

**PRE-BID QUERY RESPONSE OF Ref: RFP Number : KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021**

SI No	RFP Page Number	RFP Clause No.	Existing Clause	Query/Suggestions	PRE-BID QUERY RESPONSE
1	4 &11	i	Bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule	Is MSME registered vendor exempted from paying Tender Fee & EMD.	Kindly look in to ADDENDUM ITEM NO.1 OF Amendment 1
2	15	17 (iv)	The Bidder will be selected as L1 on the basis of net percentage as quoted in the Reverse Auction.	Need more clarity on net percentage calculation. Also, Should we quote percentage considering 11 months or 12 months.	Kindly look in to ADDENDUM ITEM NO.3 OF Amendment 2
3	16	19. ii	In the event of a single vendor attaining the status of L-1 vendor the Bank with a view to spreading its dependence on more vendors may exercise the option of distributing the clusters to L-2 and/ or L-3 vendors etc. provided they match the prices with that of the L-1 vendor. The cluster to be so dropped and allotted to the L2/L3 vendor will be as per choice of the L1 vendor.	Will there be a weightage for L1? If so, what will be the weightage percentage for L1 and what will be the weightage percentage for L2 and L3.	Kindly look in to ADDENDUM ITEM NO.4 OF Amendment 2
4	16	19 (v)	NDA should be submitted	Will KGB provide NDA format.	Kindly look in to ADDENDUM ITEM NO.5 OF Amendment 2

5	17	19. xi	<p>AMC will be valid for 12 months from the date of commencement. However, the same shall be subject to renewal on the same rates and terms &amp; conditions provided the service support is found satisfactory.</p>	<p>Here it says AMC validity period is 12 months. However, the RFP title says FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022. Please clarify.</p>	<p>Kindly look in to ADDENDUM ITEM NO.6 OF Amendment 2</p>
6	18	25. viii	<p>The support service team shall be dedicated for Kerala Gramin Bank only and shall report to and operate from a designated Kerala Gramin Bank branch/office only. The name, qualification and experience of the service engineer(s) must be submitted along with the agreement.</p>	<p>Should we factor the Dedicated Engineers cost separately, please clarify.</p>	<p>Kindly look in to ADDENDUM ITEM NO.7 OF Amendment 2</p>

7	19	25 (X)	<p>One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 desktops). Location of stationing of engineer will be decided in consultation with concerned Administrative Office. However, in case of multiple offices situated in the same premises, any individual office with up to 150 workstations one resident engineer should be placed. If the number of workstations crosses 150 per office another engineer must be deployed.</p>	<p>Do you require dedicated Engineer to cover 10 Branches(to cover maximum of 150 desktops)? Also, can we provide shared resource if the workstations crosses 150 numbers.</p>	<p>Kindly look in to ADDENDUM ITEM NO.7 OF Amendment 2</p>
8	21	25 (xxviii)	<p>The company shall ensure those faults &amp; failures intimated by Kerala Gramin Bank as above are diagnosed &amp; repaired within 2 hours plus journey time and The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value</p>	<p>Generally, the response time is 4 hours and resolution time is 48 Hrs.</p>	<p>Kindly look in to ADDENDUM ITEM NO.8 OF Amendment 2</p>

9	Amendment 1 to RFP, page :8	L (1.1)	MSEs participating in tenders, quoting price within price band of L1 +15% shall also be allowed to service a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE and such MSE shall be allowed to service upto 20% of the total tendered value. In case of more than one such MSE, the SERVICE shall be shared proportionally according to the tendered quantity	Does this clause applicable for MSME registered vendor too?	yes
10	3	10	The bidders should pay the Tender Fee of ₹2500.00	Please confirm whether MSME registered vendors are exempted from Tender Fee	kindly look in to Amendment1
11	1		CONTRCT PERIOD 01-05-2021 TO 31-03-2022.	In the 1st page the contract period is mentioned as 01-05-2021 TO 31-03-2022. In other pages it is mentioned that the contract is for 12 months. Please confirm whether we have to quote for 12 months or 11 months in indicative price bid and in reverse auction	you may quote for 11 months

12	54	3	If the repair work is expected to prolong beyond 2 hours to down time, the vendor shall replace the defective equipment with stand-by equipment immediately and restore operations.	Please change to 24 hours from 2 hours for stand by and penalty calculations	kindly look in to addendum item No.9 of Amendment-2
13	56	14	The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value.	Please change the maximum penalty to 10% in place of 20%	bidder have to comply the RFP guidelines
14	50		Indicative price bid	Sicne we have to give AMC price in Percentage terms in indicative pricing and in reverse quction, please share the cost of the hardware.	kindly look in to addendum item No.1 of Amendment-2
15	60	8	One Service Engineer will be provided for maximum 10 Branches	As per this clause we have to provide 64 engineers for maintaining 634 branches. Please confirm	kindly look in to addendum item No.10 of Amendment-2
16	9	5	Eligibility Crieteria	Eligibility Crieteria not attached in RFP.	kindly look in to addendum item No.1 of Amendment-1
17				Please confirm whether the consumable items not covered under the the scope of the contract like printer head, fuser unit etc	kindly look in to addendum item No.2 of Amendment-2

18	50		Indicative price bid	Since the indicative price bid is for each cluster, please confirm whether the reverse auction is also for each cluster or for all branches together	kindly look in to addendum item No.1 of Amendment-2
19				Please confirm whether physical damages and brackage of external plastic parts and damages due to rats and insects are excluded from AMC or not.	kindly look in to addendum item No.2 of Amendment-2
20	60	7	In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes with minimum number of four resident engineers including one team leader, as per qualification/experience applicable.	Please confirm the total number of engineers required for Head office including team leader	kindly look in to addendum item No.10 of Amendment-2