

**Request for Quote (RFQ) for Selection of Vendor for Renewal of ATS/AMC of VMWARE Solution**  
**(BID No: GEM/2024/B/4857933 dated 16.04.2024)**

**Addendum 04:**

Sr. No.	RFQ Page No	Clause in RFQ	Clarifications/ Changes Made
1	Page 2	<b>[A] Important Details:</b> Last Date & Time of Submission of bids 03:00 PM on 07 June, 2024	<b>[A] Important Details:</b> Last Date & Time of Submission of bids 03:00 PM on <b>14 June, 2024</b>
2	Page 2	<b>[A] Important Details:</b> <b>Date &amp; Time of opening of Eligibility Bid</b> 03:30 PM on 07 June, 2024	<b>[A] Important Details:</b> Date & Time of opening of Eligibility Bid 03:30 PM on <b>14 June, 2024</b>
3	Page 24	<b>Annexure 01 - Guidelines for Bid Submission and E-tendering</b>	<b>Annexure 01 - Guidelines for Bid Submission and E-tendering</b> Serial number of Annexures have been revised.
4	Page 28	<b>Annexure 02 – Evaluation Terms:</b> <b>[A] General</b> 6. The bidder and OSD/OEM is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. or The bidder and OSD/OEM is from such a country and have been registered with the .....	<b>Annexure 02 – Evaluation Terms:</b> <b>[A] General</b> 6. The bidder/ OSD/OEM is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. or The bidder/ OSD/OEM is from such a country and have been registered with the .....



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5	Page 49	<p><b>Annexure 11 - Letter Undertaking from bidder and OEM / OSD on Information Security</b></p> <ul style="list-style-type: none"> <li>• The proposed hardware / software to be supplied .....</li> <li>• The Software/ hardware and Services which .....</li> <li>• The proposed hardware / software is compliant with .....</li> </ul> <p><b>Signature of Authorized Signatory:</b> Authorized Signatory Name: Designation: Bidder's / OEM or OSD Corporate Name Address Email and Phone #</p>	<p><b>Annexure 11 - Letter Undertaking from bidder / OEM / OSD on Information Security</b></p> <ul style="list-style-type: none"> <li>• The proposed hardware / software update / patches to be supplied .....</li> <li>• The Software update / hardware / patches and Services which .....</li> <li>• The proposed hardware / software update / patches is compliant with .....</li> </ul> <p><b>Signature of Authorized Signatory:</b> Authorized Signatory Name: Designation: Bidder's/ OEM or OSD Corporate Name Address Email and Phone #</p>
6	Page 82	<p><b>Annexure 18 – Letter of Undertaking on Compliance to Regulatory and Government Guidelines</b></p> <p>(This letter should be on the letterhead of the bidder and OEM / OSD duly signed by an authorized signatory)</p> <p><b>Signature of Authorized Signatory:</b> Authorized Signatory Name: Designation:</p>	<p><b>Annexure 18 – Letter of Undertaking on Compliance to Regulatory and Government Guidelines</b></p> <p>(This letter should be on the letterhead of the bidder/ OEM/ OSD duly signed by an authorized signatory)</p> <p><b>Signature of Authorized Signatory:</b> Authorized Signatory Name: Designation:</p>



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		<b>Bidder's / OEM or OSD Corporate Name Address Email and Phone #</b>	<b>Bidder's/ OEM/ OSD Corporate Name Address Email and Phone #</b>
7	<b>Page 90</b>	<b>Annexure 26 – Letter of Authorization from OEM/OSD</b>	<b>Annexure 26 – Letter of Authorization from OEM/OSD</b>  Annexure requirement removed (Since Same as Annexure 10)

Annexure 01 - Guidelines for Bid Submission and E-tendering (Revised)

Annexure 11 - Letter Undertaking from Bidder / OEM / OSD on Information Security (Revised)

Annexure 18 – Letter of Undertaking on Compliance to Regulatory and Government Guidelines (Revised)

All other Terms & Conditions are same as per our Request for Quote (RFQ) for Selection of Vendor for Renewal of ATS/AMC of VMWARE Solution (BID No: GEM/2024/B/4857933 dated 16.04.2024), Addendum 1, Addendum 2 & Addendum 3.

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**Annexure 01 – Guidelines for Bid Submission and E-tendering**

**Eligibility cum Technical Bid to contain the following (All the Documents should be signed / digitally signed by authorized representative of bidder)**

<b>Section #</b>	<b>Section Heading</b>	<b>Proforma Given</b>
1	Eligibility criteria compliance with bidder comments and supporting documents	Annexure 02
2	Undertaking from the bidder (regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India)	Annexure 03
3	Bid Security (Earnest Money Deposit) Letter	Annexure 04
4	Bid Security Declaration for Micro and Small Enterprises (MSE) / Start-ups	Annexure 05
5	Bid Security Form (Proforma for Bank Guarantee in lieu of EMD)	Annexure 06
6	Letter of Undertaking from Bidder	Annexure 07
7	Conformity Letter	Annexure 09
8	Letter of Undertaking from OEM / OSD	Annexure 10
9	Undertaking of Information Security (Bidder / OEM / OSD)	Annexure 11
10	Copy of the tender document along with annexures and addendum duly sealed and signed on all the pages of the document / digitally signed tender document.	Bidder to provide (Signed /Digitally Signed documents from authorized representative of bidder)
11	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid <b><u>should not contain any financial information</u></b> )	Annexure 13
12	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Bidder to provide
13	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	Bidder need to provide (To submit Board Resolution copy of authorizing official to submit the Bid)

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Section #	Section Heading	Proforma Given
14	Service Level and Non - Disclosure Agreement Format duly signed and sealed (without stamp duty) from the bidder.	Annexure 16
15	Integrity Pact (Duly signed and stamped by authorized signatory on stamp paper of Rs 600/-)	Annexure 17
16	Letter of Undertaking from Bidder on Compliance to Regulatory and Government Guidelines	Annexure 18
17	Declaration/ undertaking from bidder to comply with the Information and cyber security controls.	Annexure 19
18	Information/Cyber-Security Measures/Controls for selected Service Provider	Annexure 20
19	Relevant supporting documents for evaluation of bids as mentioned in Annexure 02.	Bidder to provide
20	Letter of Undertaking for bidder incorporation	Annexure 21
21	Letter of Undertaking for providing similar services	Annexure 22
22	Letter of Undertaking for non-blacklisted bidder	Annexure 23
23	Letter of Undertaking for No-Common Directors / Group	Annexure 24
24	Letter of Undertaking for company not controlled by Bank employee / director	Annexure 25
25	Letter of Confirmation from bidder – Support Offices	Annexure 26
26	Letter of Confirmation from Bidder – Acceptance of Eligibility and Commercial Evaluation Terms	Annexure 27

**Commercial Bid to contain the following (All the Documents should be signed / digitally signed by authorized representative of bidder)**

Commercial Bid should be strictly as per Commercial bid format (Annexure - 14). Any commercial bid submitted not in conformity with Annexure – 14 and/or provided along with the Eligibility cum Technical bid, then whole bid will be rejected outright.

**General Instructions:**

**A. Support Details of GeM portal**

Support details of Online Portal facilitator	helpdesk-gem@gov.in 1800-419-3436; 1800-102-3436
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**B. Downloading of Tender Document**

The tender document is uploaded / released on Govt GeM portal as mentioned above.

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Tender document and supporting documents may be downloaded from same link. Subsequently, bid has to be prepared and submitted ONLINE ONLY as per the schedule given in Notice Details. The Tender document will be available online only. Tender document will not be sold / issued manually.

Only those tender offers shall be accepted for evaluation for which Earnest Money Deposit (EMD) is deposited as per the terms mentioned in this RFQ.

### C. Preparation & Submission of Bids

The bids (Eligibility, Technical as well as Commercial) shall have to be prepared and subsequently submitted online on GeM portal only. Bids not submitted "ONLINE" or by any other mean shall be summarily rejected. No other form of submission shall be permitted.

### D. Do's and Don'ts for Bidder

- ▶ Registration process for new Bidders should be completed within first week of release of tender.
- ▶ Govt GeM portal is opened for upload of documents from the start of the bid submission date. Hence bidders are advised to start the process of upload of bid documents well in advance.
- ▶ Bidders have to prepare for submission of their bid documents online well in advance as
  - The encrypt/upload process of soft copy of the bid documents large in number to GeM portal may take longer time depending upon bidder's infrastructure and connectivity.
  - To avoid last minute rush & technical difficulties faced by bidders in uploading/submission of bids, bidders are required to start the uploading of all the required documents -01- week in advance for timely online submission of bid.
- ▶ Bidders to initiate uploading of few primary documents during the start of the tender submission and any request for help/support required for uploading the documents / understanding the system should be taken up with GeM portal service provider well in advance.
- ▶ Bidders should not raise request for extension of time on the last day of submission due to non-submission of their bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by Govt GeM portal service provider.
- ▶ Bidder should not raise request for offline submission or late submission since ONLINE submission is accepted only.

Partly or incomplete submission of bids by the bidders will not be processed and will be summarily rejected.

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**Annexure 11– Letter Undertaking from bidder / OEM / OSD on Information  
Security**

***(This letter should be on the letterhead of the Bidder / OEM/ Manufacturer duly  
signed by an authorized signatory on Information security as per regulatory  
requirement***

To  
The Group Chief Information Security Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

**Sub: RFQ for Selection of Vendor for renewal of ATS/AMC of Vmware Solution.**

We hereby undertake that:

- The proposed hardware / software update / patches to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).
- The Software update / hardware / patches and Services which will be delivered or provided under this Agreement do not infringe any IPR such as patent, utility model, industrial design, copyright, trade secret, mask work or trade mark.
- The proposed hardware / software update / patches is compliant with all the Information Security and Cyber Security related guidelines issued by respective agencies / departments of Govt. of India and Reserve Bank of India from time to time.

Dated this .....day of....., 2024

Yours faithfully,

**Signature of Authorized Signatory:**

**Authorized Signatory Name:**

**Designation:**

**Bidder's / OEM or OSD Corporate Name**

**Address**

**Email and Phone #**



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**Annexure 18 – Letter of Undertaking on Compliance to Regulatory and  
Government Guidelines**

(This letter should be on the letterhead of the bidder / OEM / OSD duly signed by an authorized signatory)

To,

The Group Chief Information Security Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051  
Sir,

**Sub: RFQ for Selection of Vendor for renewal of ATS/AMC of Vmware Solution.**

Further to our proposal dated ....., in response to the Request for Quote..... (Bank's tender No. hereinafter referred to as "RFQ/RFQ") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

- The proposed solution is compliant with all the extant rules and regulations issued by the regulatory and government agencies in India, which includes guidelines issued by RBI and CERT-In.
- We hereby agree to comply with all the rules and regulations issued during the contract period by the regulatory and government agencies.

Dated this .....day of....., 2024

Yours faithfully,

**Signature of Authorized Signatory:**

**Authorized Signatory Name:**

**Designation:**

**Bidder's / OEM or OSD Corporate Name**

**Address**

**Email and Phone #**