

BID No. GEM/2024/B/4821861 dated 27th March 2024

Tender for Annual Maintenance Contract of Renewal of Annual Maintenance Contract (AMC) of Hardware at Critical locations with On-site Support for 3 Years.

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 – Project Details and Scope of Work	The successful vendor shall provide the Annual Maintenance Contract (AMC) for all the hardware assets at DC-DR-NDC-NDR and other critical locations under back-to-back support from the OEM () 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.	No Change, Location would be Hyderabad & Mumbai
2	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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.	No Change, all ready mentioned in the commercial sheet
3	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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?	<p>Resources has to be deployed at on-site on day one of start of contract as mentioned in Purchase Order.</p> <p>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.</p>

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4	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> Should have back to back agreement with all OEM's and submit required support documents for the same. 	<p>Kindly share the Serial Number & current B2B details of all equipments which required support.</p> <p>Also confirm the support requirement for the EOSL devices for rest of the period mentioned in the commercial bid template.</p>	No Change, Details already provided with OEM
5	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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. 	<p>Whether the dedicated TAM/SAM support from OEM on remote basis or it required onsite dedicated? Kindly confirm.</p>	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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> Should immediately log the ticket in Bank's Service Management Tool and close the ticket with updated status on resolution. 	<p>Assume the access of Bank's Service Management Tool shall be given to the onsite resources to log and update the calls, Kindly confirm.</p>	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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> Should have a centralized system showing status of all tickets with dashboard depicting all information. 	<p>Whether the customer is having any tool for viewing the dashboard? Or the bidder has to deploy any new tool for this? Kindly confirm.</p>	Bidder can use the existing features available in the tool provided or can deploy new tool for generating the dashboard.

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8	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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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11	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> Should carry out any install/reinstall of any hardware component on any of the in scope 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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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15	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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.	No Change, Details already provided with OEM
16	Annexure 11 – Project Details and Scope of Work	<p>2 General Terms & Conditions</p> <ul style="list-style-type: none"> 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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	Annexure 11 – Project Details and Scope of Work	<ul style="list-style-type: none"> 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

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19	Annexure 14 – Masked Commercial Bid	List of Devices	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.	No Change, Details already provided with OEM
20	Annexure 17 – Information/Cyber-Security Measures/Controls for selected Service Provider	2.IT Risk Management 2.1 The SP shall carry out Information security / cyber security risk assessment and apply risk treatment measures on regular intervals.	Whether the bank shall bear cost for carry out Information security / cyber security risk assessment and apply risk treatment measures?	Necessary audit will be conducted by the Bank and bidder to implement the risk treatment measures inorder to mitigate the risks.
21	Annexure 20 – Service Level and Non-Disclosure Agreement Format	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.	Training to Bank Staff / Vendor will not require

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22	Eligibility criteria A1. (General)	The 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 Request bank to Exempt this clause of for Start-Up India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for Prior turnover and Prior Experience exemption for the start-up recognized organizations registered. Request for change Bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the <u>last 3 years</u> (As on RFP date).	The bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the last 3 years (As on RFP date).
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23	Eligibility criteria B1. (Financial)	The bidder should have registered an average annual turnover of Rs. 50 Crore (MSE/startups - Rs. 15 Cr.) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	We Request bank to Exempt this clause of for Start-Up /MSE India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for turnover Request for change The bidder should have registered an average annual turnover of Rs. 50 Crore (MSE/startups - Rs. 10 Cr.) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	The bidder should have registered an average annual turnover of Rs. 50 Crore (MSE/startups - Rs. 10 Cr.) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).
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24	Eligibility Criteria C1. Experience and support infrastructure	The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server, Storage and Network / Security devices of minimum Order value (single or Multiple) of Rs 8 Cr. in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.	Request to Amend this point to The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server, Network/Security & 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	The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server, Storage and Network / Security devices 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
25	Eligibility Criteria C2. 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 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 in the last three years.	No Change (as support is required for critical equipment in DC/DR)

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26	Annexure 11 – Project Details and Scope of Work	New Clause Added	New Clause Added	Health checkup of all hardware should be carried out by respective OEM's once in a year and submit review report Degaussed and physically damaged storage/hard disks only will be returned to OEM as part of replacement.
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