

BNPM/NCB/498/2024-25	<b>BANK NOTE PAPER MILL INDIA PRIVATE LIMITED</b>	SHEET 1 OF 1
	<b>Tender for Providing Non-Comprehensive Annual Maintenance Support for IT Infrastructure for a period of 5 years on yearly renewal basis at BNPM, Mysuru.</b> <b>CORRIGENDUM NO. 1</b>	

**CORRIGENDUM No. 1, DATED 07.02.2025**

**FOR**

**TENDER NO. BNPM/NCB/498/2024-25 dated 22.01.2025**

**TENDER FOR PROVIDING NON-COMPREHENSIVE ANNUAL MAINTENANCE SUPPORT FOR IT INFRASTRUCTURE FOR A PERIOD OF 5 YEARS ON YEARLY RENEWAL BASIS AT BNPM, MYSURU**



BNPM/NCB/498/2024-25	<b>BANK NOTE PAPER MILL INDIA PRIVATE LIMITED</b>	SHEET 1 OF 1
	<b>Tender for Providing Non-Comprehensive Annual Maintenance Support for IT Infrastructure for a period of 5 years on yearly renewal basis at BNPM, Mysuru.</b>	
<b>CORRIGENDUM NO. 1</b>		

**1.0 SCOPE OF THIS CORRIGENDUM**

- 1.1 This corrigendum dated 07.02.2025, is issued for,  
(a) Clarifications to queries received against the tender/raised in the pre-bid meeting held on 03.02.2025 and revisions to terms & conditions of tender.
- 1.2 Except for details mentioned herein, all other details contained in the tender no. BNPM/NCB/498/2024-25 dated 22.01.2025, shall remain applicable and unchanged.

**2.0 CLARIFICATIONS TO THE TENDER:-**

- 2.1 Clause no 1.1 (a) shall be as per Annexure-1,



**ANNEXURE - 1**

**Tender No: BNPM/NCB/498/2024-25 dated 22.01.2025**

S No	Tender Clause	Bidders Query	Clarifications to tender terms & conditions
1	<p><b><u>Section V – Special Conditions of Contract</u></b>  <b><u>SI No - (8): Terms &amp; Mode of Payment:</u></b>                      25% of the total value for annual maintenance support may be invoiced quarterly (after completion of each quarter) and payment for the same shall be made within 30 days on production of all required documents (including statutory compliances) by the service provider.                      Payment shall be done in INR only</p>	<p>As the services primarily involves manpower for whom salary has to be paid every month. With the quarterly payment term, bidder has to incur significant finance charges, which has to be passed on to the customer and thus resulting in increase in total bid price. We request to amend the clause as follows:                      "Manpower support may be divided in to 12 equated monthly maintenance support charge and invoiced monthly (after completion of each month) and payment for the same shall be made within 30 days on production of all required documents (including statutory compliances) by the service provider.                      Payment shall be done in INR only"</p>	As per Tender.
2	<p><b><u>Section VI - List of Requirements</u></b>                      Earnest Money Deposit: Rs. 1,31,000/-</p>	Kindly clarify the EMD asked is for 5 Years Non- CAMC or 1 Year Non- CAMC.	Earnest Money Deposit mentioned in tender has been calculated as per the extant guidelines.
3	<p><b><u>Section VII – Technical Specifications/Scope of work:</u></b>  <b><u>(4) : Minimum resources required for operation, maintenance &amp; management support</u></b>                      Support Hours</p>	General support is available from 9 AM to 6 PM, Monday through Saturday. What will happen if support is required outside of these hours or during holidays?	As per Tender, please refer page 54 of tender.
4	<p><b><u>Section VII – Technical Specifications/Scope of Work:</u></b>  <b><u>Clause (4) (2) - MS Exchange &amp; Server Admin</u></b>                      Min. 05 years of experience as MS Exchange &amp; windows server Administrator and should be Microsoft certified in Server Administration.</p>	We request you to kindly consider/provide relaxation for the clause as Min. 05 years of experience as MS Exchange & windows server Administrator or A Professional should have been Microsoft certified in Server Administration.	As per Tender.
5	<p><b><u>Section VII – Technical Specifications/Scope of Work:</u></b>  <b><u>Clause (4.2.2) - Backup Support Engineer</u></b>                      Minimum Skillset Requirement</p>	Which enterprise backup solution is deployed	Veritas Netbackup.
6	<p><b><u>Section VII – Technical Specifications/Scope of Work:</u></b>  <b><u>Clause (4.2.4) - MS Exchange &amp; Server Admin</u></b>                      Minimum Skillset Requirement</p>	<p>Which OS is deployed currently – Win and Linux which flavors</p> <ul style="list-style-type: none"> <li>• Regular monitoring and analysis of events and logs generated in the entire sub-systems including but not limited to servers, operating systems, security devices etc. to identify vulnerabilities. Action shall be taken in accordance with the results of the log analysis.</li> </ul> <p>o How they are expected to conduct this activity, are there any tools available with the BNPM</p> <ul style="list-style-type: none"> <li>• Hardening servers, in line with security policies including applying patches, firmware upgrade on various servers, storage, backup library etc.</li> </ul> <p>o Is hardening process defined as per policy, or it needs to define on a periodic basis.</p>	Please refer section 2.8 of Section VII of tender. Logs to be monitored & analyzed as per the inventory mentioned. No Centralized tool is available. Hardening is periodic basis.



**ANNEXURE - 1**

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7	<p><b><u>Section VII – Technical Specifications/Scope of work:</u></b>  <b><u>(6) Help-desk Services:</u></b>                      The bidder shall provide help desk management tool to manage, track and route requests for service to various technical teams and to assist end users and other relevant personnel in answering questions and resolving problems related desktop systems as per below:                      i. Log user calls to provide trouble ticket with severity level.                      ii. Record, cause and action taken on each call / ticket.                      iii. Generate call reports using Help Desk Tool deployed by the bidder.                      iv. The bidder shall take back their Helpdesk tool software after completion of the contract period. The bidder shall maintain the Helpdesk tool at their own cost.                      v. The bidder shall be responsible for procurement and installation of all Software and applications required for the operation of the help desk tool as described above. Helpdesk tool should not be open source and is subject to VAPT by third party or by internal team if required by BNPMIPL.                      vi. Any issue / non compliances coming under VAPT audit for help desk management software has to be resolved by bidder without any cost imposing to BNPMIPL.</p>	<p><b>Query - 1:</b> Please specify the number of users who will be using the Help Desk tools to arrive at the number of license requirement and costing accordingly.                       Please confirm that the Hardware &amp; OS for installation of the Help Desk tool will be provided by BNPMPL.   <b>Query - 2:</b> Do the BNPM want a SaaS solution or on-prem solution, If SaaS do they want dedicated to shared solution. Is the tool need to be compliant to ITIL?, the document is not clear on the same. Also, if it has to be compliant to ITIL what other modules need to be part of this other than service desk. (Eg. CM, SRM etc). Who will manage the help desk, are additional resources required for that, the document is not very clear in this regard.   <b>Query - 3:</b> Who will manage the helpdesk tool? Can we continue using the existing tool? Are there any specific criteria that the helpdesk tool must meet? Will additional resources be required to manage the tool?</p>	<p><b>Clarification to Query - 1:</b>                      Minimum 5 licenses are required. Hardware &amp; OS for installation will be in scope of BNPMIPL.   <b>Clarification to Query - 2:</b>                      Helpdesk tool shall be managed by successful bidder with existing team, On Premise Helpdesk tool shall be provided by successful bidder as per criteria mentioned. Please refer page 57 &amp; 58 of tender.   <b>Clarification to Query - 3:</b>                      Helpdesk tool shall be managed by successful bidder with existing team, On Premise Helpdesk tool shall be provided by successful bidder as per criteria mentioned. Please refer page 57 &amp; 58 of tender.</p>
8	<p><b><u>Section VII – Technical Specifications/Scope of work:</u></b>  <b><u>(8) - Service Level Agreement</u></b>                      Hardware Failure and SLA Impact:</p>	<p>In the event of a hardware failure, how will the SLA be impacted?</p>	<p>As per Tender, please refer page 61 of tender.</p>
9	<p><b><u>Section VII – Technical Specifications/Scope of work:</u></b>  <b><u>8.2(A) - Service Levels – Data Centre and DC IT equipment:</u></b>                      The non-performance deduction during AMC for Data Centre, IP-PBX, Core switches, Other Servers deployed in DC (including the OS, Applications, Software and database running on it) shall be regulated as provided in tender.</p>	<p>Since The SLA and resolution time depends on the OEM/AMC vendor, delay in providing required solution by them should not be taken into consideration while calculating penalty.</p>	<p>SLA and resolution time depends on various factors including OEM response, Delay in OEM response will not be taken for calculation in penalty.</p>
10	<p><b><u>Section VII – Technical Specifications/Scope of work:</u></b>  <b><u>(9) - Exit management:</u></b>                      Transition Process</p>	<p>How will the transition process occur from the existing bidder to the L1 bidder, and what is the anticipated time frame for the transition?</p>	<p>Anticipated time for transition from BNPM IT Team along with existing bidder to selected bidder is 1 week.</p>
11	<p><b><u>Section VII – Technical Specifications/Scope of work:</u></b>  <b><u>(9) - Exit management:</u></b>                      Exit Plan Submission</p>	<p>Should the exit plan be submitted during the bidding process, or is it to be provided at a later stage?</p>	<p>Exit plan needs to be submitted by successful bidder before exit process only.</p>



**ANNEXURE - 1**

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S No	Tender Clause	Bidders Query	Clarifications to tender terms & conditions
12	<p><b><u>Section IX – Eligibility Criteria: Experience &amp; Past Performance</u></b> f) Bidder firm should be certified for CMMI Level 3 or above.</p>	<p><b>Query 1:</b> As our current CMMI certificate is due for expiry by next month and is under renewal process, we request to allow us to submit the renewed certificate during technical evaluation, as the renewed certificate may not be received by the date of bid submission. Else, this clause may be removed from eligibility criteria, so as to avoid the non compliance during the renewal period and to enable participation by more number of bidders.</p> <p><b>Query 2:</b> We request you relax this point. Since most of the System Integrators comply to ISO 27001 certification.</p>	<p><b>Clarification to Query - 1 &amp; 2:</b> As per Tender.</p>
13	<p><b><u>Section IX – Qualification/Eligibility Criteria: Experience &amp; Past Performance</u></b> (g) Bidder should have appropriate supportrelationship with Microsoft to ensure thatpriority support from OEM will beavailable for problem resolution.  Documents required in support of eligibility criteria: Bidder must produce valid documentary evidence towards Partnership from Microsoft.</p>	<p><b>Query -1:</b> We request you to kindly consider/ provide relaxation in this clause as, Bidder must produce valid executed work experience with Microsoft in the past 7 years.</p> <p><b>Query - 2:</b> Since Microsoft has issued MPIN ID, will this document meet tender requirement?</p>	<p><b>Clarification to Query - 1:</b> As per Tender</p> <p><b>Clarification to Query - 2:</b> The particular clause is subject to validity &amp; verification for Microsoft partnership.</p>
14	<p><b><u>Section IX – Qualification/Eligibility Criteria: Experience &amp; Past Performance</u></b> (h) Bidder should have successfully completed AMC for IT Infrastructure (within India) during last 7 years ending 31.12.2024 in either of the following: At least Three completed works* costing not less than the amount equal to Rs. 26,12,000/- each [Rupees Twenty-Six Lakh Twelve Thousand only] [OR] At least Two completed works* costing not less than the amount equal to Rs.32,65,000/- each [Rupees Thirty-Two Lakh Sixty-Five Thousand only] [OR] At least One completed work* costing not less than the amount equal to Rs. 52,24,000/- [Rupees Fifty-Two Lakh Twenty-Four Thousand only]</p>	<p><b>Query -1:</b> We have BNPM’S Purchase Order of Year 20-21, 21-22 &amp; 23-25 with 23,50,000 + GST of Each Please confirm can we consider this Purchase Order to participate in this tender</p> <p><b>Query - 2:</b> As discussed in the pre-bid meeting, there was a typo error in the "Similar Work Order" criteria. We request confirmation that multiple work orders covering the required scope will be considered instead of a single order with all line items. For example, if Servers and Switches are covered in one order, but Firewall is missing, an additional work order for Firewall (supply/maintenance) should be considered. While our POs do not explicitly include Firewalls, we have proven IT infrastructure experience. Kindly confirm.</p>	<p><b>Clarification to Query - 1:</b> Bidder should meet qualification/eligibility criteria as defined in the tender.</p> <p><b>Clarification to Query - 2:</b> Qualification/Eligibility criteria as revised vide S No (17) of this corrigendum shall prevail.</p>
15	<p><b><u>General Query on Section IX - Qualification/Eligibility Criteria:</u></b></p>	<p>Kindly include Veritas Backup as part of the PQ Criteria / Bidder Eligibility Criteria for the bid submission.</p>	<p>As per Tender.</p>
16	<p><b><u>General Query</u></b></p>	<p>Retention of Existing Resources: Can we retain the current resources? If so, what percentage of the existing resources can be retained?</p>	<p>Retention of existing resources is in scope of selected bidder provided credentials &amp; skill sets are as per tender document.</p>



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17	<p><b><u>Section IX – Qualification/Eligibility Criteria:</u></b>  <b><u>Experience &amp; Past Performance</u></b>                      (h) Bidder should have successfully completed AMC for IT Infrastructure (within India) during last 7 years ending 31.12.2024 in either of the following:                      At least Three completed works* costing not less than the amount equal to Rs. 26,12,000/- each [Rupees Twenty-Six Lakh Twelve Thousand only]                      [OR]                      At least Two completed works* costing not less than the amount equal to Rs. 32,65,000/- each [Rupees Thirty-Two Lakh Sixty-Five Thousand only]                      [OR]                      At least One completed work* costing not less than the amount equal to Rs. 52,24,000/- [Rupees Fifty-Two Lakh Twenty-Four Thousand only]</p> <p>*Work/works shall mean “AMC of IT Infrastructure (within India) containing minimum one no of inventory in each of Server, Network device (Network Switch / Router / Firewall)”. Values specified above may be inclusive of taxes.</p>	<p>(h) Bidder should have successfully completed AMC for IT Infrastructure (within India) during last 7 years ending 31.12.2024 in either of the following:                      At least Three completed works* costing not less than the amount equal to Rs. 26,12,000/- each [Rupees Twenty-Six Lakh Twelve Thousand only]                      [OR]                      At least Two completed works* costing not less than the amount equal to Rs. 32,65,000/- each [Rupees Thirty-Two Lakh Sixty-Five Thousand only]                      [OR]                      At least One completed work* costing not less than the amount equal to Rs. 52,24,000/- [Rupees Fifty-Two Lakh Twenty-Four Thousand only]</p> <p>*Work/works shall mean “AMC of IT Infrastructure (within India) containing minimum one no of inventory in each of Server, Network device (Network Switch / Router) <b>and Firewall</b>”. Values specified above may be inclusive of taxes.</p>

