

NaBFID

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक
National Bank for Financing Infrastructure and Development

CORRIGENDUM

Subject: Responses to the queries raised by the bidder in IT floor support RFP (GEM/2026/B/8073651).

With reference to the above subject and the Request for Proposal (RFP) bearing GeM Bid No. GEM/2026/B/8073651 for IT Floor Support Services, it is hereby informed that queries/clarifications were received from prospective bidders in relation to the said RFP.

- The responses and clarifications to the queries raised by the bidders are provided in **Annexure A** enclosed with this corrigendum.
- The clarifications contained in Annexure A shall be read in conjunction with the RFP and shall form an integral part thereof.

Except for the clarifications set out in Annexure A, all other terms and conditions of the RFP shall remain unchanged and shall continue to apply.

This corrigendum, together with Annexure A, shall be deemed to form an integral part of the RFP document.



Authorized Signatory.

VP – IT

Date: 06.10.2026.

Annexure A

CORRIGENDUM				
S. No.	RFP Clause no	Existing clause Details	Clarification Sought	Remark
1	4.1 A)	4.1 A) The bidder should have prior experience of executing a minimum of one IT Managed Services (FMS) project for any Government institution or PSU / BFSI with minimum onsite deployment of 10 Infrastructure resources with minimum contract value per annum delivered is 80 Lakh to single or 2 orders of 60 Lakhs or 3 orders of 40 Lakhs customer during last 5 years within Mumbai.	We request the Bank to kindly relax the geographical condition of “within Mumbai” to “within India”. Accordingly, experience of IT Managed Services (FMS) projects executed anywhere in India may be considered, subject to fulfilment of the stipulated project value and minimum onsite deployment requirements.	Please be guided by RFP terms and conditions.
2	4.2 B)	4.2 B) Bidder must have supported minimum 3 BFSI customers during last five years of order value more than 80 Lakhs per annum (for the IT services).	We request the Bank to kindly relax the customer eligibility requirement from “minimum 3 BFSI customers” to “minimum 3 BFSI / PSU customers”. Experience of providing IT services to PSU customers may also be considered, subject to the stipulated order value of more than ₹80 Lakhs per annum.	Revised clause: The bidder should have successfully executed and supported similar IT services for BFSI and/or PSU organizations during the last five (5) years. The bidder must have completed either one order of at least INR 80 lakh, or two orders of at least INR 60 lakh each, or three orders of at least INR 40 lakh each, in a single customer environment, as documentary evidence of relevant experience.
3	Appendix B .5 /25	Resources/ Manpower -Strength of MSP The Bidder should have at least 150 employees on its payroll having more than 3 experience.	Can we submit the single declaration for Highest number of resources i.e.. More than 201 with Highest years of experience ie.3 years to meet both the conditions of Pre-qualification and Evaluation clause, please confirm.	Please be guided by RFP terms and condition.
4	Evaluation Criteria.4 /29	The Bidder should have at least 150 employees on its payroll having more than 2 years’ experience of IT managed services		
5	Appendix E/31	BG in the form of EMD	Please help us with Beneficiary Bank Name, Address and IFSC code to initiate the BG.	IFSC: SBIN 0016376; Account Number: 42615579123 Account Holder: National Bank for Financing Infrastructure and Development
6	General	Leave of resources	We request you to kindly provide leave provisions for the deployed onsite resources. The onsite personnel should be entitled to 18-24 days of leave annually, in line with the applicable Government policies and regulations without any backup resource provision, please confirm.	Leave of bidder's onsite personnel comes under bidder’s purview. If any onsite person goes on leave, then bidder must provide the competent backup resource.

7	Earnest Money Deposit (EMD)	Rs. 4,00,000/- (Rupees Four Lakh only), payable in the mode prescribed in the GeM Bid (Bank Guarantee as per Appendix E in favour of National Bank for Financing Infrastructure and Development, payable at Mumbai, uploaded on the GeM portal). MSEs and DPIIT-recognised Startups are exempt as per Clause 9, subject to submission of the Bid Security Declaration (Appendix H).	Requesting M/s. National Bank for Financing Infrastructure and Development (NaBFID) to kindly reduce the Earnest Money Deposit amount to Rs One Lakh Only.	Please be guided by RFP.
8	Performance Bank Guarantee (PBG)	5% (five percent) of the total contract value, to be furnished by the successful Bidder as per Clause 29(c).	Requesting M/s. National Bank for Financing Infrastructure and Development (NaBFID) to kindly consider reducing the Performance Bank Guarantee (PBG) from 5% to 1% of the total contract value.	Please be guided by RFP.
9	Terms of Payment	d. The contract shall be for an initial period of one (1) year, extendable at the sole discretion of NaBFID on the same terms and conditions for up to two (2) further periods of one (1) year each, with an enhancement in the per-Resource monthly rate not exceeding 5% per annum or the actual increase in statutory wage components, whichever is lower. Either party may terminate the contract by giving three (3) months' written notice	Requesting M/s. National Bank for Financing Infrastructure and Development (NaBFID) to Kindly consider allowing the renewal prices for subsequent years to be mutually agreed upon based on prevailing market standard conditions that is 8-12%	The annual increment will be 8-10 % based on mutual agreement.
10	Terms of Payment	A. The contract charges will be payable monthly in arrears, based on invoices supported by attendance records, the monthly SLA/MIS report, and proof of PF/ESI remittance under Clause 27(a). B. Payment will be made online in INR within 30 days from the date of receipt of a complete and undisputed invoice	We request M/s. National Bank for Financing Infrastructure and Development (NaBFID) to kindly consider waiving the 5% Performance Bank Guarantee (PBG), as the payment terms are on a Monthly-in-arrears basis. Since the payment is made only after every Month Bank is already holding bidders 8.5% amount of the total contract value. Hence, we request NaBFID to grant waiver on the 5% PBG requirement.	The clause 29 c under terms of payment for submission of Performance Bank Guarantee of 5% stands deleted.
11	Resource Replacement, Backup and Working Conditions	28. Resource Replacement, Backup and Working Conditions: a. Replacement on demand. The Vendor shall replace any Resource found non-performing, or otherwise unacceptable to the Bank, within 7 (seven) calendar days of the Bank's written request, with a substitute of equal or better profile as per Appendix D, including a knowledge-transfer overlap of at least 3 (three) working days where feasible	We request M/s. National Bank for Financing Infrastructure and Development (NaBFID) to kindly consider resource replacement/deboarding will be as per defined Maharashtra state labour law & aligned Bidder's HR policies.	Please be guided by RFP.
12	26. Service Level Agreement (SLA)	Service credits: failure to meet any SLA in a month shall attract a service credit of 0.5% of the monthly invoice value per SLA breached, subject to a maximum of 5% of the monthly invoice value. Service credits are independent of, and in addition to, liquidated damages under Clause 15, and shall be adjusted in the immediately following invoice. Persistent breach (any	We request M/s. National Bank for Financing Infrastructure and Development (NaBFID) to kindly consider failure to meet any SLA in a month shall attract a service credit of 0.25% of the monthly invoice value per SLA breached, subject to a maximum of 2% of the monthly invoice value. We propose to exclude the liquidated damages as this is a manpower-based contract.	Please be guided by RFP.

		SLA missed in three consecutive months) shall constitute a default under Clause 22		
13	26. Service Level Agreement (SLA)	The following service levels shall apply to the Services and shall be measured on a monthly basis using the Bank's ITSM tool records.	We request M/s. National Bank for Financing Infrastructure and Development (NaBFID) to kindly mention which modules are covered in ITSM tools and requesting NaBFID to kindly mention how many assets needs to be covered.	Details will be shared with the successful bidder.
14	Legal Entity and GST Registration	A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto. OR An entity registered under LLP Act 2008 and subsequent amendments thereto. Also, must in IT Managed services from last 10 years	Our organization commenced operations as a Partnership Firm in 2015 and subsequently incorporated Technopoint Solutions Pvt. Ltd. in 2021. The directors and promoters of both entities are the same, ensuring continuity in ownership, management, business operations, technical expertise, resources, and industry experience. Both entities continue to operate in the same line of business, serving different customer segments while maintaining a common professional and operational foundation. In view of the above, we respectfully request the Authority to consider the IT Managed Services experience acquired by the Partnership Firm since 2015, along with the experience of Technopoint Solutions Pvt. Ltd. since its incorporation in 2021, for the purpose of meeting the eligibility requirement of 10 years' experience in providing IT Managed Services in the BFSI sector. Alternatively, considering the continuity of ownership, management, and business operations between the two entities, we kindly request the Authority to relax the eligibility criterion and permit participation with a minimum of 5 years of relevant experience, enabling fair competition while ensuring the bidder possesses the necessary technical capability and domain expertise. We shall be pleased to provide supporting documents demonstrating the continuity of management, ownership, business activities, and operational experience, if required.	Please be guided by RFP.
15	Resources / Manpower Strength	The Bidder should have at least 150 employees on its payroll having more than 3 years' experience	We kindly request the Authority to relax this criterion and permit bidders having 50+ employees on their direct payroll, provided the deployed resources meet the required educational qualifications and relevant experience criteria. This will enable experienced and capable service providers with adequate manpower strength to participate in the tender.	Please be guided by RFP.