Government of Punjab

Punjab State e-Governance Society

O/o Directorate of Governance Reforms

Plot No D-241, Industrial Area, Near Quark City,

Phase – 8B, Sector – 74 Mohali – 160062

Dated: 09-04-2018

Tender reference no. PseGS/Election/2018/02

Tender for Appointment of Maintenance Service Provider for the comprehensive maintenance of IT and Network Equipment

RESPONSE TO QUERIES

Sr. No	Queries by	Page No.	RFP Clause No.	As per RFP Clause	Clarification Sought	Reply
1.	M/s Rapidtech IT Services Private Limited.	7	1.3 point No. (ii)	The bidder should be in operation for at least the last five years as on 31st December 2017 in the field of IT and Network equipment maintenance service.	As per RFP bidder should in operation for similar service for last five years we request to reduce it to 3 years instead of five years.	**As per RFP.**
2.	M/s Rapidtech IT Services Private Limited.	7	1.3 Point No. (iv)	No Consortium is allowed.	As per clause no consortium is allowed.	**As per RFP.**
3.	M/s Rapidtech IT Services Private Limited.	8	1.3 Point No. (ix)	The bidder should have minimum of 10 professionally qualified personnel (having minimum qualification of Diploma in computer science/IT/Hardware/	Further at page no 8 of RFP min 10 engineers are required to be on direct payroll of the company.	**As per RFP.**

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				networking or higher) on its payroll, deployed in the AMC business.		
4.	M/s Rapidtech IT Services Private Limited.	30 & 66	----------	----------	As per page no 30 of RFP Resident engineer and Help desk coordinator are required on the direct payroll of the company, however as per annexure 10 of RFP it soughed that service is to be provided through direct employees or authorized agents which is contradictory. Please clarify? Normally it should be through direct support by the company's employees on its payroll.	**As per RFP.**
6.	M/s Aforeserve.com Limited	7	1.3. Point No. (V)	The Bidder must have ISO 9001:2008 or ISO 9001:2015 certificate. The certificate shall remain valid throughout the agreement Period.	Request you to add ISO 20000 (exclusively for IT services) to ensure healthy participation	**As per RFP.**
7.	M/s HCL Serviced Limited	7	1.3. Point No. (V)	The Bidder must have ISO 9001:2008 or ISO 9001:2015 certificate. The certificate shall remain valid throughout the agreement Period.	The Bidder must have ISO 9001:2008 or ISO 9001:2015, & ISO/IEC 20000-1:2011 certificate. The certificate shall remain valid throughout the agreement Period.	**As per RFP.**
8.	M/s Aforeserve.com Limited	7	1.3. Point No. (VI)	The bidder should have minimum average turnover of Rs. 60 lakhs from maintenance of "IT Equipment", etc. during last three completed financial years for	We also request you to fix the turnover from IT services as minimum 10 Cr.	**As per RFP.**

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				which Bidder's accounts have been audited.		
9.	M/s Aforeserve.com Limited	14	1.14. Point (i)	The successful bidder will have to deposit Security in form of jointly Fixed Deposit in favour of the name of Company & Chief Electoral Officer, Punjab, Chandigarh/Performance Bank Guarantee (PBG) (from any Nationalized/ Schedule Bank) of appropriate amount, within seven days (inclusive of holidays) from the date of the notification of Contract award through Letter of Intent (LOI). The Performance Security shall be denominated in INR for an amount equal to 10 (Ten) percent of the total Agreement Cost (Round off to higher value) valid for the agreement period plus three months.	Request to amend as: - The successful bidder will have to deposit Security in form of jointly Fixed Deposit in favour of the name of Company & Chief Electoral Officer, Punjab, Chandigarh/Performance Bank Guarantee (PBG) (from any Nationalized/ Schedule Bank) of appropriate amount, within seven days (inclusive of holidays) from the date of the notification of Contract award through Letter of Intent (LOI). The Performance Security shall be denominated in INR for an amount equal to 10 (Ten) percent of the **annual value of the contract** (Round off to higher value) valid for the agreement period plus three months.	**As per RFP.**
10.	M/s Acess Infotech Private Limited	14	1.14. Point No. (i)	The successful bidder will have to deposit Security in form of jointly Fixed Deposit in favour of the name of Company &Chief Electoral Officer, Punjab, Chandigarh/Performance Bank Guarantee (PBG) (from any Nationalized/ Schedule Bank) of	Our Request is kindly either do this for One year and renew this every year. OR Please made advance quarterly payment as you already have	**As per RFP.**

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				appropriate amount, within seven days (inclusive of holidays) from the date of the notification of Contract award through Letter of Intent (LOI). **The Performance Security shall be denominated in INR for an amount equal to 10 (Ten) percent of the total Agreement Cost (Round off to higher value) valid for the agreement period plus three months.**	performance bank guarantee for three year.	
11.	M/s HCL Services Limited	14	1.14. Point (i)	The successful bidder will have to deposit Security in form of jointly Fixed Deposit in favour of the name of Company & Chief Electoral Officer, Punjab, Chandigarh/Performance Bank Guarantee (PBG) (from any Nationalized/ Schedule Bank) of appropriate amount, within seven days (inclusive of holidays) from the date of the notification of Contract award through Letter of Intent (LOI). The Performance Security shall be denominated in INR for an amount equal to 10 (Ten) percent of the total Agreement Cost (Round off to higher value) valid for the agreement period plus three months.	Payment terms must be revised to Quarterly Advance, with Payment within 30 days of Invoice Submission	**As per RFP.**

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12.	M/s HCL Services Limited	22	1.32 Point (ii)	Payment will be made to the bidder on quarterly basis after deduction of penalties, within 60 working days of submission of the invoice and requisite documents. Payment thereof will be due on 01 January, 01 April, 01 July and on 01 October of every year, irrespective of the date of signing of the agreement, till the currency of the agreement. For first Quarterly, payment will be made on prorate basis for number of days in the first quarter of the year.	Payment terms will be quarterly Advance, will be credited within 30 days of Invoice Submission	**As per RFP.**
13.	M/s HCL Services Limited	22	1.32 Point (v)	No advance payment will be made under any circumstances.	Payment terms will be quarterly Advance, will be credited within 30 days of Invoice Submission	**As per RFP.**
14.	M/s Acess Infotech Private Limited	35	Annexure-2	There are some server mention in the List specially server which are more than 6-7 year old and also equipment	Our request is kindly relax penalty clause for those server.	**As per RFP.**