

Responses to Pre bid query RFP KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023

Sl.no	RFP PAGE	RFP CLAUSE NO	RFP EXISTING CLAUSE	QUERY/SUGGESIONS	KGB RESPONSE
1	3	10	The bidders should pay the Tender Fee of ₹2500.00 (Rupees Two Thousand five Hundred Only) for tender document	Is MSME registered vendors exempted from paying Tender Fee.	Micro and small enterprises only are exempted, Page number 46, clause number 1.1 point number 10
2	3	11 Bank Guarantee	10% Bank Guarantee	Bank guarantee is 3% of project cost as per govt GEO. Please clarify	No change in clause. As per Gov order waiver of BG is valid upto 31-03-2023 only.
3	16	19. xi	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 & conditions provided the service support is found satisfactory. The rates shall be valid for 2 years in case of renewal, if mutually agreed by Bank & Vendor. The AMC shall commence immediately as per the letter of allotment of Cluster.	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 01-08-2023 TO 31-07-2024. Please clarify the contract will be for 1 year or 3 years.	As per amended clause 19.xi of page number 16, Contract validity period is 12 months only and extendable upto 3 months. The existing clause is amended.
4	18	25 x	One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 Computers).	As per this, we have to provide more than 60 engineers for this project. Please clarify	As per the amended clause number 18.25.x of page 18, minimum of one dedicated service engineer with two-year experience in AMC/Hardware service should be provided for each district.
5	18	25 ix	In case of AMC of Head Office, the vendor shall arrange for Two engineer per 150 nodes with minimum number of one resident engineers and one team leader to coordinate all the complaint calls received from branches /offices , as per qualification/experience applicable.	Whether separate engineer and TL required for Head office or same person can act as both?	As per amended clause 25.ix of page 18, the head office engineer can be assigned as the Team Leader. In total 14 Service Engineers covering all districts and 1 TL for Head Office.
6	18	25. vii	The Head of support service Engineers in each cluster should have a minimum of 5 years' experience in Hardware AMC support.	Does this team leader required at all RO apart from engineer ?	As per amended clause 25.vii, team leader required only at head office.
7	18	25. viii	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. In case of any new engineer joins during AMC, the above details will be immediately furnished to the Bank.	Should we factor the Dedicated Engineers cost also in commercial proposal. If so, do we need to show the engineers cost separately. Please clarify.	There should not be any change in the format of commercial proposal. The bidder can include all components under AMC charges.
8	18	25. ix	In case of AMC of Head Office, the vendor shall arrange for Two engineer per 150 nodes with minimum number of one resident engineers and one team leader to coordinate all the complaint calls received from branches /offices , as per qualification/experience applicable.	Should we factor the Dedicated Engineers cost separately, please clarify.	There should not be any change in the format of commercial proposal. The bidder can include all components under AMC charges. as per amended clause 25.ix, of page 18 only one team lead cum service engineer required at head office.
9	18	25. x	One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 Computers). 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.	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.	As per amended clause 25.x of page 18, A minimum of one dedicated service engineer with two-year experience in AMC/Hardware service should be provided for each district.
10	21	25. xxviii	The Vendor shall ensure those faults & failures intimated by Kerala Gramin Bank as above are diagnosed & repaired within 2 hours plus journey time. If the repair work is expected to be prolonged beyond 2 hours plus journey period of downtime, the Vendor shall replace the defective equipment with standby equipment immediately & restore operations.	Penalty clause is starting at 4 hours, so does this clause means the standby equipment to be provided within 4 hours. Need more clarity.	Penalty will be charged from 2 hr plus Journey Time onwards. As per amended clause 25.xxviii of page 21, Cases where standby/parts replacement is made within 24 hours penalty will not be calculated.
11	21	25. xxxi. C	The impact of any increase / decrease in taxes, duties or any other statutory levies shall be borne by the AMC Vendor on both sides of the change.	Does this taxes mean to be GST. Taxes are applicable in actuals, request to kindly change the clause to be in actuals.	clause removed

12	21	25. Services & Payment xxxi Payments	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	No change in RFP Terms
13	22	26. b.	AMC fee @ of the value of hardware items under Kerala Gramin Bank RO will be paid to the vendor in four equal quarterly installments (after completion of the quarter), subject to penalty clause of this Agreement.	This clause is not as per the Price bid format. Should be removed	clause removed
14	33	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?	No change in RFP Terms
15	34	Annexure I	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.	No change in RFP Terms
16	38	Annexure II	Vendor have to take detailed asset list within 20 days after issuing purchase order.	Please give 30 days	As per amendment clause Vendor have to take detailed asset list within 30 days after issuing purchase order.
17	41	14	The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Request to change the penalty cap to 10%	No change in RFP Terms
18	43	Annexure V, 2	ALL the parts including Fuser Assembly, sleeve, USB Board	Exclude Fuser Assembly	No change in RFP Terms
19	43	Annexure V, 9	ALL the parts including Printer Head	Exclude Printer Head	No change in RFP Terms
20	46	Annexure – VII, 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?	The clause is applicable only to MSE only.
21	46	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	Refer page 45, Annexure VI point number 4: the splitting of the order or entrusting the entire AMC to a single vendor will be at the sole discretion of the Bank.
22	58	Appendix E XX 3.	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"	Bank will provide space at each District (Regional Offices or Main Branch) along with inventory register where spare details/movement can be recorded.
23	19 & 20	25. xxiii	The vendor in each cluster shall keep enough spares of essential kits or parts of the equipment. Service Provider will maintain spares as per Annexure IV. The stock of spares will be maintained at Bank location suitably agreed between Bank & Vendor. The spares must be original and as per the standard hardware configuration as approved by the Bank. At the minimum, the under noted quantities will be maintained. A certificate in this regard is to be submitted to the IT Wing of the Bank by 1st of every month after physical verification by RO/HO IT team.	Do we need to maintain the stocks at HO or at each cluster (RO) of KGB.	As per clause 25. XXIII and Annexure IV spares to be kept at all district at branch/RO premises. District where regional offices are available it should be kept at RO itself, otherwise it should be kept in district specified branches.
24				Request to share the call data for the past 3 months for evaluating to better costing.	Details will be shared with the selected Bidder
25				All complaints reported during the tenure of present amc vendor should be resolved by the present vendor itself.	As per the present AMC contract, all the calls during the amc period will be cleared by the present vendor itself.