

Supply of Red Hat JBoss Enterprise Application Platform (EAP) and Extended Life Support (ELS) Subscriptions				
S. No.	Reference Clause	Statement in Tender Document	Query	Response
1	8. Scope of Work	Assist in the activation and configuration of JBoss EAP and ELS support on the Bank's infrastructure.	With reference to Scope of Work - Kindly confirm whether only activation support is required from the bidder, or if new EAP and ELP setup, configuration, or reconfiguration will also be required from the bidder	Support for activation of Red Hat JBoss Support Subscription and raising/escalating tickets with OEM will be required during the subscription period.
2	8. Scope of Work	Provide documentation and support for compliance and auditing requirements related to the subscription and usage.	Request you to confirm how frequently the audit will be conducted in a year, and whether onsite support will be required for audit remediations, or if OEM ticket support coordination will be required for the remediations	Support for audit will be required on case-to-case basis. On-site support is not required. OEM ticket support coordination will be required.
3	8. Scope of Work	Coordinate with Red Hat support team to resolve issues raised by the Bank during the subscription period.	Kindly confirm whether any onsite resources need to be deployed at the bank's site, or if ticket-based tasks or online support will be sufficient to resolve the issues	On-site support is not required. Ticket-based tasks or online support will be sufficient to resolve the issues.
4	9. Payment Terms and Condition	100% of the dues, not more than the successful bid amount, shall be released upon supply of Red Hat JBoss EAP and ELS subscriptions, and implementation and its acceptance by NABARD.	Please mention timelines for Implementation.	Implementation means supply and successful activation of support subscription. The same should reflect in NABARD's Red Hat account.
5	Schedule A SLA Clause	Imposition of penalties @Rs 50/- per day per product of the unfulfilled order. The maximum penalty will not exceed 10% of the order value.	Please fix capping @5% 10% capping is on higher side.	No change
6	Annexure-V Pre-Contract Integrity Pact	On Bond Paper Value of ₹500/- to be submitted by all bidders	Clarify whether submission of a Pre-Contract Integrity Pact is required along with the bid. Additionally, please confirm if the Integrity Pact can be submitted on the company's letterhead	Yes, pre-contract integrity pact is mandatory as per minimum eligibility criteria (Annexure-I). It must be on Bond Paper Value ₹500.
7	Earnest Money Deposit or Bank Guarantee	Bank Guarantee of an equivalent amount issued by a Scheduled Commercial Bank valid for 180 days from the date of opening of tender as per format given in Annexure-VII	Is a Bank Guarantee required from an MSME-registered company after being declared the successful bidder, or are we exempted?	MSE bidders may be exempted from remitted Earnest Money Deposit. However, such MSE bidders must submit a Bank Guarantee of an equivalent amount issued by a Scheduled Commercial Bank valid for 180 days from the date of opening of tender as per format given in Annexure-VII.