


**Prebid Query Replies**

Point / Section #	Category (Scope/ Commercial/ Legal/ General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
Annexure 11 – Project Details (Scope of Work)(point 1)	Scope	Vendor should be capable of providing RedHat Linux Operating System support Services for -01- year.	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	Please refer Addendum
Annexure 11 – Project Details (Scope of Work)(point 1)	Scope	• The RedHat Extended Life Cycle Support Add-On needs to be delivered in existing account with Redhat (OEM). The account details will be shared with the Purchase Order	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	OEM side
Annexure 11 – Project Details (Scope of Work)(point 2)	Scope	• RedHat (OEM) to provide Email & Web based Support (24x7 for Premium and Standard Business Hours for Standard) for -01- year.	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	OEM side, Refer addendum
Annexure 11 – Project Details (Scope of Work)(point 3)	Scope	• RedHat (OEM) to provide Patches / Updates / Upgrades delivers certain critical impact security fixes, selected urgent priority bug fixes, and troubleshooting for the last minor release of a given version of Red Hat Enterprise Linux during the contract period.	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	OEM side
Annexure 11 – Project Details (Scope of Work)(point 4)	Scope	The successful vendor has to provide telephonic (24x7) support for RHEL along with clustering and integration with existing Bank's setup (Incident based @ Mumbai / Hyderabad) for -01- year.	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	Please refer Addendum
Annexure 11 – Project Details (Scope of Work)(point 5)	Scope	Bank should be able to continue to use any application that has been certified for use with RHEL or any other versions.	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	Please refer Addendum
Annexure 11 – Project Details (Scope of Work)(point 6)	Scope	Vendor to advise and help in using the value-added features coming complimentary with the Enterprise Linux.	Please confirm this Services you want from Bidder side or OEM side or covered from BOTH	Please refer Addendum
Annexure 11 – Project Details (Scope of Work)	Scope	The successful vendor has to provide telephonic (24x7) support for RHEL along with clustering and integration with existing Bank's setup (Incident based @ Mumbai / Hyderabad) for -01- year.	will be this B2B from Redat or from Sonata. Please elaborate on clustering and integration part here	Please refer Addendum
DELIVERY	Delivery	All the Services should be delivered within -3- days from the date of purchase order. Any deliverable has not been supplied or is not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.	Please make it 7-8 Working days considering the process of approvals	No Change
Eligibility criterion for the bidder( C1)	Eligibility	Vendor should be an Authorized Partner of RedHat (OEM).	Please consider here Maf as a proof of document.	No Change. Document required as per Eligibility Clause in the RFP.
Eligibility criterion for the bidder( C2)	Eligibility	Vendor must have back-to-back support relations with the OEM.	Please consider here Maf as a proof of document.	No Change. Document required as per Eligibility Clause in the RFP.
Eligibility Criteria /Financial / Point No1	Eligibility	The Bidder must have registered average annual turnover of Rs. 5 Crore or above during the last three completed financial years –2020-21, 2021-22 and 2022-23	The Bidder must have registered average annual turnover of Rs. 2 Crore or above during the last three completed financial years –	Please refer Addendum
Performance Guarantee	PBG	The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format specified under Annexure - 15 to the extent of 5% of the Contract value valid for the entire period of the contract plus 3 months and such other extended period	Please revise 5% to 3%	No change

<p>Point No. (2) of GeM Bid "Purchase preference will be given to MSEs"</p>	<p>MSE</p>	<p>Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted</p>	<p>"The RFP is for selection of service provider, will MSE vendor/service provider will get purchase preference for this bid"</p>	<p>No change. As Bank is procuring only ELS for RedHat licenses.</p>
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