

**KERALA GRAMEENA BANK - RFP for SELECTION OF VENDOR FOR AMC OF LASER PRINTER, PASSBOOK PRINTER AND SCANNERS**

<b>Replies to Pre-Bid Queries GEM/2025/B/6983331 Annual maintenance of printers and scanners for the period 01.02.2025 to 31-01-2026</b>					
<b>Sl No</b>	<b>Page No.</b>	<b>Section/ Annexure/ Appendix</b>	<b>RFP Clause</b>	<b>Bidder's Query</b>	<b>Bank's Response</b>
1	38	Annexure – V	Asset Type	Please share the Printers and Scanners quantity details for each model	The model-wise quantity details of printers and scanners will be shared through a separate addendum
2	13	18	The successful Bidder will have to submit with SLA (Service Level Agreement) Non-disclosure Agreement, Bank Guarantee/Security Deposit for the amount and validity as desired in this RFP and strictly on the lines of format given in the appendices of this RFP together with acceptance of all terms and conditions of RFP.	Please share NDA Format	The NDA format will be shared through a separate addendum.
3	14	23.1	Performance security in form of Bank Guarantee [BG] for the amount with validity period as specified in this RFP strictly on the format provided by bank.	Please share the BG format. Also, can we submit the BG from a scheduled bank	The Bank Guarantee format will be shared through a separate addendum. The Bank Guarantee shall be submitted from any scheduled commercial bank, other than Kerala Grameena Bank.
4	18	24.29.2	Payment will be made by the respective Administrative Office (RO/HO) IT Department, after deducting penalty if any	Kindly confirm whether we can receive the payment from the Head Office	In respect of branches functioning under a Regional Office, the payment shall be released by the concerned Regional Office, For assets under the Head Office, the payment shall be released by the Head Office

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5	3	14	The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value. Once the maximum deduction is reached, the Bank may consider termination of the Agreement	Kindly Amend The maximum penalty is 5% of the Invoice Amount	The bidder shall strictly comply with all terms and conditions of the RFP, without any deviation.
6	9	9.1	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Kerala Grameena Bank	We are registered under MSME and eligible for EMD and tender fee exemption. Please confirm.	Tender fee is exempted for MSME / MSE
7	16	24.23	During the entire AMC period, it is incumbent on the vendor to provide complete and satisfactory technical support in the areas of hardware installation to keep the IT setup working in the areas of hardware, software installation/upgradation, preventive maintenance, porting of data, maintenance of spares, maintenance of existing LAN setup including Network Components and helping the users during installation and stabilization of the application software. As most of these activities may have to be carried out during holidays/Saturdays/Sundays, it is necessary for the engineers/technical support personnel	Kindly confirm whether Printers and Scanners need preventive maintenance	Preventive Maintenance required for Printer and Scanner, The bidder shall strictly comply with all terms and conditions of the RFP, without any deviation.

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			from the vendor's side to work (along with the technical staff/operating staff from the Bank's side) on these days as well, even though these may be holidays as per their service conditions.		
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**Assistant General Manger**