

Pre-Bid Query for Request for Proposal for AMC of Computers, Printers and Scanners BOBMU/IT/2024-25/01 dated 05-Aug-2024					
Sr No	RFP Page No	Clause No	Original RFP Clause	Bidder's Query	Bank Response
1	2	2.4	The Bidder must have at least 10 Service Engineers in their payroll in the Mauritius at present. Copy of supporting documents to be submitted.	The bidder must have at least 3 service engineers.	Please refer to Addendum 1 on bank website under tender section
2	2	2.6	The Bidder must be capable of providing online portal with login for each branch/office for lodging and tracking of service calls; or, should be capable of providing updated status of service call reports on a daily basis to the Territory Offices of The Bank on every working day, in the format specified by The Bank. The same should be made available from the start date of the contract period itself.	To amend that the service calls from BOB will be through telephone or by mail.	Please refer to Addendum 1 on bank website under tender section
3	3	3.1.13	Self-attested copy of ISO 9001/ISO 20000 quality standard certificate in respect of rendering of services, if available.	To remove.	As per RFP clause 3.1.13, It is optional to submit, subject to availability
4	4	4.1	The Contract amount will be paid quarterly in arrears, less of applicable penalties, on submission of respective invoices.	To remove and add advance payment annually.	Please refer to Addendum 1 on bank website under tender section

**BANK OF BARODA,  
MAURITIUS TERRITORY**