

Response to Pre Bid Queries

Sl. No.	RFP Page No	RFP Clause No	Existing clause	Query/Suggetions	KGB Response
1	3	10	The bidders should pay the Tender Fee of ₹2500.00	Please confirm whether MSME registered vendors are exempted from Tender Fee	Micro and small enterprises only are exempted , Page number 46 , clause 1.1, tenth bullet point.
2	61	xxvi.	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	No change in clause
3	41	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%	No change in clause
4	60	xxiii.	one exclusive engineer for every 10 branches/offices or part thereof)	As per this clause we have to provide 64 exclusive engineers for maintaining 634 branches. Please confirm	Please refer Page number 58, clause 6. Minimum One service personnel is required in every district.
5	58	vii.	In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes including one team leader for coordinating the entire project, as per qualification/experience applicable. . If the nodes exceeds 150 bidder shall provide shared / dedicated engineer.	Please confirm the total number of engineers required for Head office including team leader	Based on present asset quantity , Onli One Service Engineer is required at HO

6	18	25	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	In page no 58 clause no VIII Mentioned One Service Engineer will be provided for each districts.Pls confirm total 14 engineer or 63 engineer required for this project .	Please refer Page number 58, clause 6. Minimum One service personnel is required in every district.
7	41	3	The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value.	maximum The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value.	No change in clause
8	46	PURCHASE PREFERENCE	Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance	Any EMD is required. We are registered Under MSME and are exempted from Tender fee and EMD submission of Tender.Please confirm	No EMD is stipulated for the current bidding process
9	21	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.	Quarter wise payment to be made in advance	No advance payments will be made, No change in clause

10	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 01-08-2022 TO 31-07-2023. Please clarify the contract will be for 1 year or 3 years.	The AMC will be originally for a period of 1 year, which is extendable up to 3 months as mentioned in page number 21, clause number 25 (xxx).
11	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 ?	Team leader is required only at Head Office
12	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.
13	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.

14	18	25. x	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	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.	Please refer Page number 58, clause 6. minimum One service personnel is required in every district.
15				One Service Engineer will be provided for each districts.Pls confirm total 14 engineer or 63 engineer required for this project. Will KGB provide the cost of dedicated engineers (FMS) apart from the AMC cost.	Please refer Page number 58, clause 6. minimum One service personnel is required in every district.
16	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.	The stock of spares will be maintained at Bank location suitably agreed between Bank & Vendor.

17	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.	No change in clause
18	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.	Applicable to all types of taxes/duties/levies, . No change in clause
19	36	Annexure II - 1 & 2	Wipro Super Genius Desktop Computer & LENOVO DESKTOP PC	These 2 Desktops configuration are not found in BOQ, so pls clarify whether these needs to be factored. If so, request t share the Asset counts.	Please be guided by the RO wise indicative assets details for AMC provided in Annexure II (B), Page 38

20	39	Annexure - III, 2.b)	<p>Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 8.00 A.M. to 8.00 P.M. on all working days (which may extend in case of exigencies). In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the Vendor are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the Vendor shall replace such parts, at no extra cost to the Bank, with brand new parts or those equivalent to new parts in performance. For this purpose, the Vendor shall keep sufficient stock of spares at its premises</p>	Does engineers should work 12 hours on all working days from 8AM-8PM or shifts reqd? pls clarify.	No change in clause
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21	39	Annexure - III, 3	The vendor shall resolve any complaint and failures in the equipment and shall repair and replace worn out or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by KERALA GRAMIN BANK are diagnosed and repaired within 2 hours plus journey time, if any. If the repair work is expected to prolong beyond 2 hours to down time, the vendor shall replace the defective equipment with stand-by within 24 hours and restore operations. Time taken for resolution of complaints can be relaxed in exceptional circumstance in case of branches situated in hilly areas.	Generally, the response time is 4 hours and resolution time is 24 Hrs as in Penalty clause. Also request to change the penalty cap to 10%	No change in clause
22	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?	Applicable to Micro and Small enterprises only

