

**Reply to Pre Bid Queries**

**GeM Bid Number: GEM/2023/B/3278329 (RFP 16/2022-23)-Request for Proposal for Supply of Microsoft SQL Server database server licenses REFERENCE # RFP – 16/2022-23 dated 17.03.2023**

**Pre- Bid Meeting Date 24.03.2023 at 15:00 Hrs**

Sr no	Page no	Points/ Section	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank Response
1	78	Subscription cost of Microsoft SQL Server Licenses software assurance will be paid on submission of proof of subscription of licenses yearly in advance		Our Invoice will have License + Software Assurance together and it cannot be bifurcated. Payment needs to be done together	Bidder's understanding is correct.
2	81	<b>i. Liquidity damage/Penalty for delay in commissioning</b>	If the bidder fails to complete the delivery, installation and commissioning within the said period, then liquidated damages @ 3% of the Microsoft SQL Server Licenses Price will be charged for every week's delay subject to maximum of 10 % of the Microsoft SQL Server Licenses Price. Thereafter, the contract may be cancelled and amount paid in excess if any, to the bidder, will be recovered with 1.25% interest per month. The Bank also has the right to invoke the performance guarantee after giving suitable opportunity and notice	We understand that Scope of Work for this RFP is limited to Supply of Licenses and does not include any installation so this clause should not be applicable	Revised clause is as under: <b>If the bidder fails to complete the delivery within the</b> said period, then liquidated damages @ 3% of the Microsoft SQL Server Licenses Price will be charged for every week's delay subject to maximum of 10 % of the Microsoft SQL Server Licenses Price. Thereafter, the contract may be cancelled and amount paid in excess if any, to the bidder, will be recovered with 1.25% interest per month. The Bank also has the right to invoke the performance guarantee after giving suitable opportunity and notice
3	75	<b>ELIGIBILITY CRITERIA COMPLIANCE TABLE</b>	<b>Copy of the audited Balance Sheet for preceding three financial years must be submitted along with the Technical bid</b>	Can we submit CA Certificate for Turnover and Net Profit for last 3 Years ?	No change in RFP clause.
4	75	<b>ELIGIBILITY CRITERIA COMPLIANCE TABLE</b>	<b>Bidder to submit declaration in this regard on letter</b>	Can this be submitted by our Authorised Signatory or by a CA	Should be signed by authorised signatory
5	17	Make in India	<b>3.1. Preference for Public Procurement (Preference to Make in India)</b>	Pls clarify	Not applicable.
6	3	3 & 4	Tier-1 support programs should include periodic quarterly reports detailing service activity for the previous quarter, including the status of open and closed service requests to date. The OEM CSM (Customer Service Manager) shall visit onsite for account review on periodic basis or frequency as agreed between the Bank and the Bidder, agenda of which shall include, but is not limited to: configuration review, Product roadmap review, new Product walk through, and/or other similar matters.	Is CSM visit on-site mandatory?	Revised clause is as under: Tier-1 support programs should include periodic quarterly reports detailing service activity for the previous quarter, including the status of open and closed service requests to date. The OEM CSM (Customer Service Manager) shall provide remote support for configuration review, Product roadmap review, new Product walk through, and/or other similar matters or issues encountered by the Bank.

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7		6	6. The support for the Solution from the bidder should include the following: - a. All minor and major version upgrades during the period of contract at no extra cost. b. Program updates patches, fixes and critical security alerts including threat intel, advisories etc. as and when released by the OEM(s). c. Documentation updates. d. Call basis Support for Solution related malfunctions, configuration and ability to log requests online. If required, engineer shall visit the site for resolution of the issue.	Is engineer visit on site mandatory?	No, vendor may provide remote support. Amended clause is as under: 6. The support for the Solution from the bidder should include the following: - a. All minor and major version upgrades during the period of contract at no extra cost. b. Program updates patches, fixes and critical security alerts including threat intel, advisories etc. as and when released by the OEM(s). c. Documentation updates. d. Call basis Support for Solution related malfunctions, configuration and ability to log requests online. <b>Remote support should be provided to resolve issues.</b>
8	8	2	EMD	We being reseller NSIC/ MSME registered bidder, request to confirm exemption is allowed for us.	EMD exemption is allowed only for Micro & Small Enterprises.
9	76	7.29	The bidder should have experience of providing MSSQL Enterprise wide Solution to any 2 BFSI/Central Govt./State Govt. institutions in last 3 years from the date of RFP.	We request to please modify the clause and modifying as - experience of providing any database license to any 2 BFSI/Central Govt./State Govt. institutions in last 3 years from the date of RFP	No change in RFP clause.
10	76	7.29	The bidder should be a Certified Large Account Reseller (LAR) of Microsoft and are duly authorized to supply Microsoft products under Enterprise Agreement of Microsoft	Microsoft certified Gold Partners should be allowed to bid for this tender, Large Account Reseller (LAR) clause should be removed.  Or  Request to please allow CSPs also or allow multi-tiering with LSP and release corrigendum for it.	Clause amended as under: The bidder should be a Certified Reseller/Partner of Microsoft and are duly authorized to supply Microsoft products under Enterprise Agreement of Microsoft
11	76	5/ ELIGIBILITY CRITERIA COMPLIANCE TABLE	The bidder should be a Certified Large Account Reseller (LAR) of Microsoft and are duly authorized to supply Microsoft products under Enterprise Agreement of Microsoft.	We request you to please allowed the Microsoft Authorised Partner instead of Large Account Reseller for healthy and competitive bid.	Clause amended as under: The bidder should be a Certified Reseller/Partner of Microsoft and are duly authorized to supply Microsoft products under Enterprise Agreement of Microsoft
Sr. No.	General Query	Comment / Suggestions		Bank's Response	
1		How many hours of OEM support is required?		The support from bidder/OEM will be remote on need basis.	