

Pre Bid Replies

#	Document	Clause	Description	Clarification Requested	NABARD's Response
1	Scope of Work	1C	Support: The vendor will provide AMC support at all locations/offices during the AMC period, including updates and upgrades as released by the OEM, without any additional cost to the Bank.	Bidder requests clarification, NABARD requests onsite support or remote support?	No onsite support is required
2	Scope of Work	1E	Response/ Resolution time: Response within 2 hours for all centres and resolution within 4 hours for Bank's offices in Metro cities (Delhi, Mumbai, Chennai, Kolkata, Pune, Bangalore, Hyderabad) and within 48 hours for all other centers.	<p>Bidder requests clarification, the commercial breakup table shows Juniper support SKU/Partcodes with NBD support. Hence in case of RMA resolution is not possible till next business day untill the part shipped by OEM and is replaced by bidder. Request NABARD to modify clause as "Response within 2 hours for all centres and ND/NBD resolution for Bank's offices in Metro cities (Delhi, Mumbai, Chennai, Kolkata, Pune, Bangalore, Hyderabad) and within 72-96 working hours for all other centers."</p> <p>Please clarify if this SLA is for Bidder or OEM as this is a partcoded RFP for Juniper Switches?</p>	Clause remains unchanged. The SLA is applicable to the prospective bidder.

3	Scope of Work	1F	Shifting Equipment: If the Bank desires to shift the equipment to a new site, the vendor will provide necessary technical support, and the terms of the agreement will continue to apply.	<p>Bidder requests clarification, Please elaborate "Technical Support".</p> <p>Also, please clarify, if NABARD will carry out the logistics of equipments in case of such event of shifting.</p>	To ensure the serviceability of the locations and provide AMC services at new location. However, no active support in case of migration is required.
4	Commercial proposal	1	AMC services costs would be paid on quarterly basis at the end of every quarter after deduction of penalties, as per SLA (if any	<p>Bidder Request clarification & modification: Since NABARD has requested for back aligning with OEM for the AMC services, OEM will charge annual AMC charges at the start of the year. Request NABARD to modify this clause to payment terms Annually Advance.</p> <p>Please modify subsequent clauses in same section accordingly.</p>	Clause remains unchanged.

5	Payment Terms & Conditions	2	<p>General Payment terms: All Taxes / Duties / levies and charges for packing, forwarding, freight, transit insurance, loading and unloading, are included in the Bid price.</p>	<p>Bidder requests clarification: Does bidder need to fill the commercial template price with OEM AMC+ Taxes or Taxes will be extra as per actuals? Please clarify, In case of RMA, once the new switch is received from OEM, who will ship the faulty switch back to OEM? NABARD or Bidder? Generally it is customer everywhere.</p>	<p>1. Since this is the GeM bid, it shall include all the taxes as part of the bid. 2. Bidder will be arranging for return of the faulty switch.</p>
6	Minimum Eligibility Criteria	3	<p>The bidder should have undertaken at least one assignment with a minimum of 50 switches for supply, installation & AMC/FMS of similar equipment / solution each year for the last 3 years (2022-23, 2023-24, 2024-25)</p> <p>Relevant Purchase orders each for (2022-23, 2023-24, 2024-25) with client references and contact details</p>	<p>This is to inform the Bank that not all customer release year in year PO for AMC. it is mentioned in the first PO itself and accordingly customer is billed.</p> <p>Hence the clause "relevant purchase orders EACH for 2022-23, 2023-24, 2024-25), might not be applicable. In many cases, Customer has mentioned 3 years AMC post 3 years warranty period in their 1st PO itself. AND since the AMC was extended by a year (beyond 5 years), a fresh PO was release for the year 2024-2025.</p> <p>Request the bank to consider the PO where 3 years AMC /FMS is mentioned in one PO itself.</p>	<p>Clause remains unchanged.</p>

7	Minimum Eligibility Criteria	3	<p>The bidder should have undertaken at least one assignment with a minimum of 50 switches for supply, installation & AMC/FMS of similar equipment / solution each year for the last 3 years (2022-23,2023-24, 2024-25)</p> <p>Relevant Purchase orders each for (2022-23,2023-24, 2024-25) with client references and contact details</p>	<p>In our case (where the SI is also an OEM of one of the product), and we have supplied our Switches as an OEM to other partners, please confirm if we can present relevant purchase orders that we have sold to partners as an OEM.</p>	<p>Clause remains unchanged.</p>
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8	Service Level Agreement	2	<p>2. Response Time/ Resolution Time: Response within 2 hours for all centres and resolution within 4 hours for Bank's offices in Metro cities (Delhi, Mumbai, Chennai, Kolkata, Pune, Bangalore, Hyderabad) and within 48 hours for all other centers. Rs 500/- for delay of every hour beyond the specified Service levels.</p>	<p>Bidder requests clarification, commercial breakup table shows Juniper support SKU/Partcodes with NBD support. Hence in case of RMA resolution is not possible till next business day untill the part shipped by OEM and is replaced by bidder. Request NABARD to modify clause as "Response within 2 hours for all centres and ND/NBD resolution for Bank's offices in Metro cities (Delhi, Mumbai, Chennai, Kolkata, Pune, Bangalore, Hyderabad) and within 72-96 working hours for all other centers." Request to remove panalty of Rs. 500/- for delay of every hour beyond the specified service levels as bidder is depended on OEM for the replacement of hardware / software. Also in case if NABARD wishes to still levy panalty clause, request NABARD to cap the penalty to max of Rs. 500/incident/device and not keep infinite to entire contract. Please clarify if this SLA is for Bidder or OEM as this is a partcoded RFP for Juniper Switches?</p>	Clause remains unchanged.
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9	Minimum Eligibility Criteria	3	The bidder should have undertaken at least one assignment with a minimum of 50 switches for supply, installation & AMC/FMS of similar equipment / solution each year for the last 3 years (2022-23,2023-24, 2024-25)	The bidder should have supplied with a minimum number of 50 switches for supply, installation & AMC/FMS of similar equipment / solution each year for the last 3 years (2022-23,2023-24, 2024-25)	Clause remains unchanged.
10	Minimum Eligibility Criteria	4	Bidder should have a team of a minimum of 5 Certified technical resources on Payroll.	Bidder should have a team of a minimum of 5 Certified(Network Engineers across all OEM's) technical resources on Payroll.	Clause remains unchanged. However, the certified resource is not limited to any OEM.
11	Minimum Eligibility Criteria	7	The bidder should either be an elite partner or a Global SI of the OEM	The bidder should be an authorize partner of the OEM	Clause remains unchanged.