



GEM BID REF No. GM/2022/B/2686286 dated 29/10/2022 for Selection of Service Provider for Implementation of Fixed Asset Management Solution in Hosted (OPEX) Model

CORRIGENDUM -1

Bank's responses to the Pre-bid queries:

Sl. No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank's response/Modified clause
1	34	36 (Annexure-3)	Proposed Solution of proposed OSM should have been implemented (not necessarily bidder) in any Scheduled Commercial Banks/PSUs/Government Departments/ Public Sector Enterprises/Corporates in India during the immediate preceding 4 years (i.e. from 01/04/2018 to 31/03/2021)	Required clarification for mentioned year	Proposed Solution of proposed OSM should have been implemented (not necessarily bidder) in any Scheduled Commercial Banks/PSUs/Government Departments/ Public Sector Enterprises/Corporates/Private Organisations in India during the immediate preceding 3 years (i.e. from 01/04/2019 to 31/03/2022)

2	34	36 (Annexure-3)	The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 1000 staff in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years	Other experience should consider in line of asset management	The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 500 staff in any Scheduled Commercial Banks/PSUs/Government Departments/Corporates/Private Organizations in India during the immediate preceding 3 years.
3			Server & Infrastructure scope	Clarification on same	Bidder's Query is not clear
4	23	47. Support	47.4. The onsite support person should be OEM certified engineer of the proposed solution.	Are you looking to depute onsite resource, if yes What is the location of the resource should be deployed	Bank is not looking for support of any onsite resource. Support shall be remote.
5	23	49. Training	Bidder has to provide hands on OEM training to few identified Bank officials which should cover in-depth operational and troubleshooting features of the solution. The training should be held in Dharwad. Bidder has to provide user manual and Technical documentation both in hard and soft copies to the Bank.	Can the training being scheduled online	Training schedule shall be as per mutual agreement with the successful bidder.
6	42 - 44		Scope of Work	Duplicate entries which contain in page 45 -47, Kindly remove	Bidder to comply with the scope of work.

7	7	8.2. Project Completion and Management	8.2.1. For smooth completion of project the Bidder should identify one or two of its representatives at Dharwad as a single point of contact for the Bank.	Can we have the technical representation be available remotely	Technical representation can be remote.
8	56	Appendix -A	12) Bidder should have central help Desk available on 9AM to 9PM on all working days of the Bank for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.	Change to: 12) Bidder should have central help Desk available on 9:00 AM to 6:00 PM - all working days of the Bank for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.	Bidder should have central help Desk available from 9:30 AM to 6:30 PM - all working days of the Bank for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.
9	57	Appendix-B	14) Bidder has to provide detailed proposed BOM each line item wise for all Fixed Asset Management Solution in Hosted (OPEX) Model, for 5 years as part of Technical Bid.	Kindly confirm on the BOM should be for 3-year or 5-years	BOM shall be for 3 years. Bidders may refer the modified Bill of material as mentioned in Page 10 of this Corrigendum 1.
10	1	Payment Terms - Sl. No: 1	Payment Stages - UAT sign off.	Is UAT part of scope - Kindly confirm	Bidders may refer the modified payment terms and payment schedule as mentioned in Page 9 of this Corrigendum 1.
11	1	Payment Terms - Sl. No: 3	Payment Stages - Fixed Asset Management Solution - Quarterly	As an SI we need to pay yearly upfront payment to OEM - Hence we request to modify as Yearly advance. This will be case with all OEMs'.	Bidders may refer the modified payment terms and payment schedule as mentioned in Page 9 of this Corrigendum 1.

12	1	Payment Terms	Additional Point	No separate line item is mentioned in the Commercial format for On-site FM support Engineer and payment terms for the same is also not mentioned - Kindly clarify.	Bidders may refer the modified payment terms and payment schedule as mentioned in Page 9 of this Corrigendum 1.
13	42	Scope of Work - 3	The Solution should support unlimited asset count	IT assets can be added based on the license procured/ Non IT assets can be added without limitation.	Accepted
14	43	Scope of Work - 21	The bidder shall abide the laws of the land/guidelines/regulations/frameworks as per IT Act 2000, IT Act rules 2011, IDRBT cloud security framework.	We are compliant with the IT Act 2000 and its 2011 rules. And, we are yet to get assessed against IDRBT cloud security framework. However, we are ISO 27017 certified to ensure cloud security - Request to modify accordingly.	Bidder shall provide valid Meity approval certificate of the cloud service provider.

15	44	Scope of Work - 31	The solution should encrypt the data in transit and at rest using atleast AES 256-bit encryption. The solution should be hosted in MEITY approved Data Center.	All data transmission to Zoho services are encrypted using TLS 1.2 protocols, and we use certificates issued by SHA 256 based CA ensuring that our users have a secure connection from their browsers to our service. We use the latest and strong ciphers like AES_CBC/AES_GCM 256 bit/128 bit keys for encryption, SHA2 for message authentication and ECDHE_RSA as the key exchange mechanism.	No Query asked
16	42	Scope of Work - 3	The Solution should support unlimited asset count	IT assets can be added based on the license procured/ Non IT assets can be added without limitation.	Accepted
17	Page 33	Eligibility Criteria Point c)	The Turnover of the Bidder should be minimum Rs.10 Crores each year during last Three financial years (i.e. 2018-19, 2019-20 and 2020-21)	Kindly request you to modify the clause as The Turnover of the Bidder should be minimum Rs.10 Crores average during last Three financial years (i.e. 2018-19, 2019-20 and 2020-21)	The Turnover of the Bidder should be Rs.10 Crores average during last Three financial years (i.e. 2019-20, 2020-21 and 2021-22)

18	Page 33	Eligibility Criteria Point d)	The Bidder should have positive Net Worth as on 31/03/2021	Kindly request you to modify the clause as The Bidder should have positive Net Worth as in any of the last 3 Financial Years i.e (2018-19, 2019-20 and 2020-21)	The Bidder should have positive Net Worth in any of the last 3 Financial Years i.e (2019-20, 2020-21 and 2021-22)
19	Page 34	Eligibility Criteria Point f)	The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 1000 staff in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years	Kindly request you to modify the clause as The Bidder should have experience of having managed similar web based solution proposed to the Bank with a minimum of 500 staff in any Scheduled Commercial Banks/PSUs/Government Departments/private organizations in India during the immediate preceding 5 years.	The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 500 staff in any Scheduled Commercial Banks/PSUs/Government Departments/Corporates/Private Organizations in India during the immediate preceding 3 years
20	Page 34	Eligibility Criteria Point k)	The Data Centre where the proposed Solution will be hosted should be located in India with a suitable DR Setup in India for Business Continuity Purpose at a different seismic zone, with required hardware, software, application software and connectivity etc.	Kindly request you to modify the clause as The Data Centre where the proposed Solution will be hosted should be located in India with a suitable DR Setup in India/foreign country for Business Continuity Purpose at a different seismic zone, with required hardware, software, application software and connectivity etc.	Bidder to Comply

21	Page 12	Point 15 Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One lakh Only) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Karnataka Vikas Grameena Bank, payable at Dharwad and should be kept along with the Part-A - Conformity to Eligibility Criteria	As the tender has been published on GeM portal, and the bidders who are regisitered in GeM Portal having been registered with MSME are exempted from payin EMD and Tender/Application Fees, kindly request you to clarify.	Bidders registered as MSE are exempted from paying EMD and Tender fee.
22	34	Eligibility Criteria Point g) of Annexure 3	The OEM & Bidder should be in business of Development / Manufacturing / Selling Corporate Fixed Asset Management Solutions / Collaborative Platforms for the immediate preceding three years in India.	IT Asset Management shall be considered for prior experience	Bidder who has prior experience in implementing Fixed Asset or IT Asset or Non IT Asset Management solution shall be considered as eligible for bid submission. The details of such past implementations shall be submitted as per Annexure 6 of the RFP.
23			Query asked in pre-bid meeting	Is Physical verification of asset and reconciliation part of scope	Physical verification of asset is not part of scope. However, the solution shall support uploading of Asset details by the user and managing the entire life cycle of the asset as mentioned in Scope of Work (Annexure 10).
24			Query asked in pre-bid meeting	Whether Hard copies of the bids need to be submitted?	Bid submission shall be through GeM portal.

25			Query asked in pre-bid meeting	What shall be the total no. of users?	Total no. of users shall be approximately 25
26			Query asked in pre-bid meeting	Whether DD or Bank Guarantee in lieu of EMD shall be submitted in hard copy to the Bank	Bidder has to upload scanned copy / proof of the DD in lieu of Tender fee or EMD or BG in lieu of EMD along with the bid documents and has to ensure delivery of hardcopy to Bank within 5 days of Bid Submission date.
27			Query asked in pre-bid meeting	Clarification on Implementation timelines	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data, and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance the Purchase Order.

Modified Payment Terms:

44. Payment Terms:

44.1. Payment schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
a.	Fixed Asset Management Solution which includes Software, Hardware, License, Hosting, Bandwidth, Monitoring & Cyber security charges.	Yearly	Payment will be on a yearly basis in advance after submission of Advance Payment Guarantee and deducting applicable LD if any and taxes.

44.2. Successful bidder shall submit Advance Payment Guarantee to the extent of Yearly advance payable.

44.3. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials should be submitted while claiming payment in respect of orders placed.

44.4. The vendor has to submit commissioning reports duly signed by the Bank officials while claiming payment. The invoice should contain the details of the services delivered as per Bill of Material.

44.5. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.

44.6. The payments will be released through NEFT/RTGS after deducting the application LD/Penalty, TDS if any, centrally by Head Office at Dharwad and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

Annexure- 17
Bill of Material

SUB: RFP for Selection of Service Provider for Implementation of Fixed Asset Management Solution in Hosted (OPEX) Model.
Ref: Your GEM BID GM/2022/B/2686286 dated 29/10/2022

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

TABLE-A

Sl No.	Solution	Subscription Cost of Solution for one year	Total No. of Years	Grand Total
1	Fixed Asset Management solution which includes software, Hardware, license, hosting, Bandwidth, monitoring and cyber security charges.		03	

- All prices are exclusive of taxes.
- Payment shall be made yearly in advance on submission of Advance payment Guarantee and invoice with GST details.

Date

Signature with seal

Name:

Designation:

Charges mentioned in above Table-A should be valid till 3 years from the date of commercial bid opening.

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per “Payment Terms” of the RFP.

Date

Signature with seal

Name :

Designation :