

Clarifications to queries raised at pre-bid meeting published in Bank Website on 17.09.2025 (Total Pages: 28)				
Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

1	Page 2, 7	Last Date and time for Submission of both Technical/Price bids (Online). Last date & time for submission of Hardcopy of original Technical bid along with original Demand Draft towards EMD(Offline) : 18/09/2025	As per RFP time schedule ; Response to Prebid query will be provided on 17/09/2025 and bid submission date is on 18/09/2025. Time provided between Query response and bid submission is too short , we request Bank to provide minimum 8 working days for Bid submission from the date of pre-bid query response and corrigendum of any released. The applicable dates for revise auction also need to be changed	No amendment is possible. Extant clause holds good.
2	Page 9, 3.11.1	Price Bid for Hardware AMC must be submitted through online bid & reverse auction which will be carried out for 8 clusters (Administrative Office wise) viz. Bengaluru South, Kalaburgi, Bengaluru North, Ballari, Mysuru, Mangaluru, Hubballi and LHO Offices as per Annexure B.	1) Will bank conduct reverse auction with limited time period or unlimited time period? If its limited time period what will be the duration considered for revise auction 2) What will be the minimum	1. Limited Period 2. Will be known on the day of Auction. 3. Bidding for

Clarifications to queries raised at pre-bid meeting published in Bank Website on 17.09.2025 (Total Pages: 28)				
Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			decrement % to be quoted ? 3) Do we need to bid	all clusters is mandatory
3	Page 56,	Annexure D LIST OF ENGINEERS IDENTIFIED AT /RBO/AO	We request Bank to consider Annexure D to be submitted by the vendor who got the order and not at the time of proposal submission	No relaxation is possible.
4	Page 3,	Rs. 5,00,000/- (Rupees Five Lakhs only) Amount should be in the form of Demand Draft favouring “AGM, ITSS Department, State Bank of India, Local Head Office, Bengaluru “ payable at Bengaluru. EMD shall be valid up to 180 days from bid submission date.	We request bank to amend this clause and consider 30 days from the date of bid submission.	No amendment is possible. Extant clause holds good.

Clarifications to queries raised at pre-bid meeting published in Bank Website on 17.09.2025 (Total Pages: 28)				
Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response
5	Page 7, 3.6.1	(Board resolution authorizing representative to bid and make commitments on behalf of the Bidder to be attached). Photocopy of the Demand Draft towards EMD of Rs. 5,00,000/- (Rupees Five lakhs only) must be submitted along with the online Technical bid.	Can companies business unit head authorise the representative from the company to make commitments on behalf of the bidder	Please be guided by the details mentioned regarding authorized representative of the Bidder in the said clause.
6	Page 7, 3.6.6	3.6.6 While quoting the AMC price in Annexure F (online), the vendors should take into consideration the replacement value of each category of Hardware Asset as per Annexure C & refer Annexure H for number of assets and quote price as percentage (not exceeding 9%) of all items together. Bidders have to compulsorily quote for all Clusters (As listed in Annexure B) and any bid(s) submitted without quoting for all clusters shall be liable for rejection.	Bank has specified the upper limit of 9% of replacement value of the asset, we request bank to specify the minimum % to be not less than 5%. If any bidder quoting lower than 5% should be rejected.	Reverse Auction will have Ceiling and Floor Rates.
7	Page 11, 3.18.3	3.18.3 Bank will evaluate the technical and functional specification of all the equipment's quoted by the Bidder.	As this is AMC Services and supply of new products, we request bank to remove this clause.	No amendment is possible. Extant clause holds good.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response
8	Page 14, 4.2	Payment shall be made in Indian Rupees quarterly, in arrears.	At which office Invoice need to be submitted Will Bank make payment for all the applicable cluster from single office at LHO ?	No amendment is possible. Extant clause holds good.
9	Pg 14, Clause 4.2	Payment Terms 4.2.1 Payment shall be made in Indian Rupees quarterly, in arrears.	Request Amendment for this clause as below Payment terms to be modified as monthly in arrears + 30 days credit	No amendment is possible. Extant clause holds good.
10	Page 28, 1, 3.1 , x	(x)The AMC Service Provider may help in implementing patches / upgrades / updates for Hardware / Software / OS / Middleware etc as and when released by the Service Provider/OEM or as per requirements of the Bank.	Will bank provide standard operating procedure document for implementing patches ,Upgrades and updates for the hardware ? Is this requirement are only for the Assets which are in AMC or includes warranty assets	Yes, Bank will provide SOP. Please refer to the RFP document Page 5.
11	Page 28, 1, 3.1 , xi	(xi) AMC Service Provider has to support older versions of the software / Hardware / OS/ Middleware etc. in case the Bank chooses not to upgrade to latest version.	Request Bank to remove this clause as bidder we are not the software developer and hardware manufacturer to provide support for the software provided by applicable	This is only for support of the Bank approved software. Clause removal not required as per Bank's assessment.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			software developer and OEM for the hardware which may require firmware support.	
12	Page 27, 1, 3.1, iii	(iii)To diagnose defects, undertake repair / rectification of defects and to carry out on call, corrective, preventive and breakdown maintenance services to set right the reported malfunctioning of the systems. This includes replacement of all defective / unserviceable parts & accessories of Systems / Peripherals etc. like CPU, Mother board, RAM, Hard disk, network cards, Power supply, PC & Printer interface cords/cables/adaptors, Power Adapters for the Laptop PCs/printers/Modems/speakers and all other peripherals, cords, cables etc, Desk Jet/LaserJet/line matrix/dot matrix printer components including power cords and adaptors and all other components (except printer consumables like toner/ink cartridges), scanners (including ADF etc), etc. and all their components, parts and	Kindly share us the last 1 year detailed hardware failure report applicable for all 6 clusters, type of parts and number of parts replaced etc..	Bank will not disclose this data as per the policy.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

		accessories. Service Provider shall make his own arrangements of bringing all required tools at SBI Branch/Office premises		
13	Page 28, 1, 3.1 , ix	(ix)AMC shall cover maintenance/ up gradation/ change/ replacement / installation / loading / unloading of all type of software / operating system purchased by the bank (existing / new) on existing HDD and on new HDD including shifting of data in case of new installation or HDD crash and bring the systems under the Bank's	1) What is the roles and responsibilities of vendor in case of HDD Crash ?2) For Data transfer from existing to new HDD will bank provide portable USB HDD Drives ?and 3) will bank allow USB port to be enabled for	All details are mentioned in the RFP. Please refer to the same.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

		ADS (Active Directory Services). However, the user has the responsibility to help the engineer of the AMC Service Provider in identifying the data to be copied.	copying the data from old to new ?	
14	Page 28, 1, 3.1 , xiii	(xiii) The AMC Service Provider will maintain inventory of equipment at all locations with identified machine serial number, ITSAM ID and IP number and all machines under AMC will bear tags with machine no.,IP Number & AMC Service Provider Name & contact. The quarterly AMC payment will be made on the basis of the inventory. Further the Service Provider will provide the detailed inventory of the equipment's of all the branches/offices (under AMC/Warranty) in the Bank provided format.	How are the hardware related problem reported to the service Provider ? Does Bank have centralised ticketing system for Ticket registration and SLA tracking ? Will bank provide access to ITSM solution to the bidders engineers for ticket logging and updation of the ticket ? How are IT Assets currently managed and by which IT Asset Management software IT Assets are managed ?	All details are mentioned in the RFP. Please refer to the same.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

15	Page 13, 3.23.3	3.23.3 Upon notification of award to the L1, L2 and L3 Bidders, the Bank will discharge EMDs of the unsuccessful bidders	What will be time frame for discharging Ing EMD bids of unsuccessful bidders	All details are mentioned in the RFP. Please refer to the same.
16	Pg 8, Clause 3.9	EMD	We request Bank to consider EMD mode to be Bank Guarantee	No amendment is possible. Extant clause holds good.
17	Pg 13, Clause 3.26.2	3.26.2 Bank at its sole discretion under mutual agreement may choose to renew the AMC contract on the same terms and conditions for a further period of 12 months from the date of expiry of the present contract.	We request bank to consider amendment to the clause as follows Bank at its sole discretion under mutual agreement may choose to renew the AMC contract on the same terms and conditions for a further period of 12 months from the date of expiry of the present contract at mutually agreed prices	No amendment is possible. Extant clause holds good.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

18	Pg 15, Clause 4.4 to 4.8	Termination	Request Amendment for the Termination Clause as belowThe Bank, without prejudice to any other remedy for breach of Contract, by 30 days prior a written notice of default sent to the Vendor, may terminate the Contract in whole or in part:(a) If the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; Or(b) If the Vendor fails to perform any other obligation(s) under the Contract In the event the Bank terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Products and	No amendment is possible. Extant clause holds good.
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			Services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar Products or Services. However, liability under this clause of the bidder shall not exceed the 5% of the differential cost for unperformed services. However, the Vendor shall continue performance of the Contract to the extent not terminated.4.6 Termination for Insolvency: The Bank may, at any time, terminate the Contract by giving 15 days prior written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In such an event, termination will be without compensation to the Vendor,	
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank Termination for Convenience: The Bank, Either party by providing 60 days prior written notice sent to the other party Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's parties convenience, the extent to which performance of the Vendor under the contract is terminated, and the date upon which such termination becomes effective.	
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response
19	Pg 23, Annexure 5.3, 2	Net profit in the last F.Y. : 5 Marks Net profit in the last two F.Y. : 10 Marks	We request amendment to this clause to be changed as 1) Net worth Positive in the last F.Y. : 5 Marks 2) Net worth Positive in the last two F.Y. : 10 Marks	No amendment is possible. Extant clause holds good.
20	Pg 30, Clause 6	Responsibilities of Service Provider	We request Amendment with the following clauses Overall penalty to be capped at 10% of the Total contract Value (TCV) however, that the total value of such third-party repairs recoverable under this RFP shall be capped at 5% of the total differential cost for the unperformed services	No amendment is possible. Extant clause holds good.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

21	Pg 38, Clause 7.6	Confidentiality	Request Amendment to the Confidentiality Clause as below 7.6 The obligations set out in this Article shall continue for a period of 2 years post even after the termination/ expiry of this Agreement. Confidentiality obligations of the Service Provider in respect of any customer data/ details of the Bank shall be absolute, unconditional and without any time limit, irrespective of the expiry/ termination of the Agreement. 7.7 Service Provider agrees to indemnify and hereby keeps the Bank indemnified against all actions, claims, loss, damages, Costs, Charges, expenses (including Attorney / Advocate fees and legal expenses) which the Bank may	No amendment is possible. Extant clause holds good.
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			suffer or incur on account of breach of confidentiality obligations as per this Agreement by Service Provider or its employees, agents, representatives, Sub-Contractors. Service Provider further agrees to make good the loss suffered by the Bank upon first demand by the Bank which shall be final, conclusive and binding on Service Provider.	
22	Pg 39, Clause 9	Sub Contracting	Request Bank to allow for sub contracting	No amendment is possible. Extant clause holds good.
23	Page 13, Clause 3.24	Performance Bank Guarantee	10% of AMC value BG must be submitted for 24 months. High BG limits financial flexibility Can the Performance Bank Guarantee requirement be reduced to 5% or	No amendment is possible. Extant clause holds good.

Clarifications to queries raised at pre-bid meeting published in Bank Website on 17.09.2025 (Total Pages: 28)				
Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			allowed in staggered form (yearly renewal)?	
24	Pg 41, Clause 13	Audit	Request Amendment to the audit clause as below Audits to be conducted by providing 15 days prior written notice & limited to the agreed scope	No amendment is possible. Extant clause holds good.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

25	Pg 42, Clause 15	General Indemnity	Request Amendment to the general Indemnity Clause to be deleted and consider below suggested Modifications: Defaulting Party shall be liable to the aggrieved Party for any and all losses and expenses arising out of claims due to failure of compliance with applicable laws, death or bodily injury or damage to personal property whatsoever arising directly or proximately from any wilful misconduct or dishonest, grossly negligent, criminal or fraudulent act of any of the Defaulting Party's representatives and employees, gross negligence or wilful misconduct under this Agreement. The Defaulting Party hereby	No amendment is possible. Extant clause holds good.
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			agrees to indemnify and hold the aggrieved party harmless from any direct loss, damage, costs or expense of any kind including but not limited to reasonable attorney's fees, arising out of third party claims that the Services, proprietary materials or any information supplied by the defaulting party to the aggrieved party infringes any intellectual property rights, including patent, trademark and copyrights of such third party.	
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

26	Pg 43, Clause 16	Termination	Request Amendment to the Termination Clause be modified as below :Defaulting Party shall be liable to the aggrieved Party for any and all losses and expenses arising out of claims due to failure of compliance with applicable laws, death or bodily injury or damage to personal property whatsoever arising directly or proximately from any wilful misconduct or dishonest, grossly negligent, criminal or fraudulent act of any of the Defaulting Party's representatives and employees, gross negligence or wilful misconduct under this Agreement.The Defaulting Party hereby agrees to indemnify and hold the aggrieved party harmless from any direct loss,	No amendment is possible. Extant clause holds good.
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			damage, costs or expense of any kind including but not limited to reasonable attorney's fees, arising out of third party claims that the Services, proprietary materials or any information supplied by the defaulting party to the aggrieved party infringes any intellectual property rights, including patent, trademark and copyrights of such third party.	
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

27		Clause to be added	Notwithstanding anything said elsewhere, 1. In no event shall CMS IT be liable to the Company or any third party for a monetary amount collectively and in aggregate greater than the total amounts for the immediately preceding six (6) months received by CMS IT for the Services under a particular SOW under which the liability principally arises. 2. Neither Party shall be liable to the other Party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or	Not feasible.
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose and such limitation shall be considered cumulatively and not per incident. The existence of claims or suits will not enlarge or extend the limit.	
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

28		Clause to be added	a. <u>Non-Solicitation:</u> Neither Party shall, directly, indirectly or through a third party, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other Party who is directly involved under this Agreement for the duration of the Agreement and for 3 (three) years thereafter, or where such resource has ceased to be engaged for performance of Services under this Agreement in connection with either Party. In case of a breach of this covenant, the defaulting Party shall be liable to pay the aggrieved Party a sum equivalent to (twelve) 12 months CTC of such employee, and such sum shall be	Not feasible.
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			paid within thirty (30) days of hiring of the concerned employee. Notwithstanding the foregoing, either Party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and/or (b) personnel who have separated or have been separated from the services of a party for at least a period of 1 (One) year.	
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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response
29	Page 33, Clause d	d) THE COMPANY shall carryout Preventive Maintenance (including but not limited to inspection, testing, satisfactory conduct of all diagnostics, anti-virus updates, update OS patches / Service packs, cleaning of the EQUIPMENT, and necessary repairing of the EQUIPMENT) every Quarter, during the currency of this Agreement, on a day and a time to be mutually agreed upon. Notwithstanding the foregoing, THE COMPANY recognizes SBI's operational needs and agrees that SBI shall have the right to require THE COMPANY to adjourn Preventive Maintenance from any scheduled time to a subsequent date and time, not later than fifteen working days thereafter. In the event of failure on the part of COMPANY to undertake Preventive Maintenance once in Quarter, a penalty of 5% of AMC Cost will be deducted from relative Invoice at the discretion of SBI.	Request the penalty for preventive maintenance to be kept at 0.5% of AMC Cost	No amendment is possible. Extant clause holds good.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response
30	Page 31, Clause 6.1 ,a	All the above spares and standby equipment's must be placed at AOs/LHO within 30 days from the date of agreement. Quarterly report on status of the stock (inventory of spares and standby equipment's) certified by AO Systems Officer must be submitted to AO(ITSS) under copy to AGM (ITSS). The COMPANY will be responsible for the insurance of aforesaid items / spares.	We request Bank to allow the spares to be maintained at vendor premises and time to keep stock of the spares to be minimum 60 days from the date of AMC agreement sign off.	No amendment is possible. Extant clause holds good.
31	Page 61 , Annexure H	CLUSTER WISE INVENTORY OF IT ASSETS Annexure - H	Does this asset inventory includes warranty asset quantity also or is this inventory exclusive AMC ?If there are warranty assets then we need asset inventory bifurcated with number of assets under AMC and under warranty as applicable for 2 years	It contains only AMC Inventory. Warranty asset details will have to captured at the Branch location only by Vendors when they turn out of warranty and need AMC support.
32	Page 61 , Annexure H	CLUSTER WISE INVENTORY OF IT ASSETS Annexure - H	Will bank replace existing assets which are under AMC with new ? Kindly share us the % of assets ear marked for replacement with	Bank will replace aged IT assets as per the extant policy .

Clarifications to queries raised at pre-bid meeting published in Bank Website on 17.09.2025 (Total Pages: 28)				
Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			new hardware during AMC Period of first and second year.(FY 25-26 and FY 26-27)	
33	Page 61 , Annexure H	CLUSTER WISE INVENTORY OF IT ASSETS Annexure - H	Kindly share Asset inventory breakup branch level for each clusters	Cluster-wise Summary is already provided for basing the calculations and branch level inventory will be provided to shortlisted Vendors after finalisation of L1, L2 and L3 Vendors.
34	Page 58 , Annexure D	Annexure E	As we are currently not supporting the Karnataka cluster , do we need to submit the blank report as is as part of technical bid submission?	All details are mentioned in the RFP. Please refer to the same.
35	Page 57 , Annexure D	Annexure D	Do we need to provide the engineer details for all clusters ? At the time of proposal bid submission? We request Bank to consider amendment for format and consider acknowledgement	All details are mentioned in the RFP. Please refer to the same.

Clarifications to queries raised at pre-bid meeting published in Bank Website on 17.09.2025 (Total Pages: 28)				
Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response

			of resource count and sample profile which will include indicative qualification and experience and excluding resource name, and mobile number	
36	Page 58 , Annexure D	Annexure E	As we are currently not supporting the Karnataka cluster , do we need to submit the blank report as is as part of technical bid submission?	All details are mentioned in the RFP. Please refer to the same.
37	Not mentioned in the Query raised by prospective bidder	Not mentioned in the Query raised by prospective bidder	Whether Financial Bid also to be submitted in Hard copy on 18-09-2025	Not Required. Please be guided by the RFP document.
38	Not mentioned in the Query raised by prospective bidder	Not mentioned in the Query raised by prospective bidder	Cluster will be awarded in ratio of 50:30:20, But Engineer's in AO to be provided 2, 1 Engineer will be from L1 vendor and another is from L2, L3 vendor will not provide engineer in AO, Kindly clarify.	Please be guided by the RFP document.

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Page No	Section and Clause Number	Clause Details	Pre-Bid Query	Bank Response
39	Not mentioned in the Query raised by prospective bidder	Not mentioned in the Query raised by prospective bidder	Tender is capped at 9% maximum . Is there any minimum capping . Many SBI LHOs are not considering quotes submitted below 5% (or a fixed rate) to avoid underquoting which may affect the services .	Reverse Auction will have Ceiling and Floor Rates.
40	Not mentioned in the Query raised by prospective bidder	Not mentioned in the Query raised by prospective bidder	Please confirm whether all tender related documents needs to be submitted at LHO only . Any copy needs to be submitted at RBOs	Please refer RFP document Page No.3 Sl.No 7 of SCHEDULE OF EVENTS (TENTATIVE)