

REQUEST FOR PROPOSAL (RFP) For AMC & FMS/ Managed IT Services of IT Setup

Tender No.: [PNBGILTS/RFP/AMC FMS/2026-27/06]

Corrigendum-1

Sr. No.	Page no	Clause No	Clause	Clarification Sought	Clarification
1	7	7.2.b	7. Technical Bid Evaluation Process (70 Marks) 2. The bidder should have a valid certification on the date of the closing tender: a. ISO 20000 or ISO 27001 or ISO 9001 b. ITIL / ISMS certifications c. CMMI Level 3 or above certification (mandatory).	Since the ITIL certificate is not available for the organisation, can we provide it for the resources? Please confirm.	Please be guided as per the RFP.
2	NA	NA	New Query	Please confirm the Details of the assets, including the model numbers and serial numbers, for which we need to provide Back-to-Back OEM support.	Back-to-back OEM support required along with certificate (OEM) for the below Hardware: Storage: 2 (DELL Unity 380) Besides, the Bidder should have partnership with OEM (CISCO). This will be purely Bidder responsibility to manage the Hardware (15 Servers) parts under AMC period in case of requirement. Details will be shared with the successful bidder.
3	7	7.2.b	7. Technical Bid Evaluation Process (70 Marks) 2. The bidder should have a valid certification on the date of the closing tender: c. ISO 20000 or ISO 27001 or ISO 9001	Also, confirm whether we need to provide the MAF for the Back-to-Back devices as well.	Please be guided as per the RFP.

			d. ITIL / ISMS certifications c. CMMI Level 3 or above certification (mandatory).		
4	19	10.2.B.1	10.2 Requirements of Engineers Minimum Requirement/ Resident Engineer At Delhi: Sr. End User Support Engineer Quantity: 1 Service window: Monday to Friday 8:00 am to 08:00 pm	We request that you confirm how the single resource can manage the EUS support from 8 am to 8 pm. Please confirm.	Please be guided by the RFP, which requires 4 resources for Delhi. a. Server Engineer (1 L2 and 1 LI), a Server cum Network Engineer for Windows, Backup, Storage, and Antivirus & AD Management b. Sr. Desktop Engineer c. One L2 Firewall Engineer. Please be guided by the RFP, and the support/Shift to be managed accordingly.
5	19	10.2.B.2	10.2 Requirements of Engineers Minimum Requirement/ Resident Engineer At Delhi: Server Engineer (L2) Engineer for Server cum Network Engineer for Windows, AD, Backup, Storage, Antivirus & AD Management Quantity: 2 Service window: Monday to Friday 8:00 am to 08:00 pm	We request that you confirm the shift of 2 servers and the network resources that will support the 8 am to 8 pm shift.	Shifts will be mutually agreed upon with the selected bidder.
6	19	10.2.B.3	10.2 Requirements of Engineers Minimum Requirement/ Resident Engineer At Delhi: Firewall Engineer (Palo Alto & FortiNet) Quantity: 1 Service window: Monday to Friday 8:00 am to 08:00 pm	We request that you confirm how the single Firewall resource can provide support from 8 am to 8 pm. Please confirm.	Shifts (onsite/remote support) will be mutually agreed upon with the selected bidder.
7	18	10.1.20		Please clarify if any existing monitoring tools are already deployed within PNB. Gilt's environment?	No. The bidder has to provide the NOC service. The log collector will be installed at DC Delhi and DR Site Mumbai on

			Infrastructure Monitoring Services		the bidder's Hardware.
8			Bidder shall install and implement a monitoring platform and Network Operation Centre (NOC) tool that proactively notifies the support team by providing a single pane of glass to continuously monitor a wide range of IT systems under scope, such as network, Servers, storage, backup, and databases. It shall support agent-based Server monitoring to provide insights into the health and performance of standalone and virtual infrastructure. Vendor will monitor all in-scope Infrastructure devices provisioned under the Monitoring tool in real time. Following activities:	Please confirm whether the Monitoring Tool (Network, Server, Storage, Database, Backup, etc.) is to be provided entirely by the bidder, including all licenses (perpetual/subscription).	Yes. The bidder has to provide the NOC service. The log collector will be installed at DC Delhi and DR Site Mumbai on the bidder's Hardware.
9				Where does the bidder need to factor the tool cost into the price Format?	As per the commercial format.
10				Are the licenses required to be enterprise-wide or only for the devices under the project scope?	Yes, only required for the devices.
11			e. Installation and configuration of the monitoring agent on the Infrastructure f. Define Threshold limits. Configure the alert mechanism – using email (for all alerts) /SMS only for Major Incidents, Monitoring Network devices, CPU and memory utilisation	Please confirm the number of Network devices, WAN links, servers, and Firewall	Monitoring of the following number of Servers and storage: Servers: 15 Storage: 2 Links:8 Firewall:13
12			g. Monitor Storage Controller (RAID) Availability h. Monitor Server Availability i. Monitor alerts in case of Network-attached storage (NAS), switch hardware failure. Monthly Uptime report. Ability to monitor Windows Services and Processes, Service and Process Uptime Trend Dashboard and alerts on Service or Process down. Ability to monitor	If WAN links are there, please share the Bandwidth details, the existing WAN provider, and whether APIs from the MPLS/ISP will be required.	Mumbai 1.Vodafone_Internet-50_MBPS 2. Microscan 30_MBPS Delhi ISP 1.Sify-Internet_200MBPS 2. Voda fone_Delhi_50 MBPS P2P 1. Voda Delhi to Mumbai_50 MBPS 2. TCL Mumbai to Delhi_50 MBPS NR site, Gurugram 1. Airtel Corporate Broadband 2. Tikona_10 MBPS

13			<p>Network Devices using the standard-based approach (SNMP v1/v2/v3)</p> <p>j. Monitors of VMware, Hyper-V, etc.</p> <p>k. Different role-based view for the Network and System administrator team</p> <p>l. Proactive Monitoring of Core Infrastructure (Network, WAN Links, Server and Firewall) under scope using the Monitoring platform provided by Bidder. (OS, DB, etc. would be provided for the network operations centre (NOC) service by PNB Gilts).</p>	<p>Please confirm the number of DBs and their size, DB licenses, Details of OS, VMs details, etc.</p>	<p>Details will be shared with the successful bidder. However, the following is the rough estimate: 25 (Devices).</p>
14				<p>Is integration with an ITSM tool required?</p>	<p>Not required</p>
15	22	11.2.III.	<p>11.2 Bid Earnest Money</p> <p>III. For seeking EMD exemption as an MSE bidder, the bidder must be the manufacturer of the offered product in case of a bid for the supply of goods. Traders are excluded from the purview of the Public Procurement Policy for Micro and Small Enterprises. In respect of the bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be submitted along with the bid in respect of the offered product or service</p>	<p>We are an MSME - Medium enterprise, hence please confirm the EMD exemption is applicable, or do we need to provide the EMD of Rs 3 L.</p>	<p>Please be guided as per the RFP.</p>
16	25	11.2.IV.	<p>11.2 Bid Earnest Money</p> <p>IV. In case of an unsuccessful bidder, EMD will be returned within 30 (thirty) days of notice of award of contract, and no interest will be payable on the EMD amount. The EMD will be returned to the successful bidder upon submission of the Performance Company Guarantee, and no interest will be payable on the EMD amount.</p>	<p>Can we submit the EMD via online mode? Please confirm the bank details mentioned in the tender document.</p> <p>Details for online payment: IFSC: PUNB0015300 Bank & Branch: PNB Sansad Marg New Delhi Account No.: 0153002100172800 (Proof of the transaction to be submitted along with the bid documents),</p>	<p>Yes</p>

17	29	16. Ann D format II .3	15 ANNEXURE – D Format – II QUALIFICATION CRITERIA 3. The Bidder must have an average turnover of a minimum of 2 crore during the last 03 (three) financial year(s), i.e., FY 2022-23, FY 2023-24, and FY 2024-25.	We request you to revise clause no 2 of RFP as " The Bidder should be a profitable organisation on the basis of profit before tax (PBT)for at least 2 years from the last 3 financial years. i.e. FY 2022-23 to FY 24-25 Or request you to revise the clause as "The Bidder should have a positive Net worth for the last 3 financial years. i.e. FY 2022-23 to FY 24-25	Please be guided as per the RFP.
18	33	18. Ann E Format II	18 ANNEXURE – E Format – II Commercial Proposal bid format (On Company Letter Head)	We assume that the AMC for all the devices will start from 1st April 2026 to 31st March 2027. Please confirm.	Please be guided as per the RFP. Yes
19	6	Minimum Eligibility Criteria- 6.2	The bidder should be in the business of 'Managed IT Services' for at least 10 years as of January 01, 2026, in India.	The bidder should be in the business of 'Managed IT Services' for at least 5 years as of January 01, 2026, in India.	Please be guided as per the RFP.
20	6	Minimum Eligibility Criteria- 6.6	The bidder must have its own Network Operations Centre (NOC). The service support centre should also provide a toll-free number with 24/7 support to attend calls.	Request to change the clause as follows: The bidder must have been managing the Network Operations Centre (NOC)/Security Operations Centre (SOC). The service support centre should also provide a toll-free number with 24/7 support to attend calls.	Please be guided as per the RFP.
21	6	Minimum Eligibility Criteria-	Bidder must have its own service support centre set up in Delhi and Mumbai to cater to the service-related requirements with a minimum. 50 on-roll resources at each of these setup centres for at least one year. Support for other offices/locations shall be provided by the bidder as per SLA.	Request to change the clause as Bidder must have its own service support centre setup in India to cater to the service-	Please be guided as per the RFP.

		6.7		related requirements with a minimum of 100 on-roll resources for at least one year. Support for other offices/locations shall be provided by the bidder as per SLA.	
24	7	Technical Bid Evaluation Process, 7.1	The vendor should have a minimum of 10 years (as on 01st January 2026) of experience in Facility Management Service (FMS) – i.e. supporting/servicing computers, networking, laptops, printers, servers, storage administration, switches, Firewalls, Routers, etc.	Request to change the clause as follows: The vendor should have a minimum of 5 years (as on 01st January 2026) of experience in Facility Management Service (FMS) – i.e. supporting/servicing of computers/ networking/ laptops/ printers/ servers/ storage administration/ switches/ Firewalls/ Routers/Server/HCI, etc.	Please be guided as per the RFP.
25	7	Technical Bid Evaluation Process, 7.3	NOC certifications a. Proactive monitoring and alerting -5 Marks b. Reporting & dashboards-5 Marks.	Request to change the clause to NOC/SOC certifications. Proactive monitoring and alerting -5 Marks a. Reporting C dashboards- 5 Marks.	Please be guided as per the RFP.
26	8	Technical Bid Evaluation Process, 7.6	The vendor should have 10 clients across India and provide two references from clients with 250 or more PCs or laptops managed under their Facility Management Services (FMS). Additionally, the vendor should have at least two active clients in either Delhi/NCR or Mumbai.	Request to change the clause. The vendor should have 10 clients across India and provide two references from clients with 250 or more Endpoints / Network Support/Data Centre support managed under their Facility Management Services (FMS). Additionally, the vendor should have at least two. active clients in either India.	Please be guided as per the RFP. However: Additionally, the vendor should have at least 2 active clients across India.

Note:

- Last date & time for submission of bids (technical and commercial) along with supporting documents: **09.03.2026 at 4:00 PM.**
- Date of opening of bids received: **09.03.2026 at 5:00 PM.**
- There will be no further extension for submission of bids.