

Replies to Pre-Bid Queries GeM/2024/B/5421864 Annual maintenance of printers and scanners for the period 01-11-2024 to 31-10-2025

Sl. No.	RFP Page No.	RFP Clause No.	Existing Clause	Bidder's Query	Bank's Response
1	11	10	Tender Fee amount is to be submitted in form of DD. Original DD should be enclosed	Pls confirm the Tender Fee .Is Tender Fee exempted for applicants who are registered with MSME?.	Tender fee is exempted
2	11	9	The bidder has the provision to remit the Earnest Money Deposit through online mode to below mentioned account for this RFP:	Is EMD exempted for applicants who are registered with MSME? Is EMD exempted for applicants who are registered with MSME?	EMD is is exempted for registered MSE firms. Account number : 401011013050114
3	17	Clause 25. Sub clause xii	During the entire AMC period, it is incumbent on the vendor to provide complete and satisfactory technical support in the areas of hardware installation, setting up of LAN, NetWare fine tuning and helping the users in installation and stabilization of the application of software	Will the bank provide any software to engineer for remote support to respective branch offices or does the vendor need to consider one.	AMC for Peripherals only (Scanners and printers). Any kind of device driver related issue with respect to the peripherals need to attend by the engineer in coordination with RO resident engineer.
4	17	Clause 25. Sub clause. vii	The head of support service engineers in each cluster should have a minimum of 5 years experience in hardware AMC support. He should be posted in head office as resident engineer	RFP talks about AMC and Resident engineers. however commercial bid format is provided only for AMC cost.	one dedicated resident engineer required at head office. Bidder may load this commercial in total cost.
5	18	Clause 25, sub clause xxii	The stock of spares will be maintained at Bank location suitably agreed between Bank & Vendor	Will the bank provide space/lockers to keep the spares.Request that this be changed as "Sufficient stocks should be kept at the vendor place"	Bidder has to comply with RFP terms and conditions
6	19	Clause 25, sub clause xxix	The AMC charges will be payable in four quarterly installments, at the end of each quarter within 20 days of submission of all the required documents.	Request that this be made monthly arrears	Payment will be made as per RFP terms and conditions
7	31	Annexure 1 B	Bidder have to submit satisfactory service reports from Banks along with the contract details	Can we submit Corporate companies Purchase Orders instead of Banks?	Bidder has to comply with RFP terms and conditions
8	35	Annexure III, clause 1	AMC would be onsite and comprehensive in nature. Vendor will provide support for operating systems and preinstalled software components during AMC period of the hardware	This is for Peripherals AMC RFP.Is it required to support OS and other preinstalled software components during AMC period	AMC for Peripherals only (Scanners and printers). Any kind of device driver related issue with respect to the peripherals need to attend by the engineer in coordination with RO resident engineer.

9	35	Annexure I, sub clausae e	The Bidder should have registered Office in Kerala State	Request time of 30 days from the day of PO release to set up a registered office. We have offices across India .This will help in fair playground for other vendors.The tenders of Smart City Thiruvananthapuram Limited are providing 60 days tome to set up a Regional office. Request the same to be allowed .	Bidder has to comply with RFP terms and conditions
10	37	Annexure III, 14	The penalty cap can be imposed on vendor under this agreement will be 20% of maximum of the total AMC value.	Request for 10% instead of 20%	Bidder has to comply with RFP terms and conditions
11	41	Annexure V, 1	ALL the parts including Fuser Assembly, sleeve, USB Board	Exclude Fuser Assembly	Bidder has to comply with RFP terms and conditions
12	41	Annexure V, 7	ALL the parts including Printer Head	Exclude Printer Head	Bidder has to comply with RFP terms and conditions
13	42	Annexure VI, 3	The Bank reserves the right to split the quantities among L1&L2 for each item in 60:40 or other proportions	Generally Lowest in the Total Amount will consider as L1	Due to administrative reasons, clause will continue. Bidder has to comply with RFP terms and conditions
14				Request for the call data for the past 3 months for evaluating to better costing.Please clarify.	Will be shared with the selected bidder
15				No computer systems found in the Asset List. Please clarify.	All AIOs PCs are under warranty/Not under AMC

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