



**ODISHA GRAMYA BANK**  
Information Technology Department  
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

**RFP Ref. No. RFP/ITD/HARDWARE/001/2018-19, Amendment\_1 Date: 12-04-2018**

**AMENDMENT\_1: REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**

Below is the result of Point of Discussion during Pre-Bid Meeting dated 11-04-2018 and Amendments to the RFP Ref. No. RFP/ITD/HARDWARE/001/2018-19 dated 03/04/2018

SI No	Vendor Name	Page No	Clause	Suggestion/Remarks/ Queries	Bank's Remark / Amendment
1	Ensure Support Services (India) Limited	3 & ii-b	Bidders should have provided/providing hardware maintenance and support services to at least 200 branches of Government Offices/PSUs/RRBs / Nationalized Banks in Odisha during last three financial year preceded(Number of contract may be more than one). Testimonials and details evidencing the experience have to be submitted along with the technical bids. Preference will be given to bidders providing hardware maintenance and support service to higher number of branches/ offices of Banks.	<ol style="list-style-type: none"> <li>1. 200 branches from single state would be difficult to produce, however it is possible to provide 200 branches for PAN India support.</li> <li>2. We have provided support for more than 200 branches but it may not be mentioned in PO Copy. Is declaration is acceptable in such case or what evidence is required?</li> <li>3. Is multiple contracts from different clients for support of 200 branches is acceptable? For example.- 80 branches from Client 1, 120 branches from client 2 in same region.</li> <li>4. What preference would be given to that particular bidder?</li> </ol>	<b>Amendment:</b> Bidders should have provided/providing hardware maintenance and support services to at least 100 branches of Government Offices/PSUs/RRBs / Nationalized Banks in Odisha during last three financial year preceded (Number of contract may be more than one). Respective PO copy and satisfaction letter / work completion certificate have to be submitted along with the technical bids for the FY 2015-16/ FY 2016-17 / FY 2017-18.
2	Ensure Support Services (India) Limited	Page 8 & vi)	7 (Seven) dedicated Engineers to be provided at 7 (Seven) Regional Offices and 2(Two) dedicated Engineer (one from L1 and another from L2 bidder, if awarded) to be provided at Head Office. All engineers should have minimum qualification of Diploma and should have Minimum 3 (Three) years of experience.	<ol style="list-style-type: none"> <li>5. Can you please define the total no. of engineers to be deployed from each L1 &amp; L2 in 60:40 ratios? Because from the above clause it is understood that only 1 dedicated engineer will be deployed from L2. Whereas, 40% would be 3 or 4 out of 9.</li> </ol>	<p><b>Clarification:</b> If the order will be released to L1 and L2 bidder, then L1 bidder has to provide one resource at Head Office and Four at regional offices as per discretion of bank. Similarly, L2 vendor has to provide one resource at Head Office and rest three at identified regional office as per discretion of Bank. However, release of PO to L1 and L2 bidder is in sole discretion of Bank. If L2 bidder denies to accept the L1 price, the same offer may be extended to L3 at discretion of bank.</p> <p>The minimum percentage of order given to L1 bidder will be minimum of 60 % of the total order quantity. The order quantity for L2 or L3 bidder will be between 0% and 40% at the discretion of bank.</p>

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3	Ensure Support Services (India) Limited	Page 5 & 4	L2 bidder has to accept price of L1 on each of the items, else their bids will be cancelled and still if L2 bidder doesn't show interest then bank at its own discretion may offer the same clause with next lowest bidder (i.e. L3) or the total contract may be awarded to single bidder.	6. What is the primary objective of dividing the contract among 2 bidders? There might be a conflict due to man power management and team leading, coordination and also may affect the support & SLA for both the party. Also the valuation is done by the bidder completely based on total project, so if only 60% or 40% will be consider then it may affect in commercial & support structure. So, is there any chances to award the contract to single bidder?  7. If L2 or L3 bidder don't accept the price of L1, hope EMD will not be forfeited?	<b>Clarification:</b> If L2 and L3 bidder deny to match the price of L1 bidder against each line items, bank at its sole discretion may place complete order to L1 bidder, in such case, EMD of L2 and(or L3 bidder will be returned or refunded to unsuccessful bidder. The EMD of awarded bidders will be kept with bank.
4	Aforeserve.com Ltd.		EMD and Bid Cost for NSIC	This is as per the circular issued by the prime minister's office for central government organization. Hence, we request you to this EMD and cost of Bid document exemption for MSME certified vendors and allow us to participate.	<b>Amendment:</b> EMD will be exempted for the bidders having valid MSME / NSIC certificate mentioning the exemption for service category with respect to computer hardware. However, bidder has to submit the bid cost as per RFP.
5	HCL Services Ltd.		Limitation of Liability	There is no Liability clause in the RFP. Requesting you to put a liability clause which shall not exceed 10% of total fee paid by the customer.	<b>LIMITATION OF LIABILITY:</b> The liability of bidder under the scope of this RFP is limited to the value of the relevant order.
6	HCL Services Ltd.		Termination of Contract	Termination rights: Please use standard termination clause or "Termination for convenience can be agreed if it's mutual right and defined of 90 days. Client to pay for all services delivered till date of termination."	<b>Termination of Contract:</b> Bank at its sole discretion at any point of time may terminate or reduce the contract given to vendors with a written notice of 90 days. In such case bank is <b>not liable</b> to pay any penalty after notice period. However, vendor has to provide service for contracted period or the end date of notice period, whichever is earlier. The performance guarantee or the EMD will be invoked by the bank if vendor fails to deliver service with in contracted period or end of notice period, whichever is earlier.
7	HCL Services Ltd.		Payment Terms:	Payment terms : Advance (monthly or quarterly)	<b>Payment Terms:</b> All payment will be released quarterly in arrears.
8	HCL Services Ltd.		Consortium bid	Please allow consortium between fully own of Subsidiary Partner	Consortium bids will not be allowed.
9	14	Commercial BID	Approx. quantity of Desktop: 2562	----	<b>Amended:</b> Units of Desktop: 2521
10	14	Commercial BID	Change in Commercial Format	----	Change in Commercial Format: Please refer below new format

**New Commercial BID**

Sl.No	Description	MAKE	Unit	Unit Price per year (INR)	Total Price per year (INR)	Tax %
01	DESKTOP	HCL/ACER/DELL	2521			
02	High Speed Printer	LIPI-2250	72			
03	LASER PRINTER	HP/SAMSUNG	140			
04	DM PRINTER	EPSON / TVS-355	544			
05	PASSBOOK PRINTER	EPSON/OLLIVETI/LIPI/ TVS SPEED 40	647			
05	DEDICATED ENGINEER		09			
<b>TQP</b>						

(All price should be exclusive of applicable taxes)

Taxes Applicable on each of the line items to be specified by the bidders in their bids separately.

L1 will be selected on the lowest value of TQP.

**Note: Quantity of items from Item Number 01 to 05 may vary +/-10% on actual.**

**Bank may ask to increase/decrease dedicated Engineer depending on the requirement. The cost of the Manpower to be paid by the Bank based on the actual Dedicated Engineer deployed.**