

January 07, 2021

Corrigendum 02: Minutes of Pre-bid Meeting, Modification in the E-Tender Document and Extension in Dates for Participating in E-Tender: Maintenance of IT Equipment's and Facility Management Service (FMS) for Export-Import Bank of India, Reference No: - EXIM/RFP/2021-22/34

- I. Minutes of the Pre-bid Meeting held through Video Conferencing (through WebEx) on January 03, 2022 at 3 PM regarding the RFP no. EXIM/RFP/2021-22/34 for Maintenance of IT Equipment's and Facility Management Service (FMS) for Export-Import Bank of India.

A pre-bid Meeting was convened through Video Conferencing (Webex) on January 03, 2022 at 3 PM regarding the RFP no. EXIM/RFP/2021-22/34 for Maintenance of IT Equipment's and Facility Management Service (FMS) for Export-Import Bank of India.

Gist of Discussions:

- (i) Brief introduction about the Bank and FMS was given.
- (ii) All written queries received before the meeting were discussed.
- (iii) Further additional/supplementary queries to existing queries were discussed.

List of interested bidders present in pre bid meeting:

- 1> M/s Orient Technologies Pvt Ltd (Mr. Manish Mehta)
- 2> M/s Acma Computers Ltd (Mr. Nilesh Chachad)
- 3> M/s Accel IT Services (Mr. Vikash Kumar)
- 4> M/s Wysetek Systems Technologists Pvt. Ltd. (Mr. Rahul Salvi)
- 5> M/s Dynacons Systems & Solutions Ltd. (Mr. Suryakant Parkar)

Details of deliberations with respect to queries and clarifications provided during the meeting is annexed at Annexure I, revised eligibility criteria at Annexure-II, revised technical scoring at Annexure-III and revised Server list -appendix 3 at Annexure-IV.

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-
(Kiran Patil)

Deputy General Manager -Information Technology Group

Annexure-I

Page Number	Point Number	Query description	Bank response
41		Vendor need to follow MWA to states wise or central minimum wages.	state wise minimum wages to be followed
		Total no. of call log per day/per week	150
		Tools (ticketing tool, monitor tool, etc.) has to provide by Bank or Vendors	ticketing tool will be provided by the Bank
Printer Management, point 1.1	1.1 Partner direct support for cartridge and printer hardware/software/driver for printers as per the Printer Inventory at Annexure.	As per point 9 of page 33 in bidder's responsibilities, Cartridges are excluded from Bidder's scope. Please confirm. (Also Cartridges are treated as consumables).	Bidder understanding is correct. Bidder has to deploy Print Management software for tracking usage of printers and cartridges/toners level.
36	Printer Management, point 26	26. The payment will be made on actual cartridge/toner usage basis only. Need further information whether Bank will pay to Cartridge supplier directly or Bidder has to provide the same & raise monthly bills for Cartridges.	Bidder has to provide cartridges and raise monthly bills along with delivery challan signed of end user/department administrative officer.
66	Annexure V. Eligibility Criteria. Point 4	The Bidder must have experience in providing FMS and AMC to at least 3 BFSI/PSUs/public listed companies in India during last five years, with order values not less than 2 Crore. Details of customers and copy of work order to be provided. We request you to also include	Kindly refer revised eligibility criteria

		Government customers along with BFSI, PSU, Public Listed Cos.	
51	Point G : Hardware AMC	Desktop All in ONE inventory is missing	all in one count is provided, that many number of desktops/laptops/all in ones to be covered by bidder under their comprehensive AMC, B2B support si not required for desktops/Laptops
21	Hardware Parts	Confirm about B2B AMC for all components or it is only for Servers & network Devices	B2B AMC for servers/network devices/firewalls/storage is required, Desktops/Laptops bidder comprehensive AMC based on count of devices.
32	Bidder's Responsibilities	Quarterly Preventive Maintenance (PM) for all equipment under AMC, it is mandates & what is measuring criteria.	Bidder has to submit quarterly PM reports such as patch reports, device health status reports to IT Infra Manager
100	Appendix 4	As per Cisco all product will not cover in B2B, will Exim allow partner to support	Devices not covered by Cisco in B2B, Bidder has to take responsibility of these devices
98	Appendix 3	Some of Dell Servers Serial no are correct & some Serial no are not available in inventory	Kindly refer revised appendix 3 published with this corrigendum.
41	Manpower Requirement:	How EXIM Bank is going to validate the candidate, any process to verify the profile	If required, The Bank may ask from bidder to submit third party search report of any of the resources before deployment.

REVISED ELIGIBILITY CRITERIA OF THE BIDDER

Following format has to be filled by the Bidder and has to be submitted along with technical bid and relevant documentary proof.

Sr.No	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
1	The Bidder should be a Company/firm registered in India.	Certificate of registration or any other supporting document.
2	The respondent should be in business of providing FMS and AMC for at least eight years as on the date of this tender. Order copies to be submitted as documentary proof.	Copy of Work order / agreement along with completion certificate for completed projects.
3	Bidder must have experience in providing IT managed services to at least 3 Data centers of BFSI/PSUs/public listed/Govt companies in India during last five years.	The Bidder has to provide order copy or project completion certificate.
4.	The Bidder must have experience in providing FMS and AMC to at least 3 BFSI/PSUs/public listed/Govt companies in India during last five years, with order values not less than 2 Crore. Details of customers and copy of work order to be provided.	Details of customers and copy of work order to be provided.
5	Bidder must have facilitated as part of the IT Facility Management Services the following: a) Server and PC Management & OS Administration b) Database Management c) Backup and Restore d) Application Management e) Network Administration and Communication Facilities f) VC Management / Support e) Printer Management	Declaration on Bidders letter head
6	The bidder should have an head office and support center in Mumbai and Bengaluru / Delhi and office in at-least two other EXIM Bank's locations.	Valid Proof of address for having office in Mumbai and Bengaluru / Delhi.
7	Should have a minimum of 500 manpower resources with 2 or more years' experience in AMC & FMS services and these resources should be in the payroll of bidder	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.

8	Should have at least two of the accreditations / certifications out of ISO 9001, ISO 20000, ISO/IEC 27001, ISO/IEC 27002, CMMI 3 and above and the same should be valid at the time of submission of bids.	The bidder must furnish certificate copies.
9	The Bidder should be authorized partner of Dell, Lenovo, HP, CISCO, Fortinet, Palo alto and IBM	MAF / Authorized partner Certificate.
10	The bidder should not have been blacklisted by any Public Sector Bank, RBI or IBA or any other Government agencies.	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.
11	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/Statutory Auditor.
12	Integrity Pact Agreement (IPA) to be executed.	Download the IPA (attached in the E-tender) and sign on Rs.500 stamp paper. Scanned copy to be uploaded on the E-tender portal. Original document to be sent to Exim Bank,
13	Escalation Matrix	Bidders must provide the escalation matrix for call logging on their letterhead
14	The Bidder shall execute E-Tendering Process Compliance Statement and Undertaking letter as per Annexure	Upload seal and signed copy of Annexures
15	Customer satisfaction certificate	Customer satisfaction certificate as per Annexure.
16	Joint Venture (JV) or subcontractor for AMC and FMS is allowed only for 3 remote locations except Mumbai, New Delhi, Bengaluru or Pune. Joint Venture (JV) or subcontractor for Printer Managed Service is allowed for all locations subjected to production of JV /subcontractor details in advance.	Joint Venture or subcontractor details needs to be uploaded.

Note:

- Bidder should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfill the above criteria or who fail to submit documentary evidence to the satisfaction would be rejected.
- Bidders fulfilling the Minimum Eligibility Criteria will only be considered for further technical evaluation.
- Definition of Large Corporate (LC): An organization having an average annual turnover of Rs. 1000 Crore or above during last three years with a minimum of 1000 employees on its payroll and having offices in all metro cities in India will be considered as Large Corporate Sector for this RFP.

Revised Technical Score Mark Distributions [Scoring Model]

Sr No.	Criteria	Max Point
1.	Total experience in onsite Facility Management of IT Services and Comprehensive Annual Maintenance of IT Equipment in FI/Government Sector/PSUs/Scheduled Commercial Bank/public listed companies with similar nature and size of work (in Years) Documentary Evidence required: Copy of Work order / agreement along with completion certificate for completed projects.	Max. Marks 10
	More than 10 years	10
	> 5 years to 10 years	6
	5 years	3
2.	No. of Facility Management of IT Services and onsite comprehensive Annual Maintenance of IT Equipment Orders for Government Sector/PSUs/BFSI/public listed companies with similar nature of CAMC/FMS with minimum order value of Rs. 2 crore (per annum) in last 5 Years i.e., Financial Year (2017-2018, 2018-19, 2019-20 , 2020-21 and 2021-22) . (Orders of multiple Branches of the single company may be combined for the financial year to decide the order value, however it would be considered as one order for counting purpose) Documentary Evidence required: Copy of Work order/agreement clearly indicating the Order Value along with completion certificate for completed projects.	Max. Marks 10
	More than 5 orders	10
	> 3 order to 5 orders	07
	2 -3 orders	5
3.	Bidder must have experience in IT operation and Management and Facility Management Services of at least 3 Data Centre project in India during last 5 financial years Documentary Evidence required: Copy of Work order/agreement along with completion certificate for completed projects.	Max. Marks 10
	> 5 Data centers	10

	4 – 5 Data centers	07
	3 Data centers	5
4	<p>Technical & Qualified Manpower - The Bidder must have at least 100 technically qualified engineers holding Diploma (IT/Computers/Electronics)/ BE/ B.Tech (ECE/IT/CSE), MCA/MSC Computer degree with at least 2 years on roles with organization. No. of engineers with above qualification(s)</p> <p>Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory .</p>	Max. Marks 10
	More than 300 technically qualified engineers	10
	>150-300 technically qualified engineers	6
	>100-150 technically qualified engineers	3
5	<p>Total Number of engineers with MCSA/MCSE/RHEL/VMWARE certification on roles involved in Server Administration/Management (UNIX, LINUX and Windows Based Servers, Active Directory, Backup Solution, Antivirus Management, SAN administration, Virtualization, etc.) on company roles in planning and implementation solution for I.T. Security such as Antivirus server, Access Management, ATP solutions etc.</p> <p>Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory.</p>	Max. Marks 10
	More than 40 engineers	10
	>20 to 40 engineers	6
	10-20 engineers	3
6	<p>Number of engineers with CCNA/CCNP certification on roles having minimum of 2 years of experience involved in Network Administration/Management (LAN, WAN, VPN, Switches, Router, Firewall.)</p> <p>Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory.</p>	Max. Marks 10
	More than 20 engineers	10
	>10 to 20 engineers	6
	5-10 engineers	3
7	Number of engineers with Database certification (Oracle/	Max.

	<p>Sql Server) on roles involved in Database Administration/Management</p> <p>Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory.</p>	Marks 10
	More than 15 engineers	10
	>10 to 15 engineers	5
	5-10 engineers	3
Total Technical Score (Excluding presentation)		
Part II		
	<p>Presentation:</p> <p>Presentation should cover services proposed by the Bidder in achieving Bank's objectives, approach and methodology adopted for DC and DR Management, AMC Services, Project and Transition Management, Bidder's knowledge/experience of tools while demonstrating features of Manage Engine EMS, etc.</p>	Max Marks 20
	Customer Satisfaction (2 marks for each customer satisfaction having minimum rating of 4 out 5 and 1 marks for each customer satisfaction having minimum rating of 3 out 5)	10 Marks
Total Technical Score		
<p>Note:</p> <ul style="list-style-type: none"> Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected. Bidders will submit index page of the supporting documents while submitting response. Bidders will be provided at least 2 days prior notice for making of the presentation. The minimum qualification score for the Technical Bid would be 70 (cut-off marks) out of Total 100 marks (Including marks for presentation). 		

Revised Appendix-3			
Revised Server/Storage/SAN Switch list			
Sr. No	Server Model	Server Sr number	Location
1	Dell PowerEdge R440	6TWY6T2	Head Office ,Mumbai
2	Dell PowerEdge R440	18Q27Q2	Head Office ,Mumbai
3	Dell PowerEdge R440	1GJY7Q2	Head Office ,Mumbai
4	Dell PowerEdge R440	C57G933	Head Office ,Mumbai
5	Dell PowerEdge R440	F57G933	Head Office ,Mumbai
6	Dell PowerEdge R440	F8P7MP2	Head Office ,Mumbai
7	Dell PowerEdge R640	H2NYGY2	Head Office ,Mumbai
8	Dell PowerEdge R440	1GQ18Q2	Head Office ,Mumbai
9	IBM System X 3650 M4 /7915-I5A	06KNZZ4	Head Office ,Mumbai
10	supermicro-1X20991906	SYS-1019P-WTR	Head Office ,Mumbai
11	System x3650 M5 8871AC1	J31DX16	Head Office ,Mumbai
12	HP ProLiant DL180 Gen9	SGH728WK7W	Head Office ,Mumbai
13	HP ProLiant DL180 Gen9	SGH627XVSX	Head Office ,Mumbai
14	Dell PowerEdge R540	GXJPQM2	Head Office ,Mumbai
15	Dell PowerEdge R540	GXJLQM2	Head Office ,Mumbai
16	Dell PowerEdge R540	FLXHQM2	Head Office ,Mumbai
17	Dell PowerEdge R540	FLXJQM2	Head Office ,Mumbai
18	PowerEdge R640	G9BH493	Head Office ,Mumbai
19	ThinkSystem SR630	J302P20T	Head Office ,Mumbai
20	PowerEdge R640	H9BH493	Head Office ,Mumbai
21	Dell PowerEdge R740	9VCSQK3	Head Office ,Mumbai
22	Dell PowerEdge R740	5VCSQK3	Head Office ,Mumbai
23	PowerEdge R640	J9BH493	Head Office ,Mumbai
24	Dell PowerEdge R440	18R18Q2	Head Office ,Mumbai

25	DELL PowerEdge R640	H2N3HY2	Head Office ,Mumbai
26	Dell PowerEdge R440	18Q8Q2	Head Office ,Mumbai
27	Dell PowerEdge R640	H2P1HY2	Head Office ,Mumbai
28	Dell PowerEdge R640	H2NWDGY2	Head Office ,Mumbai
29	IBM System X 3650 M4 - 791523A- 0C	06EDNME	Head Office ,Mumbai
30	IBM System X 3650 M4 - 791523A- 0C	06EDNMD	Head Office ,Mumbai
31	IBM System X 3650 M4 - 791523A- 0C	06EDNLY	Head Office ,Mumbai
32	IBM System X 3650 M4 - 7915-I5A	06HWDP5	Head Office ,Mumbai
33	HP ProLiant DL180 Gen9	SGH728WK7T	Head Office ,Mumbai
34	LENOVO System X3650 M5- 5462AC1- 11	J309BBZ	Head Office ,Mumbai
35	HP ProLiant DL180 Gen9	SGH737XLB3	Head Office ,Mumbai
36	Lenovo SR630-M7X02	J302PZ0R	Head Office ,Mumbai
37	Dell PowerEdge R440	1GT08Q2	Head Office ,Mumbai
38	Dell PowerEdge R440	77WKZ23	Head Office ,Mumbai
39	Dell PowerEdge R440	D57G933	Head Office ,Mumbai
40	DELL PowerEdge R640	H2PWGY2	Head Office ,Mumbai
41	Dell PowerEdge R640	H2Q3HY2	Head Office ,Mumbai
42	Dell PowerEdge R440	57WKZ23	Head Office ,Mumbai
43	Dell PowerEdge R640	H2NWDGY2	Head Office ,Mumbai
44	IBM Storwize V5000-2077- 124	781DV35	Head Office ,Mumbai
45	TS2900	3572-S8H	Head Office ,Mumbai
46	LENOVO System X3650 M5- 8871AC1- 13	J31DX17	Head Office ,Mumbai
47	IBM System X 3650 M4 7915- N6A	06YVDL6	Head Office ,Mumbai
48	HP ProLiant DL180 Gen9	SGH728WK7Y	Head Office ,Mumbai
49	LENOVO System X3650 M5- 5462AC1- 11	J302X74	Head Office ,Mumbai
50	HP ProLiant DL180 Gen9	SGH731SH21	Head Office ,Mumbai
51	IBM System X 3650 7979- B4A	99AP459	Head Office ,Mumbai

52	LENOVO System X3650 M5 5462OQX- 11	06GHDKV	Head Office ,Mumbai
53	Dell PowerEdge R440	6TRY6T2	Head Office ,Mumbai
54	PowerEdge R440	67WKZ23	Head Office ,Mumbai
55	Dell PowerEdge R440	F8PBMP2	Head Office ,Mumbai
56	Supermicro SYS-1019P-WTR	1X20981906	Head Office ,Mumbai
57	IBM System X 3650 M4 - 7915N6A- 0C	06DGNKA	Head Office ,Mumbai
58	LENOVO System X3650 M5- 5462AC1- 11	J302X75	Head Office ,Mumbai
59	HP PROLIANT DL380-PG8	SGH429LVJB	Head Office ,Mumbai
60	IBM Power Server-8202-E4C- SN06B622R	SN06B622R	Head Office ,Mumbai
61	IBM System x 3650 M2 - 794712A	99T8701	Head Office ,Mumbai
62	LENOVO System X3650 M5	J31DX15	Head Office ,Mumbai
63	HP ProLiant DL180 Gen9	SGH728WK81	Head Office ,Mumbai
64	IBM System X 3650 M4- 791523A- 0C	06ERTDC	Head Office ,Mumbai
65	IBM System X 3650 M4 - 7915-I5A	06KNZZ4	Head Office ,Mumbai
66	DELL PowerEdge R440	6TMW6T2	Head Office ,Mumbai
67	IBM-5000	2072-3H4 & 781ZD96	Head Office ,Mumbai
68	IBM-8202-E4B	Server-8202-E4B- SN06BF02P	Head Office ,Mumbai
69	IBM-8284-22	SN84A091W	Head Office ,Mumbai
70	IBM-9009-22A	SN781AA40	Head Office ,Mumbai
71	7063-CR1 (IBM HMC)	130CVKA	Head Office ,Mumbai
72	Dell EMC NX3240	FCPXB33	Head Office ,Mumbai
73	CISCO	13MM0FQ	Head Office ,Mumbai
74	IBM-8202-E4B	SN06BF05P	Head Office ,Mumbai
75	Dell PowerEdge R740	5VCSQK3	Head Office ,Mumbai
76	Dell PowerEdge R740	6VCSQK3	Head Office ,Mumbai
77	Dell PowerEdge R740	9VCSQK3	Head Office ,Mumbai
78	IBM System X 3650 M4 -7915 AC1	06DGNKD	EXIM , Nariman Point Office

79	IBM System x 3650 M2 - 7947-12A	99T8716	EXIM , Nariman Point Office
80	Dell PowerEdge R440	2W5G9R2	EXIM , Nariman Point Office
81	Dell PowerEdge R640	H2PZGY2	EXIM , Nariman Point Office
82	Lenovo ThinkSystem SR630	J302PZ0V	Bengaluru
83	DellEMC PowerEdge R440	H57G933	Bengaluru
84	DellEMC PowerEdge R640 Quad Core	H2P2HY2	Bengaluru
85	DellEMC PowerEdge R640 Quad Core	H2P3HY2	Bengaluru
86	DellEMC PowerEdge R640 Quad Core	H2NXGY2	Bengaluru
87	IBM Storwize V5000	781DG19	Bengaluru
88	IBM Power S922	781AA50	Bengaluru
89	HP Proliant DL180 Gen9	SGH737XLB7	Bengaluru
90	HP Proliant DL180 Gen9	SGH737XLBA	Bengaluru
91	DellEMC PowerEdge R740	7VCSQK3	Bengaluru
92	DellEMC PowerEdge R740	8VCSQK3	Bengaluru
93	DellEMC PowerEdge R440	G57G933	Bengaluru
94	DellEMC PowerEdge R740	4VCSQK3	Bengaluru
95	DellEMC PowerEdge R640 Quad Core	H2Q2HY2	Bengaluru
96	DellEMC PowerEdge R440	18Q28Q2	Bengaluru
97	DellEMC PowerEdge R440	18RZ7Q2	Bengaluru
98	Lenovo System X 3650 M5	J31RYPV	Bengaluru
99	Lenovo System X 3650 M5	J31RYPR	Bengaluru
100	Lenovo System X 3650 M5	J31RYPT	Bengaluru
101	HP ProLiant DL380G6	SGH008X20W	Bengaluru
102	IBM System X3550 M3	067C06C	Bengaluru
103	IBM TS3100	78X4864	Bengaluru
104	IBM 8203-E4A	06-CBAF4	Bengaluru
105	IBM Power 720	06B6BCR	Bengaluru
106	IBM Power S822	84A093W	Bengaluru
107	VHMC	HMC-V737-f14-SN2b64858	Bengaluru
108	Dell PowerEdge R440	1GGW7Q2	New Delhi
109	Dell PowerEdge R440	6J6B9R2	New Delhi
110	IBM SAN SWITCH 2498-B24	10128MP	Bengaluru
111	IBM SAN SWITCH MDS 9148S 16G	TTM22173666	Bengaluru

REVISED IMPORTANT DATES RELATED to BID SUBMISSION

Document Downloading End Date	January 17, 2022, 5:00 PM
Last Date and Time For Submission	January 18, 2022, 2:00 PM
Opening of Tender	January 18, 2022, 03:00 PM
Last date for acceptance of IP Agreement and EMD Amount	January 18, 2022