

REPLIES TO PREBID QUERIES FOR EOI 01/2022-23 DATED 10-02-2023 FOR EMPANELMENT OF VENDORS FOR PROVIDING AMC OF IT HARDWARE ITEMS FOR BRANCHES/OFFICES UNDER OUR TRIVANDRUM CIRCLE

SL NUM	RFP CLAUSE NO:	RFP CLAUSE	CLAUSE/TECHNICAL SPECIFICATION	BIDDER'S QUERY	BANK'S REPLY
1	5	ELIGIBILITY CRITERIA	The Turnover purely from AMC/ATC business of the Bidder should be minimum Rs. 25 crores each during last two financial years (i.e. 2020-21, 2021-22).	REDUCTION OF TURNOVER CRITERIA	Kindly refer Amendment I to this EOI
2	5	ELIGIBILITY CRITERIA	MINIMUM OF 75 ENGINEERS HAVING EXPERIENCE IN MAINTENANCE OF HARDWARE ITEMS IN THEIR OWN PAYROLL.	WHETHER 75 ENGINEER REQUIREMENT IS MANDATORY AND WHETHER ACCOMPANIED IN OWN PAYROLL IS COMPULSORY	Bidder has to comply with the EOI terms.
4	7.3	SCOPE OF EMPANELEMENT	IT HARDWARE ITEMS COVERED UNDER AMC	WHETHER BIOMETRIC DEVICES ARE INCLUDED FOR AMC.	The items mentioned in clause No. 7.3 is only included and Biometric devices are not included.
5	7.1	SCOPE OF EMPANELEMENT	REGIONS UNDER THIRUVANANTHAPURAM CIRCLE	THE LIST OF OFFICES UNDER THIRUVANANTHAPURAM CIRCLE AND ANY SLA BASED ON CITY CLASSIFICATION.	The Thiruvananthapuram Circle Includes all the Canarabank Branches / Offices in Kerala and there is No Specific SLA based On City classification
6	10	SCOPE OF WORK FOR AMC SERVICES	IT HARDWARE ITEMS COVERED UNDER AMC	WHETHER ANY OF THE DEVICES ARE HAVING OEM BACK-ALIGNING NOW	Bidders were clarified that there are NO Devices with OEM Back-aligning.
7	10	SCOPE OF WORK FOR AMC SERVICES	RESIDENT ENGINEER REQUIREMENT	WHETHER RESIDENT ENGINEER REQUIRED.	Resident Engineers are required and the detailed clause will be provide in the AMC RFP document.
8	7.10.2	SCOPE OF EMPANELEMENT	PERFORMANCE BANK GUARANTEE	REQUEST WAS MADE TO REDUCE THE PERFORMANCE BANK GUARANTEE REQUIREMENT	Kindly refer Amendment I to this EOI
9	5	ELIGIBILITY CRITERIA	PROJECT MANAGEMENT METHODOLOGIES	CLARIFY THE CURRENT CALL PROCEDURE.	The current call logging process is though Email/Phone and the Bidder should comply with the current EOI terms.
10	5	ELIGIBILITY CRITERIA	Three (3) years in providing Hardware Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt. Institutions, having expertise in maintenance of minimum of 100 branches under AMC(as on 31/12/2022).	INCLUDE THE EXPERIENCE OF PRIVATE / CORPORATE COMPANIES ALSO.	No modification in the caluse and the Bidder has to comply with the EOI terms.



Date: 20-02-2023
Place: Trivandrum

[Signature]

Reply to Pre-bid Queries for EOI-01/2022-23 dated 10-02-2023

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संजय कुमार मिश्र
SANJAY KUMAR MISHRA
उप महाप्रबंधक
DEPUTY GENERAL MANAGER
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[Signature]
Deputy General Manager

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11	5	ELIGIBILITY CRITERIA	Background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	CLARIFICATION SOUGHT ON ANY PARTICULAR FORMAT AVAILABLE FOR BACKGROUND VERIFICATION CHECK OF ENGINEERS.	Company Specific format is sufficient to the submitted
12	5	ELIGIBILITY CRITERIA	The Bidder shall have Service Centre Offices in all major cities of Kerala like Thiruvananthapuram, Ernakulam, Thiruvananthapuram, Kozhikode.	Whether Service centre offices in all major cities mandatory	Bidder has to comply with the EOI terms.
13	10	SCOPE OF WORK FOR AMC SERVICES	IT HARDWARE ITEMS COVERED UNDER AMC	The count of asset items	The details will be provided in the AMC RFP document



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17/11/2019