

SN	RFP Clause No.	Page No.	RFP Clause Detail	Clarification / Amendment Sought with reason	Response to Quesires
1	4.13	16	The bidder must submit the list of service centres in Punjab	The bidder and his Authorised service partner must submit the list of service centres in Punjab.	The bidder and his Authorised service partner must submit the list of service centres in Punjab.
Additional Points			Tender Documents Fee and Earnest Money Deposit	Bidders who registered with MSME/NSIC will be given exemption from EMD fees submission. Request kindly incorporate the request for eligible bidders to participate and exempted from EMD fees submission. Request exemption for MSME/NSIC registered bidder	As per RFP
			Make & Model No.	Please clarify the make & model no. of the all hardware item.	Not available
			Purchase Date	Please clarify the purchase date of all the hardware item.	Not available
			Configuration Details	Please clarify the Configuration Details of all the hardware item.	Brief specs will be given shortly
			Warranty of all the hardware items	Please clarify the all items are under warranty period or not. And what is the total warranty of the products	Not available
1	5.1.3	20	While every effort has been made to ensure correctness of the details of the equipment, however, some details may not be accurate. Further, some of the details like purchase price, year of manufacture, etc regarding the equipment could not be ascertained. The bidder is expected to satisfy itself before quoting the prices and may visit the "Site Offices" to find out such details and repairs required in the equipment. No plea regarding incorrect / incomplete details and revision of price quoted will be entertained later on	Equipment Purchase Price, year of manufacture is required to calculate the AMC Cost in respect of AMC rate mentioned in tender Documents.	In the absence of such details the bidder may quote the AMC rate of all listed items. <b>New Items have been added in the financial bid format. Revised financial bid has been uploaded on GePNIC portal. Only revised financial bid will be accepted.</b>
2	5.1.4	21	In the beginning of the contract, the Service Provider is required to takeover all equipment mentioned in the commercial sheet for providing AMC services. The faulty equipment, if any, shall be repaired by the Service Provider within 1 month of signing of contract. The list of the faulty equipment to be repaired along with the probable cause of fault is available at Annexure 'D'. It is clarified that up to 5% variation in this list of faulty equipment shall also be covered/ repaired by the Service Provider. The charges for these initial repairs (including spare parts) are to be mentioned separately as indicated in the commercial sheet	List of the Faulty Equipment at Annexure -D is not available.	In the absence of list of faulty equipments at this stage, the list is not provided in Annexre-D, However during the takeover of hardware by the succesful bidder will ascertain and sahere the list of faulty equipments
3	5.1.4.7	21	Checking the equipment and ascertain the reason for the fault and repair it within SLA limits to avoid penalty. All spare parts shall be from Original Equipment Manufacturer (OEM) or its authorized supplier except when the equipment is declared EoS by the OEM. The warranty on spare part should be as per the OEM's standard warranty period. The warranty certificate for the spare part should also be submitted along with quarterly AMC invoice	Please remove or ammend this clause as it is not required for all items. Only for the Storage and blade chassis ,TAP Drive ,Tap Library Item can required OEM warranty certificate in case of replace the spare.	This clause if applicable for items namely Tape drive, Tape Library, Storage, Blade chassis
4	5.1.4.8.	22	In case the equipment is declared EoS by the OEM, refurbished or old spare parts shall be allowed. The EoS statement issued by OEM should also be submitted along with quarterly AMC invoice.	Please remove or ammend this clause .EOS Statement from OEM could be provided in the Storage, Blade chassis/ Tape Library/ Tap Drive only .Rest of items are we can maintain in our in- house support	This clause if applicable for items namely Tpe drive, Tape Library, Storage, Blade chassis
5	5.1.6	22	The Service Provider is required to maintain adequate stock of "stand-by equipment" and spare parts of equipment for quick response and resolution time.	Specific List of the spares which need to keep as a standby	The service provider will determine the requirement of spares to maintain the required SLA
6	5.1.15	23	For each complaint attended, a call log form should be filled by the service engineer. After resolution of complaint the form must be signed by the complainant along with his / her feedback. Such call log forms shall be made available on the AMC dashboard as part of repair history of the concerned equipment. The indicative information in the call log form should cover the following: 5.1.15.1 Name of Complainant 5.1.15.2 Mobile number of Complainant 5.1.15.3 Location of faulty equipment 5.1.15.4 Faulty equipment details (Make, Model and Serial Number) 5.1.15.5 Date and time of reporting of fault 5.1.15.6 Details of fault 5.1.15.7 Action taken / Resolution offered 5.1.15.8 Name and mobile of Service Engineer 5.1.15.9 Date and time of resolution of fault 5.1.15.10 Remarks of complainant 5.1.15.11 Signature of Service Engineer and Complainant	Please confirm the signature to be obtained via Mobile APP based Electronic Signature or Paper form based manual signature from complainant. Does it require Mobile App for Compliant Management Software (Helpdesk Tool).	The service provider will deploy different mode of technological ways for managing this work.
7	5.1.12	23	The addresses of all "Site Offices" along with contact numbers and name of officer in-charge is annexed as Annexure-E of this tender document	List of the site offies along with contact number and name of officer -in-charge in anneure E is not available	List of site offices has been uploaded on GepNIC portal
8	5.2.1.3	24	Equipment details like equipment type, make, model, Sr. No., Location, preventive maintenance history, fault and rectification history along with call log form, etc.	Please confirm the required equipment details are available in your Asset Register. or does it requires implement & capture all these information via Asset Management Solution.	The required equipments details are available with the client wherever absent will need to be captured via asset management solution

9	5.2.3	25	The Complaints Management Software should record and maintain details of all the calls logged, status, name of engineer deployed, time when the call was reported / attended / resolved, problem description, resolution offered, feedback / comments of the user/feedback/complaint closing(signed by client), etc. The software should be able to provide daily, weekly and monthly call reports and analysis in terms of number of calls received, calls attended, calls pending, calls escalated, equipment history sheet, etc. The Client should be provided with a master login to the portal so that these reports and other activities can be viewed online.	Please confirm what are all the information to be capture in equipment history sheet	The required proforma for managing complaints will be finalized by the client with the succesful bidder.
10	5.2.6	25	The Client may request modifications in the dashboard software as per its requirements.	Please confirm is there any further features to be added apart from the SOW mentioned in AMC - Compliant Managemetn Software.	The Client may request fine tuning in the dashboard software as per its requirements.
11	6.3.5	28	In the financial bid format, the bidder must quote prices of all line items. If the bidder fails to quote price of any of the line item, then the AMC price of that particular item would be treated as zero	Purchase date,Make ,Model,Configuration,and serial number of the items are required	As per RFP
12	6.4	28	6.4.1 Payment to the Service Provider shall be made in Indian Rupees through account payees Cheque/ RTGS only on quarterly basis. 6.4.2 The invoices shall be raised using GST No. of Punjab only. 6.4.3 The call detail reports along with action taken report and preventive maintenance reports should be submitted along with each invoice, all corresponding to the same period. Further, if a faulty part has been replaced for an equipment which is not EoS, then the warranty certificate must be attached with the invoice. If a faulty part has been replaced for an equipment which is EoS, the EoS statement issued by OEM should also be submitted along with quarterly AMC invoice.	The payment should be monthly / Quarterly in advance as term of submission of PBG for security	It is clarified that payment will be made on quarterly basis upon its completion
13	6.17	33	6.17.1 "Service Provider's" cumulative liability for its obligations under the Contract shall not exceed the sum total of the following: 6.17.1.1 The cumulative work order value issued to the "Service Provider", if any. 6.17.1.2 The cumulative value of the EMD and PBG. 6.17.2 This limitation shall not apply to the following: 6.17.2.1 The acts of "Service Provider" which invite civil and or criminal consequences including damages etc. due to default on "Service Provider" in compliance of the conditions of the present agreement. 6.17.2.2 Any liability for damages arising from wilful misconduct or indemnification against third party claims for infringement.	Liability for direct damages should be 10% maximum capping of Total Contract Value.	Note : Maximum capping will be 10% of the contract value
14	7.5.4	42	Penalties shall not exceed 100% of the quarterly bill. If the penalties exceed more than 50% of the total quarterly bill, it will result in a material breach. In case of a material breach, the Service Provider will be given a cure period of one month to rectify the breach failing which a notice to terminate the contract may be issued by the Client.	Penalty maximum capping should be 5% of the Quarterly Payment of the Project	As per RFP
15	10	44	One onsite Project Manager at PSeGS, Mohali having B.E. / B.Tech. in Computer Science / IT / Electronics or MCA with minimum three years of relevant experience.	Cost of Project Manager should not club with Hardware AMC rate .It should be Separately	As per RFP
16	11	44	a) Three onsite engineers at Punjab Civil Secretariat - I b) Two onsite engineers at Punjab Civil Secretariat-II c) One onsite engineer at CEO Office, Chandigarh. (In case of election period, two onsite engineers)	Cost of onsite Engineer should be separately.	As per RFP
17	12	45	Submission of Performance Bank Guarantee within 15 days from the day of receipt of letter of award of contract	We should request 30 days time to submission of PBG	Submission of Performance Bank Guarantee within 21 days from the day of receipt of letter of award of contract
18	13	45	Signing of contract within 15 days from submission of Bank Guarantee.	We should request 30 days time to signing agreement.	Signing of contract within 21 days from submission of Bank Guarantee.
19	7.6	46	Annexure C: List of equipment to be covered under AMC	Please Confirm the list of equipment and confirm whether this Annexure C - will contain all Equipment type, make & model, serial number, AMC Expiry date & Preventive Maintenance schedule date, location, Asset owner/user name etc.,	As per RFP
20	7.7	47	Annexure D: List of faulty equipment	List in not available	As per RFP
21	7.8	48	Annexure E: List of site offices	List in not available	As per RFP
22			General Queries by Karvy Innotech Ltd.,	Does Compliant Mgmt system software requires on (On-Prem or SaaS ) Model	The succesful bidder will decide the availability of complaint management software on premises or SaaS model, no additional charges will be given for this software
				Helpdesk Toll free number charges to be borne by Client or Service Provider	Helpdesk Toll free number charges to be borne by Service Provider
				For Helpdesk Tool whether Client is required to use Change & Release Management module from Tool	
				Could you please confirm total number of User login (concurrent session) to be factored in Hardware sizing of AMC D-CMS	Not available
				Is there any Asset Mgmt solution currently in place at Client site, if yes please share the Software name and share us if facing issues in existing solution	No

1	5.1.4.7	21-22	Checking the equipment and ascertain the reason for the fault and repair it be as per the OEM's standard warranty period. The warranty certificate for	Under standard AMC contract, it should repair/replacement with same of higher compatible spare part as and when required. If vendor has in-housing maintenance capacity for maintain and service the equipments under this tender. In that case vendor may not submit the OEM warranty certificate. In high end equipments like server, storage, network devices etc only OEM make spare part repair/replacement/refurbished will equipment support other then that it will not work.	This clause if applicable for items namely Tape drive, Tape Library, Storage, Blade chasis
			the spare part should also be submitted along with quarterly AMC invoice.		
			within SLA limits to avoid penalty. All spare parts shall be from Original		
			Equipment Manufacturer (OEM) or its authorized supplier except when the equipment is declared EoS by the OEM. The warranty on spare part should		
2	6.4.4	28	Payments shall be made on quarterly basis and shall be subject to	As per tender successful bidder has to submit the PBG then Customer requested to release the advance payment	As per RFP
			deductions of any amount for which the Service Provider is liable under the		
			contract. Further, all payments shall be made subject to deduction of TDS		
3	7.5.4	42	Penalties shall not exceed 100% of the quarterly bill. If the penalties exceed	As per standard tendering norms penalty should be capped with maximum limit to 10% of the billed value.	As per RFP
			more than 50% of the total quarterly bill, it will result in a material breach. In		
			case of a material breach, the Service Provider will be given a cure period of		
			one month to rectify the breach failing which a notice to terminate the contract may be issued by the Client.		
4	4.16.1	17	As soon as possible, but not more than 15 days following receipt of letter of	Customer requested to make the payment in advance in case of PBG submission or no PBG under arrear payment condition.	No Change
			award of the contract, the successful bidder shall furnish PBG to PSeGS @		
			10% of the annual contract value as performance security.		