

Corrigendum-1: - Notice inviting applications for empanelment of it service providers Reference No: EXIM/RFP/2024-25/ITEMP01 dated September 12, 2024.

With reference to Empanelment notice for inviting applications for empanelment of it service providers Reference No: EXIM/RFP/2024-25/ITEMP01, dated September 12, 2024 and pre bid meeting held on September 23, 2024. The bidders are advised to consider following

Sr. No.	Page No. RFP section	Clause	Clarification Sought / Query	Response
1	Page No. 24 Appendix-B Bidder's Eligibility Criteria	<p>Specific Requirements: The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years 2021-22,2022-23 and 2023-24</p> <p>Documents Required: Copy of the audited financial statement along with profit and loss statement for corresponding</p>	<p>Kindly consider unaudited financial statement FY 2023-24 as audit is under process. OR Kindly amend the clause as : Specific Requirements : The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years 2020-21,2021-22 and 2022-23 Documents Required : Copy of the audited / provisional financial statement along with</p>	<p>The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years 2020-21,2021-22 and 2022-23 Documents Required: Copy of the audited / provisional financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor / Chartered Accountant</p>

		years and / or Certificate of the statutory auditor.	profit and loss statement for corresponding years and / or Certificate of the statutory auditor / Chartered Accountant	
2	Eligibility Criteria	Bidder should have experience of minimum 5 years in providing IT Services of various skill sets.	Are there any specific IT Services experience requirements?	Bidders need to upload relevant purchase order related to supply of IT products/Services and Certificate of origin certificate
4	Eligibility Criteria	The applicant must have at least 10 skilled manpower/consultants specializing in executing the various activities in the defined scope of work.	Are there any specific certifications or qualifications required for the 10 skilled manpower/consultants?	Declaration from bidder containing information related to their key resources along with their education and IT professional certificate details
6	Scope of Work	IT Infrastructure Facility Management Services	Could you please elaborate on the specific aspects of IT infrastructure facility management that are required (e.g., data center management, network operations, security)?	Support related to any IT Infrastructure related services such as Server/Database/Network/Web Servers / VC facilities etc..
7	Scope of Work	SAN and NAS storage management services	What are the specific storage requirements (e.g., capacity, performance, redundancy) for the	Management /Configuration/ reinstallation/ patching etc..

			SAN and NAS storage management services?	
8	Scope of Work	Hiring of specific skill set resources for limited duration	What is the estimated duration of temporary resources engagement? (yearly/whole project tenure)	depends on type of requirement and specific project needs
9	Scope of Work	IT Infrastructure assessment services, one time software implementation /configuration services etc .	Could you please provide more details on the specific areas of IT infrastructure that need to be assessed, and what types of software implementation or configuration services are required?	Database upgrades, AD upgrade, patching services, Network /server/VC reconfigurations etc
10	Scope of Work		Request to clarify if we as a bidder can apply for some/part scope as we have prior experience/expertise for the same.	Empanelment is for all the services mentioned; however, bidder can submit their bids which are relevant to their specific work area or expertise
11		The applicant must have completed three major projects of value not less than 25 lakhs each or 5 projects not less than 10 Lakh in any of the work cited in the scope of work above in the five (5) previous financial years with Government/PSU's/Statutory bodies	Request to clarify we have been empanelled with various bank as an Fintech/Manpower Agency so Work Orders and completion Certificates are difficult to share. We can share the Empanelment letter with the Bank	Bidder needs to submit empanelment letter (Government / PSU's/Statutory bodies) along with declaration on bidders' letter head mention compliance with the eligibility clause

12	Pg 24, clause 9	Client references and contact details (email/ landline/ mobile) of customers to whom the Bidder has provided IT Services in India. (At least 02 client references are required and all must be from scheduled commercial banks or PSU or AIFI)	Request to clarify as we have experience of Credit-cooperative societies. Will this be considered in BFSI	No change
13	Pg 24, clause 8	The applicant should be active partner of at least any 5 OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet, Tenable, Array Networks, Barracuda and Sophos	Request to clarify If we have less than 5 certificates can we be considered as we wish not to apply for the said category Copies of relevant valid certificates to be uploaded	The applicant should be active partner of at least any 3 OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet, Tenable, Array Networks, Barracuda, Trend Micro, Adobe, Juniper, Arista Networks, Accops, Arcon, Arcserve, Veeam, Commvault, NetApp, Hitachi, Pure Storage , Manage Engine, Sophos, Canon, Epson
14	Pg 24, clause 9	Client references and contact details (email/ landline/ mobile) of customers to whom the Bidder has provided IT Services in India. (At least 02 client references are required and all must be	Request to clarify if we can provide details on our company letter head as it is difficult for us to get this on bank letterhead.	No change

		from scheduled commercial banks or PSU or AIFI)		
15	Pg 24, clause 8	Specific Requirements The applicant should be active partner of at least any 5 OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet, Tenable, Array Networks, Barracuda and Sophos Documents Required Copies of relevant valid certificates to be uploaded	Kindly request the bank to allow the respective domain experts for the respective individual OEMs also to participate in the empanelment process.	The applicant should be active partner of at least any 3 OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet, Tenable, Array Networks, Barracuda, Trend Micro, Adobe, Juniper, Arista Networks, Accops, Arcon, Arcserve, Veeam, Commvault, NetApp, Hitachi, Pure Storage, Manage Engine, Sophos, Canon, Epson
16	Pg 24, clause 8	Specific Requirements The applicant should be active partner of at least any 5 OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet, Tenable, Array Networks,	Kindly request the bank to modify the clause as following: Specific Requirements The applicant should be active partner/user of any of the OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet,	The applicant should be active partner of at least any 3 OEMS mentioned below: Microsoft, Oracle, IBM, Palo Alto, Check point, Cisco, Dell, HP, Lenovo, Redhat, VMWare / Broadcom, Fortinet, Tenable, Array Networks, Barracuda, Trend Micro, Adobe, Juniper, Arista Networks, Accops, Arcon, Arcserve, Veeam,

		Barracuda and Sophos Documents Required Copies of relevant valid certificates to be uploaded	Tenable, Array Networks, Barracuda and Sophos Documents Required Copies of relevant valid certificates of OEM Subject Matter Experts available to be uploaded	Commvault, NetApp, Hitachi, Pure Storage , Manage Engine, Sophos, Canon, Epson
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All other terms and conditions of the Empanelment notice will remain unchanged.

Sd/
Kiran Patil
Deputy General Manager