

Response to Queries (Tender Reference number: DGRPG/PAWAN_AMC/2020/1)

S.No	RFP Clause no	Page No	RFP clause details	Bidder's Query	Response to Query
1	4.16.1	16	As soon as possible, but not more than 15 days following receipt of letter of intent w.r.t. the award of the contract, the successful bidder shall furnish PBG to DoGRPG @ 10% of contract value as performance security.	At least 30 days should be provided to submit the PBG after award of work.	No Change
2	5.1.6	21	The Service Provider should ensure deployment of adequate engineers to resolve the complaints so that the service levels agreed in the contract are honored	As the SLA is very stringent & locations are spread across the Punjab, hence it is not possible to maintain the same without manpower. Requested to mention at least one resource per district.	Bidder has to ensure the compliance of Service levels. No dedicated manpower is required. No change in clause
3	5.1.1	19	The Service Provider is expected to provide comprehensive AMC with back to back OEM support through Cisco TAC for the equipment at all the "Site Offices". Each equipment has different EoS date and would move out of AMC whenever EoS date is reached.	We have our own in house repair and maintenance facility for the equipments mentioned in the RFP. Moreover with the stringent SLA mentioned in the RFP ,liability is with the service provider so the authority over whether the OEM B2B should be given to service provider. Requested to provide free hand to the bidder to go for OEM B2B and maintain the SLA. It will help for more competitive bids. Kindly remove the mandatory B2B with OEM.	Please see corrigendum
4				Requested to include the clause that bidder must have at least three offices in Punjab to honor the defined SLA & 24*7 support.	No Change
5	5.1.5.4	20-21	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. 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	Request to amend this clause as OEM will not provide the any warranty certificate on each repair/replacement spare case.	No Change
6	6.3.1	23	The AMC charges quoted in the financial bid shall be inclusive of all taxes. However, taxes will be paid as applicable from time to time.	Requested to ask the AMC rates exclusive of taxes.	Please refer ammended financial bid format. Bidders have to submit their financial bids by using this updated format . Please see Corrigendum

7	6.4.1	23	Payment to the Service Provider shall be made in Indian Rupees through NEFT or account payee cheque only on quarterly basis.	Payment should be made in advance as OEM also demands same in case of OEM B2B. In addition to that successful bidder has to submit the 10% PBG also.	No Change
8	7	35	Replacement with genuine OEM certified part within two days on reporting of the issue otherwise Penalty @ 1% of quarterly AMC value/day	Kindly clarify that penalty @ 1% per day of the quarterly AMC value of contract or quarterly AMC value of the equipment. Also requested to cap the penalty to maximum of 5% of the billed value.	It is clearly mentioned in the clause that penalty is 1% per day of the quarterly AMC value of contract
9	5.1.4	20	The bidder may visit the "Site Offices" to check the working condition of the equipment and satisfy himself before quoting the prices. No plea regarding incorrect / incomplete details and revision of price quoted will be entertained later on	Please confirm all the equipment in Annexure A is in working condition as its not possible to visit each site in the current situation And also we required confirmation that it is currently backline with OEM for support	All equipments are in working condition. However, the bidders are advised to satisfy themselves before quoting prices. No backline OEM support at present
10	6.4.2	23	The call detail reports along with action taken reports should be submitted along with each invoice, all corresponding to the same period. Further, if a faulty part has been replaced for equipment, then the Standard warranty certificate must be attached with the invoice.	This will be driven as per OEM policy as the contract required OEM backline.	no change
11	8	34	SLA and Penalties	Penalty maximum capping should be 5% of the Quarterly Payment of the Project	No Change
12	9	36	Signing of contract within 15 days from submission of Bank Guarantee.	We are requesting 30 days time to signing agreement.	no change
13	Annexure-A	37-40	Router XR-A9KPK9-05.030 -(1) SNC Mohali, SWITCH SUP-2T MEMORY-(1) SNC Mohali; Additional SX-MM- (8) SNC Mohali) Switch WS-XC6848-TX-2T -(1) SNC Mohali	Serial number is missing in RFP; Please provide the missing serial Number for the same.	Please refer updated list of equipment at Annexure-A. Please see corrigendum