

Response of department towards the clarification sought by the companies(RFP No. DGSE/2017-18/22)

Sr. No.	Company Name	Tender Doc (Section & Page)	Clause	Request	Response of Department
1	M/s. KARVY	15.1 Pre-Qualification cum Technical bid S.No. 10 Page No.17	The Bidder must have Completed or currently executing successfully at least two projects of O&M of Computer Hardware (Server/desktop/UPS /networking etc/) worth Rs. 1 crore each or one project of Rs. 2 crore in Govt. Sector/ PSUs/ Banks/ reputed financial institutions /Large corporate (with minimum average annual turnover of Rs. 100 crore for last 3 years) in the last three years, where both projects together or one project should have covered more than 100 locations or more than 1000 desktop computers across the country.	We request to amend as The Bidder must have Completed or currently executing successfully at least two projects of O&M of Computer Hardware (Server/desktop/UPS /networking etc/) worth Rs. 1 crore each or one project of Rs. 2 crore in Govt. Sector/ PSUs/ Banks/ reputed financial institutions /Large corporate (with minimum average annual turnover of Rs. 100 crore for last 5 years) in the last five years, where both projects together or one project should have covered more than 100 locations or more than 1000 desktop computers across the country	Kindly refer to corrigendum
2	M/s Access Infotech		The Bidder must have Completed or currently executing successfully at least two projects of O&M of Computer Hardware (Server/desktop/UPS/networking etc/) worth Rs. 1 crore each or one project of Rs. 2 crore in Govt. Sector/ PSUs/ Banks/ reputed financial institutions /Large corporate (with minimum average annual turnover of Rs. 100 crore for last 3 years) in the last three years, where both projects together or one project should have covered more than 100 locations or more than 1000 desktop computers across the country.	Our Request is kindly change O&M to O/M	Kindly refer to corrigendum
3	M/s Ensure Services	Terms and Conditions for Performance-page no.21 point D	If any equipment/parts damaged for any reason during the contract period, the HMSP is liable to replace the same with the same or higher configuration with no extra cost. The downtime due to such components would be taken into account for calculation of SLA. All breakdown calls in Hardware/Software installed in labs are to be resolved by HMSP irrespective of reason of fault i.e. Physical & Electrical damage.	natural Climate, Electricity and Physical should not cover	As per RFP
4	M/s Targus	page no 5 ,Point no-10	EMD OF 10 LAKH	EMD is so high it should be Max 5 Lakh	Kindly refer to corrigendum
	M/s Allied Novatech			Kindly accept the EMD of Rs.10,00,000/- in the form of BG for a validity of 6 months. OR Reduce the EMD to Rs. 3.00,000/- in the form of DD.	
5	M/s Targus	Page no-9,Point c(i)	HMSP Will inspect the entire infrastucture to take the stock and submit the report to the client with in 30 days	30 days are very less to inspect 1232 school in 30 days it should be minimum 60 days as there is 1 Engg on 40 schools so it is impossible to cover the same in 30 days as there will holiday also in the one month	As per RFP

Sr. No.	Company Name	Tender Doc (Section & Page)	Clause	Request	Response of Department
6	M/s Targus	Page no-9,Point c(ii)	HMSP must repair /replace Faulty hardware with in 30 days of the consent given by the client. This clause is applicable only for the hardware items faulty before start of contract	This seems impossible to rectify the same in 30 days it should be minimum 75 days	Kindly refer to corrigendum
7	M/s Targus	Page no -10,point VII) Annexure B	However the batteries of UPS Installed under Phase -V are going to be replaced by M/S HCL Between the months september 2017 to November 2017.The HMSP Shall also be responsible for the maintenance of all UPS batteries already installed in all schools and replacement any number of times when these become unservicable	Battery is consumable part.IT should be out of scope of work of Amc.	As per RFP
8	M/s Targus	Page no-10,Point VIII	System software : HMSP will ensure smooth functioning ,support& installation /reinstallation of system software installed in Labs	Please clarify the system softwares	Clarified in meeting
9	M/s Targus	Page no 19,Point -20 (A)	Successful bidder will furnish unconditional performance Bank Guarantee with in 15 workind days from the notification of award,for value equivalent to 10% of the total cost of contarct.	15 days is less Request to increse it 30 days	As per RFP
10	M/s Targus	Page no 23,Point -27	Liquidated damages	is not understandable to us as panelty at point no -26 is maximum 15% and at point no 27 it is 12% maximum	Clarified in meeting
11	M/s Targus	page no-24,Point 28A	Entire Amount shall be released in 12 equal quarterly Installments during contarct period for 3 years.	When we are giving 10% PBG of entire contract period,Then quarterly advance payment is possible or minimum First quarter advance payment is possible.	As per RFP
12	M/s Targus	Page no-24,Point 29	Taxes and duties	Point is not clear.Need calrification	Clarified in meeting
13	M/s Targus	page no-25,Point 32	Termination for default:Panelty for non -achievement of service Level requirement reaches upto 20% of quarterly monthly payments is suceessive two payments.	Point is not clear.Need calrification	Kindly refer to corrigendum
14	M/s Targus	Page no-45	Annexure Service level agreement& panelty	call closure in 2 days in critical and 3 days in non critical is not possible 100%. As per us call attend time should be 2 days in critical and 3 days in non critical and closer should be 4 days and 5 days respectively.	Kindly refer to corrigendum
15	M/s Targus	Page 45	Daily panelty amount is high	it should be more less as it is very huge project	Kindly refer to corrigendum