


Sl. No.	Page No. (RFP PDF)	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	38	Annexure-2	Pre-Qualification Criteria	3 / Bidder minimum annual turnover of Rs. 2 Cr. During the last three financial years.	Please Clarify that Minimum annual turnover for AMC services or Total turnover and turnover is each year or a 3-year average.	1. Minimum Total Turnover is the total business turnover and not merely pertains to AMC Services only. 2. Bank is looking for quality bidders those maintains required minimum turnover every year. But Bank can also use its right to be flexible & give opportunity to those bidders, who otherwise meet all other criteria but couldnot meet the minimum threshold criteria for a particular year.
2	59	Annexure-13	Bill of Material, Table-A	Consolidated AMC Charges are asked	AMC charges shall be item wise, it will help to calculate the value of the AMC during addition of warranty items.	Bidder to refer Table A of annex-13 at page 56 of RFP Ref. no. ROC/AMC-1/2024-25/RFP/01 dated 05/03/2024 mentioning all requisite details.
3	60	Annexure-13	Bill of Material, Table-B	Service Engineer Charges	Please Clarify that Minimum wages of Delhi Govt. or Central Govt. is applicable. Also clarify that Breakup of the wages to be submitted with financial bid or not?	Bidder to comply with RFP terms and conditions. Breakup of the wages is not required to be submitted with financial bid.
4	50	Annexure-7	Scope of Work	In respect Of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Calls.	Whether bank will pay separately for FMS services or it would be covered in AMC Scope	Bidder to comply with RFP terms and conditions. No separate charges will be borne by the Bank

Date: 13/03/2023

Place: Delhi

Internal

  
Deputy General Manager

Reply to Prebid Queries for ROC/AMC-1/2024-25/RFP/01 at 05/03/2024 for selection of Service Provider for providing comprehensive AMC services for IT Hardware items effective from 01/04/2024 for a period of 3 yrs.