing Date): 03:00 PM on 15th May, 2024 A.5. Eligibility Cum Technical Bid Opening Date: 3:30 PM on 15th May, 2024

Sr. No.	Clause in RFP	Clarifications/ Changes made
Annexure 2 – Evaluation Terms		
A. Eligibility Bid Evaluation.		
1.	C. Experience & Support Infrastructure 1. 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).	C. Experience & Support Infrastructure 1. 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) and should have back-to-back support from OEM for the Hardware to be supported.
2.	C. Experience & Support Infrastructure 2.The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server & Network/Security devices (minimum Order value (single or Multiple) of Rs 5 Cr.) in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.	C. Experience & Support Infrastructure 2.The bidder should have experience in providing mission critical IT hardware warranty AND / OR AMC support including resources (if any) for Server & Network/Security devices (minimum Order value (single or Multiple) of Rs 5 Cr.) in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.

Addendum and Pre-bid queries responses dated 08.05.2024

Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware at Critical locations with On-site Support for 3 years BID NO: GEM/2024/B/4820390 dated 27th March 2024

Sr. No.	Clause in RFP	Clarifications/ Changes made
<p>Annexure 11 – Project Details and Scope of Work</p> <p>Additional clauses:</p> <ol style="list-style-type: none">1. Health check-up of all hardware should be carried out by respective OEM's once in a year and submit review report.2. Degaussed and physically damaged storage/hard disks only will be returned to OEM as part of replacement.		

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

All other Terms & Conditions are same as per our RFP Bid no.: GEM/2024/B/4820390 dated 27.03.2024 and subsequent addendums for Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware at Critical locations with On-site Support for 3 years.

Sl No	Page #	Point / Section #	Category (Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Query from Bidder	Bank's Clarifications to the bidder query
1	48	Annexure 11 – Project Details and Scope of Work	Scope	The successful vendor shall provide the Annual Maintenance Contract (AMC) for all the CISCO hardware assets at DC-DR-NDC-NDR and other critical locations under back-to-back support from the OEM (CISCO) 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.	Other critical locations includes Corporate Offices, BCC/BST (BKC, Mumbai), Kohinoor (Dadar, Mumbai), eDena Bhavan (Jogeshwari, Mumbai), RBO Ahmedabad, Admin Offices at Gandhinagar and Alkapuri
2	48	Annexure 11 – Project Details and Scope of Work	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 inline with the EOSL period declared by OEM.	Bidder has to verify the same with OEM
3	48	Annexure 11 – Project Details and Scope of Work	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.	Kindly confirm the lead time to deploy the resources on site. 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.
4	48	Annexure 11 – Project Details and Scope of Work	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.
5	48	Annexure 11 – Project Details and Scope of Work	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.
6	48	Annexure 11 – Project Details and Scope of Work	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 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.
7	48	Annexure 11 – Project Details and Scope of Work	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.
8	48	Annexure 11 – Project Details and Scope of Work	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 licence / 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.
9	48	Annexure 11 – Project Details and Scope of Work	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.

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10	48	Annexure 11 – Project Details and Scope of Work	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.
11	49	Annexure 11 – Project Details and Scope of Work	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 has to keep sufficient spares at onsite or own locations near to Banks' Data Centres in order to meet the SLA defined.
12	49	Annexure 11 – Project Details and Scope of Work	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.
13	49	Annexure 11 – Project Details and Scope of Work	Scope	□ Should carry out any install/reinstall of any hardware component on any of the inscope assets or move any asset/hardware component between the DC/DR/NDC/NDR sites as per Bank's requirement.	Whether the bank shall bear cost for moving any asset/hardware component between the DC/DR/NDC/NDR sites?	Bank will bear the cost of movement of asset/hardware component between the DC/DR/NDC/NDR sites if the activity is planned by the Bank otherwise the same should be taken care by the bidder.
14	50	Annexure 11 – Project Details and Scope of Work	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
15	50	Annexure 11 – Project Details and Scope of Work	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.	Support duration is already mentioned in the Commercial bid.
16	50	Annexure 11 – Project Details and Scope of Work	General	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 done 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
17	50	Annexure 11 – Project Details and Scope of Work	General	• 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 done 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
18	51	Annexure 11 – Project Details and Scope of Work	General	• 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.	Support duration is mentioned in the Commercial bid.

SI No	Page #	Point / Section #	Category (Scope/Commercial/ Legal/General)	Clarification point as stated in the tender document	Query from Bidder	Bank's Clarifications to the bidder query
19	74	Annexure 20 – Service Level and Non-Disclosure Agreement Format	General	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 required to provide any training to Bank.
20	87 - 89	Commercial Bid Format ANNEXURE - 15	Commercial	A. Network Hardware Details	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.
21	44	Annexure 11 – Project Details and Scope of Work	i. Asset Details	CISCO ISR4221-SEC/K9 Devices Serial Number Missing	Required Devices Serial Number for all CISCO ISR4221-SEC/K9 as per the AMC Duration. This will help us quote the AMC prices accordingly.	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.
22	44	Annexure 11 – Project Details and Scope of Work	i. Asset Details	*Details of all Network assets along with the Serial Numbers and AMC start date etc will be provided to the successful Bidder as well as provide the -02- resident Engineers at Hyderabad Office till the tenure of this contract.	Kindly confirm We need to Deploy resident Engineers in Hyderabad only or we need to deploy resources in Mumbai & Hyderabad from 8 am to 8 pm on Bank working days. Kindly Confirm.	Bidder has to deploy onsite resources both at Mumbai and Hyderabad on all working days.
23	47	2. Payment Terms	2. 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.	Requested Payment Terms as Payable Annually in advance	No Change
24	24	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	A General 1. Bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the last 5 years (As on RFP date).	We have recently undergone restructuring of our company businesses in Feb 2020, resulting in formation of Wholly owned subsidiaries to focus of specific line of business. Since subsidiary entity shall rely upon its parent company for complying with eligibility clauses on Experience, existence in No. of years etc. We request to modify the clause as: 1. The Bidder or Bidder's parent company (In case bidder is wholly owned subsidiary of its parent company) must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the last 5 years (As on RFP date).	No Change.necessary clause for bidding company/ firm is hived off from the demerged company is already covered in the RFP. Please refer page no. 29 of RFP.
25	25	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	B Financial 1. The Bidder should have registered an average annual turnover of Rs. 15 Crore (Rs. 5 Crore for MSE) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	Request to modify the clause as: 1. The Bidder should have registered an average annual turnover of Rs. 500 Crore (Rs. 150 Crore for MSE) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	No Change
26	26	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	B Financial 2. The Bidder should be Net profit-making entity continuously for the last three years i.e. financial years – 2020-21, 2021-22 and 2022-23 OR The net worth of the bidder should be positive as on last financials date and should not have eroded by more than 30% in the last three years.	Request to modify the clause as: 2. The Bidder should be Net profit-making entity in atleast any two of the last three years i.e. financial years – 2020-21, 2021-22 and 2022-23 OR The net worth of the bidder should be positive as on last financials date and should not have eroded by more than 30% in the last three years.	No Change
27	69	Annexure 18 – Integrity Pact	Annexure 18 – Integrity Pact	Integrity Pact	Kindly suggest the exact amount of stamp paper on which the document need to be executed.	On valid non-judicial stamp of Rs.600/- , same is also mentioned on RFP's page no. 24.



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28	56	Annexure 17 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT	Annexure 17 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT	SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT	Confirm that the document need to be executed by successful bidder and not during submission of the RFP.	After filling up required details signed and sealed copy needs to be submitted at the time of bid submission.
29	46	Annexure 11 – Project Details and Scope of Work	Scope of work	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.	We understand that onsite resource will require from Monday to Saturday. Please confirm	Bidder should provide onsite resources on all working days of the Bank.
30	46	Annexure 11 – Project Details and Scope of Work	Scope of work	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.	Please clarify dedicated TAM/SAM from OEM require onsite or remote.	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.
31	46	Annexure 11 – Project Details and Scope of Work	Scope of work	Should immediately log the ticket in Bank's Service Management Tool and close the ticket with updated status on resolution.	We understand that Bank will provide ticketing tool access to bidder for call logging and closing. Kindly confirm	Necessary access will be provided to the enterprise tools by following all defined processes.
32	46	Annexure 11 – Project Details and Scope of Work	Scope of work	Should have a centralized system showing status of all tickets with dashboard depicting all information.	Request to remove this clause as it is bank's ticketing tool capability.	Bidder can utilize the existing features available in the Tool provided or should do necessary customization for generation of dashboards as required by the Bank.
33	46	Annexure 11 – Project Details and Scope of Work	Scope of work	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.	We understand that centralised monitoring tools deployed by bank will be monitored by provided L2 resource at DC & DR. Kindly confirm	Necessary access will be provided to the enterprise tools by following all defined processes.
34	46	Annexure 11 – Project Details and Scope of Work	Scope of work	Should have real time log collection and analysis for proactive health checkup and timely replacement of parts.	We understand that bank having existing log collection and analysis tools and monitored by provided L2 resource at DC & DR. 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.
35	47	Annexure 11 – Project Details and Scope of Work	Scope of work	AMC should not become void, if the Bank buys any other supplemental hardware from third party and installs it with in these machines.	If there is some issue happen or device malfunction because of supplemental hardware then AMC would void. So request to remove this clause	Any additional hardware components will be procured through OEM or respective partners and will be installed by authorized person of the OEM/partner only.
36	48	Annexure 11 – Project Details and Scope of Work	Scope of work	Should ensure that AMC will start immediately after the completion of warranty phase of Hardware devices during the entire contract period.	Request to provide the existing warranty details	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.
37	8	RFP Section 8	Contract period	The Bank will enter into an agreement with a selected vendor for AMC of the HW. The AMC duration of HW Items will be valid for -3- years or till EOSL of the HWs whichever is earlier from the PO date.	Kindly Clarify in case any device get EOSL by within 3 Years contract period will the devices need to be supported by 3rd party support on Best Effort bases or BOB will replace the EOSL product and the devices will be out of our contract.	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.
38	4	Annexure 11 – Project Details and Scope of Work	Scope of work	Any mismatch found in Serial No. or AMC/Warranty dates then the same should be rectified in coordination with the OEM after consultation with the Bank.	Request to provide the Serial Number for devices/ Subscription id for all the Software Component. This will help us to get the details of each equipment and understanding of the state date of device support Date. Bidder will be in position in case of any error in inventory data.	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.

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39	4	Annexure 11 – Project Details and Scope of Work	Scope of work	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.	Bidder has to upfront pay to OEM for AMC Support 3 years. Thus, request you to share the serial number to give Bank Clarify on start date and End of support.	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.
40	4	Annexure 11 – Project Details and Scope of Work	Scope of work	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	Bidder has to upfront pay to OEM for AMC Support 3 years to secure the dollar variation. In case of contractual obligation by bidder this clause should be valid else this is 3 years contract thus bank is binding to pay for 3-years support as per contract. Kindly confirm.	No change
41	24-26	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	General	We have recently undergone restructuring of our company businesses in Feb 2020, resulting in formation of Wholly owned subsidiaries to focus of specific line of business. Since subsidiary entity shall rely upon its parent company for complying with eligibility clauses on Experience, existence in No. of years etc. We request inclusion of a note as: 1. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. 2. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.	No Change,necessary clause for bidding company/ firm is hived off from the demerged company is already covered in the RFP. Please refer page no. 29 of RFP.
42	54	Payment Term		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	AMC Charges should be paid in Advance in one time for all the 3 years	No Change
43				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	Request to please consider Half yearly Arrears	No Change
44		new query			Request to please share devices serial number	Bank has shared the necessary details to the OEM and bidder has to contact OEM for the required details.
45	28	Eligibility Criteria	Experience and support infrastructure Point No-1	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.	Please refer Addendum



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46	28	Eligibility Criteria	Experience and support infrastructure Point No-2	The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server & Network/Security devices (minimum Order value (single or Multiple) of Rs 5 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.	Please refer Addendum
47	29	Eligibility Criteria	Experience and support infrastructure Point No-3	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 Centers / 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 for each entity in Data Centers / DR in the last three years.	No Change