

Pre Bid Queries and Response from Bank for GeM tender GEM/2025/B/6333458

Sr.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Comment by Bank
1	Page No. 10	2. Eligibility Criteria, 3	Bidder should be a Registered company under Indian Companies Act, 1956/2013 and should have been in existence for a minimum period of 5 years in India, as on date.	We are MSME organization & registered under DPIIT as Startup. As per Govt regulation Startup & MSME organizations are eligible for relaxation in Year of Experience & Turnover criteria. Therefore we are requesting you to please consider 3 years here in place of 5 years for existence.	No Change.
2	Page No. 10	2. Eligibility Criteria, 6	The bidder must have average turnover of minimum ₹10 Crores in IT business in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) as per the audited balance sheet of these three years at the time of submission of tender, of individual company and not as group of companies.	We are MSME organization & registered under DPIIT as Startup. As per Govt regulation Startup & MSME organizations are eligible for relaxation in Year of Experience & Turnover criteria. Therefore we are requesting you to please consider 5 Crores as turnover for last three years.	No Change.
3	Page No. 13	4. Performance Bank Guarantee	As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank, other than Central Bank of India, in the format given by the Bank in Annexure-12. The bidder has to submit Bank Guarantee for 3% of TCO amount valid for 2 years and 60 days claim period. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.	This is License renewal deal only, we will be just reselling the software for this case with hardly any margin. Therefore we are requesting to please not to consider PBG for this case. This will help us to participate here.	No Change.
4	Page No. 10	2. Eligibility Criteria, 6	The bidder must have average turnover of minimum ₹10 Crores in IT business in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) as per the audited balance sheet of these three years at the time of submission of tender, of individual company and not as group of companies.	In case, the bidding company/firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process.	In the event that the bidding company or firm has been hived off or formed as a result of a demerger from another entity, the experience, technical qualifications, and eligibility criteria required under this RFP may be considered as those of the demerged (original) company, provided that: 1. The demerged company does not participate in the same RFP process, independently. 2. The bidder furnishes documentary evidence clearly establishing the demerger, including: (a). "Legal Proof of the demerger (Court Orders, Government Approvals, etc.)". (b). "A statement or affidavit confirming that the relevant experience, resources, or teams have transitioned to the bidding entity and an undertaking that as per the Demerger Agreement between both the companies there is no restraint on the use of the above by the bidding company." (c). "Confirmation that the demerged company shall not submit a separate bid under this RFP".



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5	Page No. 14	7. Scope of Work, Point (a), (b) & (c)	<p>The successful Bidder will provide support for IBM MQ licenses at our CBD Belapur location.</p> <p>At present, Central Bank of India is using these licenses at Data Centre, CBD Belapur/Hyderabad. If the licenses are shifted completely or partially to any other locations on other platforms by bank during the ATS period, bidder has to provide support.</p> <p>Back to Back IBM active support should be available for the above products supplied by the successful Bidder in the contract and supporting documents should be provided for releasing of respective payments.</p> <p>The bidder should extend necessary onsite support whenever required by Bank, keeping in view the urgency.</p>	<p>Support activities will be done remotely or need onsite resources. Does it require a dedicated support resources during business hrs or Need basis. In case, Licence is shifted to other location then Support required remotely or onsite.</p> <p>Please provide clarity on the support provided by the Bidder.</p>	No Change. IBM MQ is installed on critical servers of bank. In case of emergency, vendor has to provide onsite support for resolution of issue. Similarly if licenses are shifted to other location onsite support requires. Remote access will be provided from banks premises only. No outside access are allowed.
6	Page No. 14	7. Scope of Work, Point (e)	Update/Subscription Services: The product update/subscription services should be provided to Bank with rights to IBM product upgrades, maintenance releases and patches released during the ATS period.	The product update/subscription services should be provided by OEM to Bank with rights to IBM product upgrades, maintenance releases and patches released during the ATS period.	No Change. ATS vendor has to make it available & update as and when required by bank.
7	Page No. 10	6. Eligibility Criteria Clause 7	The bidder should have made Net profits in at least two financial years out of last three financial years (i.e. 2022-23, 2023-24 and 2024-25)	<p>Point no 6 talks about positive net worth of 10Cr in IT business - CMS IT affirms that we have recorded an annual turnover of not less than 150 Cr in past 3 financial years,</p> <p>Also Point no 8 talks about positive net worth in 2 or 3 years, again CMS IT affirms that it has a positive net worth for financial year, 2021-2022, 2022-2023 and 2023-2024</p> <p>However point 7 talks about net profits which we are not complying due to recent restructuring, we request CBI management team to consider the relaxation as MSME groups.</p>	No Change.
8	Page No. 12	3. Earnest Money Deposit (EMD) / Bid Security	₹1,40,000/- (Rupees One Lakh Forty Thousand Only) in the form of Bank Guarantee issued by a Scheduled Bank other than Central Bank of India for the entire period of Bid validity (120 days) plus 3 months or by means of Banker's Cheque / Account Payee Demand Draft /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code - CBIN0283154) with narration Tender No. GEM/2025/B/6333458 in favour of "Central Bank Of India" and payable at Mumbai / Navi Mumbai.	Request for GeM Exemption confirmation.	EMD is exempted as per GeM guidelines on submission of documentary evidence.
9	Page No. 19	16.1 Payment Terms	Bank will make 100% payment on delivery of proof of entitlement of the licenses for 2 years (from 01.09.2025 to 31.08.2027) subject to submission of following documents	Kindly re-confirm that the payment will be paid 100% for both the years.	Bank will make 100% payment for both the years on delivery of proof of entitlement of the licenses for 2 years (from 01.09.2025 to 31.08.2027) subject to submission of following documents:- i) PBG (Performance Bank Guarantee) , ii) Delivery of licenses sign-off, signed by respective Bank Officials and the Bidder's representative, iii) Execution of NDA with Bank.
10	Page No. 15	9. Delivery Schedule	The successful Bidder will provide proof of entitlement of 1600 PVU IBM MQ Software Subscription & Support for 2 years (from 01.09.2025 to 31.08.2027) within 15 days from the date of acceptance of purchase order.	Kindly request to consider delivery time for 3 to 4 weeks.	No Change.



11	Page No. 20	16.3 Penalty Clause	For delay in delivery of Licenses: The successful Bidder shall be liable to pay up to 0.5% of the cost of licenses (TCO every week or part thereof, if the delivery of Proof of Entitlement of Software Subscription & Support for 1600 IBM MQ PVU licenses is delayed beyond the delivery schedule of 15 days from date of Purchase Order subject to maximum 10% of the cost of licenses.	Kind request to minimise the L. D. Charges to maximum 2%	No Change.
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