



PASCHIM BANGA GRAMIN BANK

HEAD OFFICE: Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah- 711 101
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Date: 22nd March, 2019

To,

ALL THE PROSPECTIVE BIDDERS (RFP Ref No. PBGB/HO/DIT/ 02 /2018-2019 Dated 08th March, 2019)

Dear Sir (s),

Sub: CENTRALIZED ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE & PERIPHERALS INSTALLED IN BRANCHES AND ADMINISTRATIVE OFFICES INCLUDING REGIONAL OFFICES OF PASCHIM BANGA GRAMIN BANK FOR the PERIOD OF 2019-2022

Please refer to our RFP Ref No. PBGB/HO/DIT/ 02 /2018-2019 Dated 08th March, 2019 for selection of eligible vendor for undertaking the work for CENTRALIZED ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE & PERIPHERALS INSTALLED IN BRANCHES AND ADMINISTRATIVE OFFICES INCLUDING REGIONAL OFFICES OF PASCHIM BANGA GRAMIN BANK FOR the PERIOD OF 2019-2022.

In this context, we would like to inform you that bank received certain queries from the prospective bidders, accordingly bank has prepared the Pre-Bid responses and the same are given here below.

We hope that the pre-bid response would certainly satisfy the queries raised by the prospective bidders and would help them to participate in the bid process as per schedule. All other terms & conditions, clauses, of the subject RFP remain unchanged.

General Manager

S. No.	Section No/ Annexure No	Sub Section/ Clause details	Clarification required	Bidder's Query	Bank Response
1	A. f)(g)	TERMS AND CONDITIONS	Tender Fee & EMD	<p>Webstep is MSME certified bidder and under the single point registration scheme of MSME can avail the following: (i) Availability of tender sets free of costs. (ii) Exemption from payment of earnest money deposit. SO, please clarify shall we be Exempted from submission of Tender fee & EMD?</p>	YES
2	5. a)	Eligibility/Qualification Criteria:	<p>The successful bidder should have support centers in districts where Bank is operating i.e. HOWRAH, HOOGHLY, BURDWAN,, Birbhum and a team of engineers at the their Offices.</p>	<p>Please confirm is it sufficient to have service engineers at mentioned sites with the all the equipments & tools.</p>	As per RFP

3	5. i)	Eligibility/Qualification Criteria:	The annual turnover of the tenderer should be more than Rs100 Lac for last three financial years i.e. 2015-16, 2016-17, and 2018-19. Proof of the same must be attached in form of balance sheets.	Please confirm turnover of 100 lacs is from any of last 3 financial years.	The annual turnover of the tenderer should be more than Rs100 Lac for last three financial years i.e. 2015-16, 2016-17, and 2017-18. Proof of the same must be attached in form of balance sheets.
4	5. i)	Eligibility/Qualification Criteria:	The firm should have necessary experience in maintenance/providing support of HP/ACER/IBM/HCL/DELL etc. Proof of the same may be attached	Please clarify	Firm should have OEM certificate and purchase order for the mentioned brand from clients.

THE END