

Sl. No.	Page No. (RFP PDF)	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	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 the Amendment-1 to Amendment-1 to RFP 01/AMC/2024-25 dated 04/03/2024.
2	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.
3	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
4	41-42	Annexure-2	Pre-Qualification Criteria		M/s Shree Ojas System & Techinfra Pvt. Ltd. is interested in participating in the proposal for Selection of service provider for providing comprehensive AMC services for IT hardware items effective from 01/04/2024 for a period of 2 years. However, as per the pre-qualification Criteria "The Bidder should have minimum experience of seven (7) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks"  They have sought relaxation in no of years of experience.	Bidder to refer the Amendment-1 to RFP 01/AMC/2024-25 dated 04/03/2024 .

Internal

Date: 11/03/2023

Place: Delhi

  
General Manager  
AKG