

**Response to bidder queries (RFP no. DGSE/2017-18/18)**

Sr.n o.	Name of Company	Tender Document Reference (Section & Page No.)	Content of Tender Document requiring clarification	Points of Clarification	Response of Department
1	IL & FS	Section 2, Clause 2.1 (d) Page no 8	Tender documents shall be opened only for those bidders, whose Earnest Money Deposit, Cost of Tender Document and Tender Processing Fee are found in order.	We request the department to provide the details of the Tender processing fee	Clarified in Meeting
2	IL & FS	Section 2 Clause 2.9 -Earnest Money Deposit (EMD) Page no 11	The EMD shall be in Indian Rupees and shall be submitted online. Tender without requisite EMD shall be rejected straight way.	We kindly request the department for considering BG as an EMD option . We would submit the original BG at the time of opening of BIDS and upload the Scan copy of EMD on e tender portal	Kindly refer to Corrigendum
3	IL & FS	Section 2, -Eligibility criteria Clause 2.12, Point 5 Page no 13	The bidder must have an average annual turnover of Rs. 50 crore for last 3 financial years as on 31/03/2017 from supply, installation & maintenance services of IT products.	We request the department to have average annual turnover of bidder increase to RS 100 crores, & positive net worth for last 3 financial years as on 31/03/2017 from supply, installation & maintenance services of IT products.the participating bidders.	Kindly refer to Corrigendum
4	IL & FS	Section 2 Clause 2.19- Page no . 17	Delivery & installation	We kindly request the department to confirm all the sites are ready for installation of hardware in terms of adequate furniture , adequate electrical wiring ,dedicated earth ,and UPS input socket as per rating of UPS .	Clarified in Meeting
5	IL & FS & Schneider Electric India Pvt. Ltd	Section 2 Clause 2.30- Page no . 23	Taxes & Duties	We kindly request the department to consider Taxes extra as applicable at the time of Billing	Kindly refer to Corrigendum
6	IL & FS	Section 2 Clause 2.31 Page no . 23	Insurance	The claim against FIR is payable by Insurance agencies only after receipt of NTR. We request the department to consider replacement of hardware within 6 weeks from receipt of NTR by school authorities	As per RFP
7	IL & FS	Section 3 Clause 3.2 Page no . 29	The Software such as Operating system, MS office or any other software required would be procured separately by the society. The THSP would have to install/reinstall and maintain system/application software products during the contract period of five years. THSP shall also responsible for installation/reinstallation of any system/application software products as decided by the client.	We request department to make operating system, MS office or any other software part of this tender only . We undertake here that the prices offered for any standard software will be same as offered by OEM.	As per RFP
8	IL & FS	Annexure 'A' Technical Specifications Page 32	Networking & Ethernet Switch	We request you to delete the requirement of networking switch as in shared computing environment only 3/4 ethernet cables are connected to switch .in this case the cost of networking rack can be saved	Kindly refer to Corrigendum

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9	IL & FS	General query		We kindly request department to clarify whether the following is allowed or not? a) Consortium bidding b) Sub-contracting of contract in full or in parts c) Sub-letting of contract in full or in parts	Kindly refer to Corrigendum
10	HP & AMD	Motherboard	Compatible Business Series chipset	Business series chipset	Kindly refer to Corrigendum
11	HP & AMD & Gigabyte	Bus Architecture	Latest Integrated Graphics, 1 PCI Express x 1	Latest Integrated or discrete graphics	Kindly refer to Corrigendum
12	HP & AMD	Memory	8 GB (2*4) 2400 MHz or higher DDR4 RAM upgradable to 32 GB	8 GB (2*4) 2400 MHz or higher DDR4 RAM upgradable to 64 GB with 4 dimm slots	As per RFP
13	HP	Cabinet	Mini Tower	Less than 8.5 liters	As per RFP
14	HP & Gigabyte	DVD Drive	16 X Internal DVD writer(LG or Samsung or OEM)	16X is no more available, Now only 8X is available	Kindly refer to Corrigendum
15	HP	Standard	Make should be from among the top 4 companies in market share as per IDC report in the last two quarters	To ensure quality we suggest top 3 IDC brands	As per RFP
16	GigaByte	Page No: 30 Annexure : A	Processor Latest Generation, quad core processor, 3.5GHz, 6 MB cache	6 MB cache must be L3 generation.	As per RFP
17	GigaByte	Page No: 30 Annexure : A	Motherboard Compatible Business series Chipset	Business series must be with series details : Intel Q270 series/ AMD B350 This will ensure that all bidders are on equal platform.	Kindly refer to Corrigendum
18	GigaByte	Page No: 30 Annexure : A	Mouse Optical Mouse with PAD (same brand as PC)	Some OEM's does not provide PAD, Kindly remove.	As per RFP

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19	N-Computing	Eligibility Criteria, Point No. 9, page No. 36	The average turnover of OEM of quoted products – Computers & UPS, must be Rs. 500 crore, Rs. 50 crore respectively in last three years as on 31/03/2017. In case of shared computing, OEM should have sold more than 2 Lakh devices in last three years as on 31/03/2017.	Request you to change this to “The average turnover of OEM of quoted products – Computers & UPS, must be Rs. 500 crore, Rs. 50 crore respectively in last three years as on 31/03/2017. In case of shared computing, OEM should have sold more than 2 Lakh devices in India in last three years as on 31/03/2017. Remarks - This is help the Govt. to select the technology OEM who has a better understanding of Indian market and has a presence in India for more than three years.	As per RFP
20	N-Computing	Shared Cum Client Computer- Page 31	Access Terminal: Allow minimum 1+6 users, & Should support up to 10 users or more to share a single host PC / Server via a shared Computing Virtualization Solution with quality multimedia experience, Which includes Shared Computing access device & Virtualization software, with Speaker & MIC Output, USB key board for Key Board & mouse, Monitor output, RJ 45 LAN. Each access device should be standalone equipment and not integrated with any peripherals like keyboard, mouse, monitor etc. device must have text-messaging feature inbuilt. Access device should support Power over Ethernet (PoE)	Please remove the point “Access device should support Power over Ethernet (PoE) “ Remarks: -We support this PoE on our different model which is on PCI card based technology. In this tender, you have asked a switch, So, Shared computing device will be connected to the server thru Switch. PoE is not required here.	Kindly refer to Corrigendum
21	Schneider Electric India Pvt. Ltd	Page No. 33 (UPS 1 KVA)	Manufacturer ☑ ISO 9001 & ISO 14001 Certified ☑ RoHS Complaint	From RoHS to BIS Certification Remarks- RoHS is for lead free manufacturing - mainly applicable to EU countries. For India it is not mandated.	As per RFP
22	Schneider Electric India Pvt. Ltd	Page No. 33 (UPS 1 KVA)	Voltage 200 VAC(2)/208 VAC(2)/220 VAC/240 VAC	Remove 200 and 208VAC Remarks - India is 230V country so loads are not designed for other voltages. Occasionally servers imported from other countries in Asia work on 220 and 240V too. But 208V and 200V o/p will not work for any load here. It works only in bivolt Latin American countries.	As per RFP
23	Schneider Electric India Pvt. Ltd	Page No. 33 (UPS 1 KVA)	Stabilizer Inbuilt stabilizer function	Change Stabilizer to AVR Remarks - In UPS, AVR is used to regulate voltage better than a stabilizer	As per RFP
24	Schneider Electric India Pvt. Ltd	Page No. 33 (UPS 1 KVA)	Others: Automatic fan speed control (as load varies)	Remove fan speed control Remarks -As it is lower KVA rating, fan is not reqd.	As per RFP

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25	Schneider Electric India Pvt. Ltd	Page No. 34 (UPS 2 KVA)	<p>Manufacturer</p> <ul style="list-style-type: none"> <li>☑ ISO 9001 &amp; ISO 14001 Certified</li> <li>☑ RoHS Complaint</li> </ul>	<p>From RoHS to BIS Certification</p> <p>Remarks - RoHS is for lead free manufacturing - mainly applicable to EU countries. For India it is not mandated.</p>	As per RFP
26	Schneider Electric India Pvt. Ltd	Page No. 34 (UPS 2 KVA)	<p>Voltage</p> <p>200 VAC(2)/208 VAC(2)/220 VAC/240 VAC</p>	<p>Remove 200 and 208VAC</p> <p>Remarks- India is 230V country so loads are not designed for other voltages. Ocassionally servers imported from other countries in Asia work on 220 and 240V too. But 208V and 200V o/p will not work for any load here. It works only in bivolt Latin American countries.</p>	As per RFP
27	Schneider Electric India Pvt. Ltd	Page No. 34 (UPS 2 KVA)	<p>Battery Backup</p> <p>60 minutes with full load (Minimum 4032 VAH capacity)</p>	<p>From 4032 to 3024VAH</p> <p>Remarks - 3024VAH is enough to support 1 hour backup at full load</p>	Kindly refer to Corrigendum
28	Schneider Electric India Pvt. Ltd	Page No. 34 (UPS 2 KVA)	<p>Stabilizer</p> <p>Inbuilt stabilizer function</p>	<p>Change Stabilizer to AVR</p> <p>Remarks- In UPS, AVR is used to regulate voltage better than a stabilizer</p>	As per RFP
29	Schneider Electric India Pvt. Ltd	Page No. 33 (UPS 1 KVA)	<p>Overall Efficiency (AC-AC) ≥up to 93%</p>	<p>AC-AC Efficiency to be &gt;=87%</p>	As per RFP
30	Schneider Electric India Pvt. Ltd	Page No. 33 (UPS 1 KVA)	<p>Input :- Frequency range 47 to 53 Hz</p>	<p>40HZ-70HZ</p>	As per RFP
31	Schneider Electric India Pvt. Ltd	Page No. 34 (UPS 2 KVA)	<p>Overall Efficiency (AC-AC) ≥up to 93%</p>	<p>AC-AC Efficiency to be &gt;=87%</p>	As per RFP
32	Schneider Electric India Pvt. Ltd	Page No. 34 (UPS 2 KVA)	<p>Input :- Frequency range 47 to 53 Hz</p>	<p>40HZ-70HZ</p>	As per RFP
33	Schneider Electric India Pvt. Ltd	Page 35 (Annexure B)	<ul style="list-style-type: none"> <li>• Battery makes – Reputed &amp; Reliable brands like Exide, Panasonic, and Quanta / Amar raja and must be compatible with UPS OEM.</li> </ul>	<p>Suggest to have more Brands like Global &amp; Yuasua (Rocket), Leoch, UPLUS &amp; UPS OEM Makes like luminous</p>	As per RFP
34	Schneider Electric India Pvt. Ltd	PG 39 of 50	<p>Total cost is inclusive of taxes &amp; duties, GST Etc</p>	<p>Suggested is quote including all taxes&amp; duties , with GST Extra. As there are changes /modifications on GST Rates from Govt of India</p>	Kindly refer to Corrigendum

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35	Schneider Electric India Pvt. Ltd	PG 29 of 50	It is mandatory to replace UPS batteries(as per battery make inRFP) min. one time during 5 years. Batterys will be replaced under buy-back scheme. Replacement will be done within 3 months after completion of 36 months	Suggest - can we suggest Battery with 5 years warranty like GEL Battery/ Pure Lead Batterys. These batterys come with OEM warrnaty of 5 yrs and higher design life lasting for 5 Years+ and will not need any mandatory replacements except for in warranty replacements.	As per RFP
36	Millennium Automation & Systems ltd.	Section 2 (2.12)	The average turnover of OEM of quoted products – Computers & UPS, must be Rs. 500 crore, Rs. 50 crore respectively in last three years as on 31/03/2017. In case of shared computing, OEM should have sold more than 2 Lakh devices in last three years as on 31/03/2017.	as we are one of domestic manufacturer, it is therefore we request to relax turnover of 50 cr. This will give fair chaces to all the domestic manufacturer.	As per RFP
37	Millennium Automation & Systems ltd.	Section 2 (2.28 Liquidated damages)	<p>In the event of delay in the supply and installation, specified above, the bidder shall be liable to pay a penalty @ Rs. 5000/ per school for every week or part thereof for the delay in that School. For the purpose of this clause, part of a week shall be considered to be a full week.</p> <p>After a period of 4 weeks, liquidated damages will be charged as per the following:-</p> <ul style="list-style-type: none"> <li>Notwithstanding the PICTES right to cancel the order, penalty for late delivery @0.5%of the total contract value will be charged for every week (or part of a week) delay in the specified delivery schedule subject to a maximum of 5% (Five percent) of the order value which may further lead to termination of contract after 8 weeks &amp; revoking of PBG. The PICTES can go for r-tendering at risk &amp; cost of defaulting party . The penalty so calculated shall be deducted from the payment to be made to the vendor.</li> </ul>	please change panalty for late delivery @0.5% of the particular school hardware value.	As per RFP
38	Millennium Automation & Systems ltd.	Section 3 (Annexure 'A' Technical Specifications)	Monitor 18.5" LED 16:9 Monitor TCO 06 (same brand as PC). TCO should be in name of PC OEM; Energy Star compliant DMI/Certifications DMI 2.0 Compliance and Energy star 6.1, EPEAT register, FCC/ ERTL / STQC, UL Standard Make should be from among the top 4 companies in market share as per IDC report in the last two quarters	Pls remove Epeat&UL certification as in India Energy Star is for same environmental compliances & Epeat is generally considered outside India. Also top 4 IDC brands are all MNC brands only & this will restrict to participate Indian brands so remove this clause.	As per RFP

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39	Millennium Automation & Systems Ltd.	Section 2 (2.29 Schedule of payment)	<p>a) 25% of total contract value will be released after successful delivery all the IT equipment/ items at all the locations subject to submission of required documents.</p> <p>b) 25% of total contract value will be released after successful installation, commissioning and benchmarking of all the IT equipment/ items at all the locations subject to submission of required documents.</p> <p>c) 12.5% of total contract value will be released after 6 months from the start of contract i.e six months from the date of final acceptance given by PICTES.</p> <p>d) The remaining 37.5% of total contract value will be released in 15 equal installments after every four months during the contract period. The first four monthly payment would be due after four months from the date of start of contract. Subsequent installments will be released after every four months from the date previous installment was due</p> <p>e) Any payments shall be made as per actual on pro-rata basis after adjusting penalties (if any) as applicable. Penalty for not meeting SLA requirements during contract period may be recovered from Performance Bank Guarantee (PBG) as and when required.</p>	<p>Please consider 25% of total contract value on successful delivery of all equipment &amp; 40% of total contract value on successful installation, commissioning &amp; benchmarking of all equipment at all location subject to submission of required document &amp; remaining 35% of total contract value will be released in 20 equal installment after every quarter during the contract period</p>	As per RFP
40	Millennium Automation & Systems Ltd.	Section 2 (2.31 insurance)	<p>The installed equipment under the contract shall be fully insured throughout the contract period of Five (5) years by the bidder against loss, theft, fire, burglary or damage. In case of any loss, theft, fire, burglary or damage, THSP shall replace those items within 6 weeks after the receipt of FIR copy. After this penalty will be imposed as per SLA.</p> <p>PICTES will not provide Non-Traceable Reports (NTR) to THSP in case of any theft. However, the required assistance would be provided to the THSP in this regard.</p>	<p>Plz clarify as insurance will in customer name, hence plz clarify THSP role.</p>	<p>It is clarified in the meeting that THSP shall be responsible for replacement of hardware after the receipt of FIR.</p>

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41	Spectra	2.12 Eligibility Criteria : (Point No. 5) :	<b>2.12 Eligibility Criteria : (Point No. 5) :</b> The bidder must have an average annual turnover of Rs. 50 crore for last 3 financial years as on 31/03/2017 from supply, installation & maintenance services of IT products.	We request for the bidder annual turnover should be 25 Crore instead of 50 Crore	Kindly refer to Corrigendum
42	Spectra	2.12 Eligibility Criteria : (Point No. 7) :	<b>2.12 Eligibility Criteria : (Point No. 7) :</b> The Bidder must have executed at least two similar projects worth Rs. 5 crore	We request for two similar projects worths Rs. 2.5 Crore each for hardware supply, installation, maintenance in Govt. Sector/ PSUs/ Banks in the last three years.	Kindly refer to Corrigendum
43	Spectra	2.29 Schedule of Payment	2.29 Schedule of Payment	We request 50% on delivery, 30 % on installation and remaining 20% will be released in 15 equal installments after every four months during the contract period	As per RFP