

CORRIGENDUM

S.No	Tender Document Reference (Section & Page No.)	Existing Clause	Corrigendum
1	Page 4	Last date for submission of bid- 1st September 2015 till 2359 hrs Date of opening of Pre-qualification cum Technical bid - 2nd September at 1100 hrs	Last date for submission of bid- 6th October 2015 till 2359 hrs Date of opening of Pre-qualification cum Technical bid - 7th October at 1500 hrs
2	Page no.4, Section 1.0, Sr. no. 12.	Earnest Money deposit (EMD) through online mode - Rs.50,00,000/- (Fifty Lakh only)	Earnest Money deposit (EMD) through online mode - Rs.35,00,000/- (Thirty Five Lakh only)
3	Page 11, Section 2.2.1	There may be some hardware complaints pending in 239 Schools covered under ICT Phase-I& II (mentioned in above 2.1.1 & 2.1.2) as hardware installed in these schools is being maintained at schools level. The bidder will be responsible for making all hardware functional within 30 days from date of agreement. No extra cost will be given to vendor to make all the hardware functional even in all those conditions where hardware is non-functional before contract. The interested bidders may conduct a survey to find the percentage of non-functional hardware installed in these 239 schools and price may be quoted accordingly.	There may be some hardware complaints pending in 239 Schools covered under ICT Phase-I& II (mentioned in above 2.1.1 & 2.1.2) as hardware installed in these schools is being maintained at schools level. The bidder will be responsible for making all hardware functional within 45 days from date of agreement. No extra cost will be given to vendor to make all the hardware functional even in all those conditions where hardware is non-functional before contract. The interested bidders may conduct a survey to find the percentage of non-functional hardware installed in these 239 schools and price may be quoted accordingly
4	Page 11 Point No 2.2.2.	In case of Schools covered under Phase- III & IV (mentioned above at 2.1.3 & 2.1.4), the existing service provider shall be responsible for making it functional before handing over the same to the new Hardware Maintenance Service Provider (HMSP) in case of different vendor. New HMSP shall take over all hardware items within 10 days from the date of signing of contract agreement	In case of Schools covered under Phase- III & IV (mentioned above at 2.1.3 & 2.1.4), the existing service provider shall be responsible for making it functional before handing over the same to the new Hardware Maintenance Service Provider (HMSP) in case of different vendor. New HMSP shall take over all hardware items within 3 weeks from the date of signing of contract agreement

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5	Page 15 Point No 3.3.1	Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of Commercial Bid. The PICTES reserves right to reject a bid valid for a shorter period as non-responsive	Bids shall remain valid for a period of 120 (one hundred and twenty) days from the date of opening of Commercial Bid. The PICTES reserves right to reject a bid valid for a shorter period as non-responsive
6	Page 19, Point 3.14.1 (6)	Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008	Bidder or its Parent / Subsidiary Company should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008
7	Page 19, Point 3.14.1 (8)	Should have been operating profitably for the last three financial years as of 31st March 2015.	Bidder or its Parent / Subsidiary Company Should have positive networth for the last three financial years as of 31st March 2015.
8	Page 19, Point 3.14.1 (9)	The bidder must have an average annual turnover of Rs. 100 Crores over last 3 years as on 31/03/2015 from IT Hardware supply, installation and Maintenance Services. Out of which, at least Rs. 25 crore should be from IT Maintenance Services over last 3 years as on 31/03/2015.	The Bidder or its parent/ subsidiary company should have an average annual turnover of at least Rs. 100 Cr from IT services business in each of the last 3 financial years.
9	Page 20, Point 3.14.1 (10)	Certifications The Bidder should be ISO 9000/9001:2008 certified.	The Bidder or its parent/ subsidiary company should be ISO 9000/9001:2008 certified or have ISO 27001:2013 for Management of Information Security in the operation and maintenance of Information Assets, Information systems and associated processes that enable IT Operations center in delivering IT Infrastructure management services. Bidder or its parent/ subsidiary company should have ISO 20000-1:2011 for IT managed services, Service Desk operations, Technical Support Services and IT Infrastructure Monitoring & Asset Management.
10	Page 20, Point 3.14.1 (12)	The Bidder must have minimum 500 employees on its rolls.	The Bidder or its parent / Subsidiary company should have at least fulltime 500 IT technical personnel and 50 ITIL certified professionals on its payroll.
11	Page 22, Section 3.17.5, Sr. No. IV	PICTES incurs any loss due to Service providers negligence in carrying out the project implementation as per the agreed terms & conditions.	Deleted

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12	Page 25, Section 4.3.4	Replacement of parts/component beyond repair with parts/component of same or better configuration ensuring compatibility. Replacement of defective parts with sub standard or refurbished parts will not be allowed.	Replacement of parts/component beyond repair with parts/component of same or better configuration ensuring compatibility. Replacement of defective parts with sub standard parts will not be allowed. However, Replacement of defective parts with quality and working parts will be allowed.
13	Page 25, Section 4.3.14	In case of failure on part of the HMSP Provider with regard to such services, HMSP shall liable to be blacklisted and bank guarantee if any will be forfeited. The HMSP shall be given maximum of two opportunities of 30 days each to improve his service level and meet the obligations as per the contract.	In case of failure on part of the HMSP Provider with regard to such services, HMSP shall liable to be blacklisted from Department of school education, Punjab for the period of 3 years and bank guarantee will be forfeited. The HMSP shall be given maximum of two opportunities of 30 days each to improve his service level and meet the obligations as per the contract.
14	Page 26, Section 4.3.17	The Selected Bidder shall be required to maintain a school engineer minimum ratio of 40-45:1. However, HMSP will engage more engineers to achieve the SLA. The resident engineers must have 3 Year Diploma or Graduation with One year diploma in hardware & networking and at least 1years experience in hardware & networking maintenance. To maintain the quality of service, the bidder should not sign with any partner or subcontract this contract further for manpower hiring. All deployed personnel should be direct employee of the bidder with a valid Employee code and good skills in their area of service delivery.	The Selected Bidder shall be required to maintain a school engineer minimum ratio of 45:1 . However, HMSP will engage more engineers to achieve the SLA. The resident engineers must have a Diploma/Graduation and at least 1years experience in hardware & networking maintenance. To maintain the quality of service, the bidder should not sign with any partner or subcontract this contract further for manpower hiring. All deployed personnel should be direct employee of the bidder with a valid Employee code and good skills in their area of service delivery.

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15	Page 26, Section 4.4	The HMSP will setup a helpdesk having one Toll free number with minimum 3 hunting lines and 3 landline phones to log calls at PICTES office or at their office as per the decision of PICTES. However HMSP may add more lines as per requirement. The HMSP must deploy three coordinators in Helpdesk. PICTES will provide a web portal having all functionalities like call logging, call close, all type of reports, calculation of penalty etc.	The HMSP will setup a helpdesk having one Toll free number with minimum 3 hunting lines and 3 landline phones to log calls at headoffice of PICTES .For this helpdesk PICTES will provide only sitting arrangement, electricity and internet facility, whereas other arrangement will be made by HMSP. However HMSP may add more phone lines as per requirement. The HMSP must deploy three coordinators in Helpdesk. PICTES will provide a web portal having all functionalities like call logging, call close, all type of reports, calculation of penalty etc.
16	Page 27, Section 4.8.1	The installed equipment under the contract shall be fully insured throughout the contract period of three (3) years by the bidder against loss, theft, fire, burglary or damage. In case of any loss, theft, fire, burglary or damage, HMSP shall replace those items within 4 weeks after the receipt of FIR copy. After this penalty will be imposed as per SLA. PICTES will not provide Non-Traceable Reports (NTR) to HMSP in case of any theft. However, the required assistance would be provided to the HMSP in this regard.	The installed equipment under the contract shall be fully insured throughout the contract period of three (3) years by the bidder against loss, theft, fire, burglary or damage. In case of any loss, theft, fire, burglary or damage, HMSP shall replace those items within 6 weeks after the receipt of FIR copy. After this penalty will be imposed as per SLA. PICTES will not provide Non-Traceable Reports (NTR) to HMSP in case of any theft. However, the required assistance would be provided to the HMSP in this regard. However PICTES will intimate the HMSP within 48 hours after any incident of theft.
17	Page 27, Point 4.7	The bidder shall be entirely responsible for all taxes including service tax, entry tax, duties, and license fees etc if any	If there is any change in Taxes, it will be changed accordingly during the contract period. However Vendor will have to mention the % of all taxes in the commercial bid.
18	Page 30, Point 4.22	The total final contract period shall be for three (3) years from the time of signing of contract. In case of any delay in the project not attributable to the Service provider, or extension of project beyond contract period, the service provider has to provide the services as per the unit rates quoted in commercial bid submitted.	The total final contract period shall be for three (3) years from the time of signing of contract. In case of any delay in the project not attributable to the Service provider, or extension of project beyond contract period, the service provider has to provide the services as per the unit rates quoted in commercial bid submitted.The T&C's shall be mutually agreed between Vendor and the Department.
19	Page 39	Battery makes – Reputed & Reliable brands like Exide, Panasonic, and Quanta / Amar raja and must be compatible with UPS OEM.	Battery makes – Reputed & Reliable brands namely Exide, Panasonic, and Quanta / Amar raja and must be compatible with UPS OEM.
20	Page 39	New Clause- Battery specifications	Brand of batteries should be embossing on container of batteries.

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21	Page 39	Battery specifications	Battery brand should be ISO 9001, ISO 14001, QS9000. certified
22	Page 39	Battery specifications	The batteries should of those OEM whose manufactuting facilities are in India
23	Page 39	Battery specifications	Batteries should be with PPCB (Poly Proplene Co Polymer) container. This container help to sustain presurre in high temprature (Optimum Temp is 27 Degree).
24	Page 39	Battery specifications	Battery OEM should provide ETDC (Electronics Test & Development Centre) test reports to ensure quality of battery.