

Pre-Bid query response to Tender No. GEM/2026/B/7224493 for Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware and peripherals from 12th April 2026 to 31st October 2028. Annexure-1

S.No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Response from Bank team
1	12	7. Scope of Work	Payment will be made on quarterly basis on completion of quarter, i.e. the AMC charges will be paid after completion of each quarter.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports. However, Payment can be made quarterly/annually in advance against submission of equal amount of Bank Guarantee along with submission of valid invoices and quarterly preventive maintenance reports.
2	17	15.1(a) Payment Terms	15(a) Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	
3	14	8. BOM (Bill of Material)	14, 15, 16 KVM Switch & Monitor	We request Bank to clarify the vendor of the KVM switch and Monitors mentioned in the Bill of Materials	OEM of the KVM switch and Monitors - M/s Aten International Co. Ltd.
4	13	8. BOM (Bill of Material)	2. CSO-UCSCC240-M5SX- Serial No- WMP2431006E	Need Serial No Correction -Serial No- should be - WMP2435006E	It is clarified that the correct Serial No is WMP2435006E
5	13	8. BOM (Bill of Material)	3. CSO-UCSCC240-M5SX- Serial No- WMP2431006M	Need Serial No Correction -Serial No- should be - WMP2435006M	It is clarified that the correct Serial No is WMP2435006M
6	14	8. BOM (Bill of Material)	9. CSO-UCSCC240-M5SX- Serial No- WZP242900011	Need Serial No Correction -Serial No- should be - WZP24290011	It is clarified that the correct Serial No is WZP24290011
7	14	8. BOM (Bill of Material)	14. KVM Switch & Monitor- Serial No-AAKA-A12-0001	Confirm the make and model number to check with OEM	M/s Aten International Co. Ltd. Model - LCD KVM SWITCH - CL5716M
8	14	8. BOM (Bill of Material)	15. KVM Switch & Monitor- Serial No-AAK7-983-0003	Confirm the make and model number to check with OEM	M/s Aten International Co. Ltd. Model - LCD KVM SWITCH - CL5716M
9	14	8. BOM (Bill of Material)	16. KVM Switch & Monitor- Serial No-AAK7-983-0004	Confirm the make and model number to check with OEM	M/s Aten International Co. Ltd. Model - LCD KVM SWITCH - CL5716M
10	13	7.7 Scope of Work	The bidder will respond to a site visit within 2 hours and repair or replace faulty device/part within 24 hours	Bidder should respond the to the site visit within 2 hours.	Bidder should acknowledge the query raised by means of telephone, mail or any kind of communication within the 2 hours.
11	13	7.7 Scope of Work	The bidder will respond to a site visit within 2 hours and repair or replace faulty device/part within 24 hours	Query regarding unserviceable part.	Unserviceable / faulty part should be replaced by bidder on his own cost within 24 hours.

Handwritten signature/initials

Corrigendum to the Tender No. GEM/2026/B/7224493 dated 11/02/2026 for Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware and peripherals from 12th April 2026 to 31st October 2028. Annexure - II

S.No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Response from Bank team
1		12.7. Scope of Work	Payment will be made on quarterly basis on completion of quarter, i.e. the AMC charges will be paid after completion of each quarter.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports. However, Payment can be made quarterly/annually in advance against submission of equal amount of Bank Guarantee along with submission of valid invoices and quarterly preventive maintenance reports.
2	17	15.1(a) Payment Terms	15(a) Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports. However, Payment can be made quarterly/annually in advance against submission of equal amount of Bank Guarantee along with submission of valid invoices and quarterly preventive maintenance reports.

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