



## Saptagiri Grameena Bank

(Sponsored by Indian Bank)

Head Office

Pre Bid Queries-Reply

RFQ No: HO/ITD/1015/2021-Dated : 13.07.2021

#	Page	RFP Reference(s) Section	RFQ	Request from Vendor	Reply
1	16	11	The Banks. by one Month written notice sent to the Network Management Company. may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Banks's convenience, the extent to which performance of the Network Management Company under the Contract is terminated, and the date upon which such termination becomes effective.	Requesting the Bank to relax the clause on termination for convenience or modify it to 3 months notice.	No ammendment will be done.
2	14	6	For the Head Office links: Uptime below 99.9% 1 to 2 links - 10% of total monthly billing	Requesting bank to modify the penalty terms and cap it at max 5%	No ammendment will be done.
3	14	6	Notwithstanding anything above, if the network availability /uptime falls below 95% it will be treated as material breach of this agreement	Requesting bank to modify the uptime to 90% for contract breach	No ammendment will be done.
4	7	5	Formation of Technical Bid: VI. Total turnover with break-up towards link management and AMC services.	Request you to consider Total Turnover and ISO certificate mentioning the nature of business. Or probably a self declaration with total turnover.	self declaration with total turnover will be accepted.
5	20	Section IV SCOPE OF THE PROJECT	It is the responsibility of the bidder to maintain the BSNL links as per SLA defined in the RFP.	Since link revenue lies with BSNL, they should take the burden of SLA and Penalty. Here, the bidder shall be responsible for the availability of manpower as per the timeline defined and coordination thereof. Request you to modify this clause looking at the scope of work of this RFP.	Bank can consider only for the sites were down due to un predicted situation like natural calamities only remaining as per RFP.
6	18	16	ELIGIBILITY CRITERIA 6. Should have resources that are having sufficient knowledge of Network Link Management and AMC of Modems.	This is to clarify that we will deploy our partner organization employees for on-site resources. However, the complete ownership of responsibilities will remain with us only..	Sub contract will not be entertained but field engineers can be deployed by taking prior approval.



7	18	16	Should have prior experience in network management and amc of modem of atleast two RRB and one SCB IN india in past 3years	Request bank to modify to one RRB and One Scheduled commercial bank	The RFP Process may be ammended as follows, instead of two RRBs it is ammended as one RRB and one SCB.
8	20	1.2	Device management	We request Bank to give complete inventory for AMC of Routers inventory before bid submission to provide quote	Bank need AMC for Non MLLN modems only. We will share the inventory for the sucessful bidder. The AMC quantity may change as per discretion of bank.
9	21	1.3	Configuration management	We request bank to elaborate and share us details on router.switches model details	Bank will share the data once the tender process is completed and bidder is finalised
10	22	1.4	MIS	Kindly provide details from which tool we need to generate report ,is bank already having any NMS,ITSM or ticket generating tool ..kindly provide details	Bank does not have any separate tool but our vendor has the call logging portal. Bank needs the consolidation for the same.
11	1.1	Scope of Work 1.1 Link Management	Does IOB has existing NMS tools or the sucessful bidder to provide the NMS tools for monitoring and link management	Does SGB has existing NMS tools or the sucessful bidder to provide the NMS tools for monitoring and link management and we request bank to share list details for 225 branches	We will share the same for the successful bidder.
12	7	(v) formation of technical bid	total turnover with break up towards link management and amc services	we request bank to remove this clause	The clause may not be removed but bidder should submit self declaration with total turnover will be accepted
13	23	1.6	On site support	How many engineers required for zonal offices ?	Site Engineer : onsite Head office - 1, Field Engineer - 1 /region(dedicated).
14	24	1.7	Ticket logging	Can you provide details which tool is bank using	Our Vendors having the ticketing Portal.



15	5		Bids must be delivered to the address given above, on or before 15.00 Hours on 26.07.2021 and must be accompanied by a Bid Security of INR 1,00,000/- (Rupees One lakh only) and a bid fee of INR 5,000/- as Demand Draft in favour of Saptagiri Grameena Bank payable at Chittoor for (non-refundable). Bid submitted without the Bid Fee and Bid Security will not be considered.	EMD/Bid Security amount of Rs. 1,00,000 /-is Exempted for MSME Register Company's as for Central govt. Policy	Bid Security/Guarantee may be exempted if submits the proof as registered under MSME act.
16	5			Tender Fee amount of Rs. 5,000/- is Exempted for MSME Register Company's as for Central govt. Policy	Cost of RFP may be exempted if company submits the proof as registered under MSME act.
17	32		Table .III	One time charges for Procurment & Commissioning of new primary Link	It is the charges incurred for the site engineer to make site operational for first time.
18	12	4.1	the successful Bidder shall furnish the performance security for 10 % of contract value per year valid for a period of twelve months (with further one month claim period)	Performance Bank Guarantee. As per new rules from Ministry of finance department (Letter No-F/ 9/4/2020-PPD) "para no. 3" performance security existing 5-10 % to 3 % of the value of contract.	If the sucessful bidder is a MSME then we may consider for the decrease in performance security.
19	18	16 point 2	The bidder should have a minimum turnover of Rs. 5 (Five) Crores per year in the last three years (from operations in India). The bidder should have made net profits in succession for the last 2 years.	Kindly decrease the annual turnover of around 3 Crore	The eligibility for minimum turnover criteria was ammended from Rs. 5 Crore to 3 crore.
20	3		Last date and time for submission of BID	Request to please give extension to participate in Network Management Tender .	Bid submission date is extended to 06/08/2021; 15:00 Hrs



J.G.K