

PREBID QUERY RESPONSE

<i>Sl no.</i>	<i>RFP Page Number</i>	<i>RFP Clause No.</i>	<i>Existing Clause</i>	<i>Query/Suggestions</i>	BANK'S RESPONSE
1	3 &11	9.i	Bidders should pay the Tender Fee amount of ₹2500.00 (Rupees Two Thousand five Hundred Only)(Non Refundable) as mentioned in the Bid Schedule	Is MSME registred vendor exempted from paying Tender Fee & EMD.	An amendmend has been made in this regards, Addendum item number 1 of Amendment 1
2	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.	Should we factor the Dedicated Engineers cost separately, please clarify.	An amendment has been has been made in this regards, Addendum item number 2 of Amendment 1
3	19	25 (X)	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.	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.	An amendment has been has been made in this regards, Addendum item number 2 of Amendment 1

4	40,42	Annexure - III	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 that can be imposed on	Generally, the response time is 4 hours and resolution time is 48 Hrs. and penalty cap is 10%	bidders have to comply with RFP guidelines
5	59	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	Does this clause applicable for MSME registered vendor too?	yes
6	19	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 72 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 .	An amendmend has been made in this regards, Addendum item number 1 of Amendment 1
7	42	Annexure - III	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	Maximum penalty CAP Need 10%.	bidders have to comply with RFP guidelines

8	3	Schedule of Events	The bidders should pay the Tender Fee of ₹2500.00 (Rupees Two Thousand five Hundred Only) for tender document by means of DD drawn on any-scheduled commercial bank for the above-mentioned amount in favour of Kerala Gramin Bank, payable at Malappuram and submit the same as mentioned above	We are registered Under MSME and are exempted from Tender fee and EMD submission of Tender.Please confirm	look in to Addendum item number 1 of Amendment 1, EMD is not demanded in this RFP
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