

"Renewal of existing Trend Micro Cybersecurity Solution (HIPS & Anti-APT) with License ID TM-L-A000099507"

Tender No.: GEM/2025/B/7058861

Sr No.	Volume Name	Clause No	Page No	Tender Conditions	Tenderer's Query	GMRC's Clarification, dated: 17/01/2026
1	GeM bid Document	Bid Details Point - a	2	EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.	We humbly request to please help clarify if the EMD relaxation allowed for the MSME or just MSEs? In the Tender the the MSE is mentioned not the MSME. Request to please help clarify the same.	Only manufacturers for goods and Service Providers for Services falling under the MSE category are eligible for exemption from EMD. Tender Condition Prevails.
2	GeM bid Document	Disclaimer, point-6	7	Mandating submission of documents in physical form as a pre-requisite to qualify bidders.	We humbly request to please confirm if we need to submit the Tender Hard Copies as well?	Since the Disclaimer in bid document is auto-generated on the GeM portal, bidders are not required to submit any physical bid documents. Only EMD and PBG, wherever applicable, are to be submitted in physical form.

3	SOW	Payment Terms	3	<ul style="list-style-type: none"> • 85% of payment after successful completion of installation and commissioning • Remaining 15% to be divided in three years and 5% to be released every year end. Penalty amount as per clause 7, if any to be deducted every year before releasing 5% payment. 	<p>We respectfully would like to request for the removal of the point on 15% payment point of the yearly payment as the 5% ePBG is already being submitted with the Bid.</p>	Refer Sr. No. 01 of Amendment-01
4	SOW	Penalty Clause	3	<ul style="list-style-type: none"> • Successful bidder has to reach GMRL premises maximum within 1 hrs. in case of any emergency. Or should be available for online support immediately during emergency • Any fault in the HIPS/Anti-APT Security Threat (Trend micro provided solution) will need to be resolved by the vendor within 5 hours of fault booking. For fault resolution going beyond 5 hours a penalty of Rs 100000 INR will be imposed till 24 hrs. from 6th hrs. to 24 hrs. If going beyond 24 hrs. penalty of Rs.500000 INR will be imposed. 	<p>We humbly request to please reduce/remove the penalties as the ePBG is already being submitted as a part of a bid.</p>	Tender Condition Prevails.