

ANNEXURE - A
Pre- Bid Query Replies

Sr. No	Clause No	Page No	Tender section & Clause	Query	Suggestions	MSEDCL Response
1	4	7	Bid Security: Rs.2,37,000/-	We are NSIC and MSME certified company and eligible to get exemption for EMD payment for any tender for procurement of products or services as per GOI guideline. So we request you to kindly confirm your acceptance for the same on urgent basis	We have already got exemption from all Govt and Defense organisations for their tender for AMC of IT hardware across India.	Please submit your NSIC / MSME related documents at fms@mahadiscom.in. After approval of the same we will let you know about EMD exemption.
2	2	18	The contract shall include all components including hard disk, printer heads but excludes the consumables like printer ribbons, Toner cartridges, Ink cartridges, Floppies, CDs, and DAT Tapes.	Need clarity on 1. laptop Battery, fuser assembly of low end User printers and maintenance kit for high end MFPs and laser color printers and 2.physical damage of any assets due to careless/ mishandling or electrical surges or improper earthing, whether these are included in AMC or not	Generally these items are considered as consumable items as per IT industry standard in all our existing customer places. Hence we request you to kindly remove it from AMC scope. Also all physical damages due to the above mentioned reasons are also to be excluded from AMC scope.	Pl. see revised tender version 2.0 and Corrigendum
3	1.4	63	Price bid	AIO model numbers reqd		As per tender version 1.0
4	3.6	18	Data recovery support, system recovery from hardware crash. The vendor has to provide complete tool for the same.	This is third party applications and support.	No tool to be arranged by vendor for data recovery	Pl. see revised tender version 2.0 and Corrigendum
5	3.6	18	Installing application software developed by other vendors. Trouble shooting of application software.	This is third party applications and support.	Application software trouble shooting is not supposed to be in AMC scope	Pl. see revised tender version 2.0 and Corrigendum
6	3.6	18	The Vendor shall undertake contract for all items on 'As is where basis' is	Please elaborate the meaning, did we need to charge on defective items while taking over from the existing vendor?	While taking over, any defects in any assets will be rectified in chargeable basis and you deduct the same amount from the existing vendor as it was his responsibility to make the assets in good working conditions while handing over to you at the end of his contract period.	As per tender version 1.0
7	1.6	53	Network equipment	Penalty	The networking related penalty is applicable including cabling as it is included in AMC except for cable cut due to rodents	As per tender version 1.0
8	3.6	19	Asset inventory	Is Helpdesk software is there?	as discussed, we are supposed to maintain excel sheets for	Ok
9	3.6	18	maintenance of Network	is switches are manageable?	As discussed, all the switches are unmanaged. Pls confirm.	Ok
10	3.5	16	Initially maintenance contract for the period of 1 year (12 Months) will be awarded to the successful Bidder. Further, two extensions each of 1 year (12 Months) will be given strictly on the basis of the services rendered by the contractor and satisfaction of the users	If it is yearly wise extendable then why BG for 3 years.	If it is yearly extendable on basis of performance then Bank guarantee amount should be in proportionate to Yearly Amc value only. Kindly incorporate this	As per tender version 1.0
11	Serial No.-05 of qualifying requirement	8	The Bidder should have skills and experience for LAN Maintenance, Management/Administration for atleast 500 no. of Desktops, Computer Peripherals and Network Equipment for at least 3 years.	With This clause we understand that bidder can submit the multiple Purchase orders copies of AMC of desktops, Computer peripherals and Network equipment to meet the given clause. Please confirm on this.		Pl. see revised tender version 2.0 and Corrigendum
12	2. INTRODUCTION AND DETAILS OF EXISTING INFRASTRUCTURE	10	2.1 Existing INFRASTRUCTURE	Approximate No. of switches is given as 152. It should be 149. Please clarify ?		Pl. see revised tender version 2.0 and Corrigendum
13	3. DELIVERABLES AND SCOPE OF WORK	12	3.1. The scope of the work : Taking over AMC from existing vendor, extending the AMC services to all hardware, software under this contract after expiry of the warrantee period, coordinating repairs and maintenance with OEMs during warrantee and during AMC periods.	Request you to provide the model no., Purchase date, Warranty period with serial no., part no., of all the equipments locationwise.		Pl. see revised tender version 2.0 and Corrigendum

14	3. DELIVERABLES AND SCOPE OF WORK	15	3.4. TENTATIVE DEPLOYMENT OF THE REQUIRED FMS STAFF. Work Experience for FMS Engineer:	Qualification of the Team Leader, FMS Engineer and Helpdesk is not mentioned. Please clarify ?		As per tender version 1.0
15	3. DELIVERABLES AND SCOPE OF WORK	17	3.6. DELIVERABLES AND SCOPE OF WORK FOR FACILITY MANAGEMENT AND MAINTENANCE. Point 2. Desktop, Laptop, Computer, Peripherals Management & Software Support g. g. Data recovery support, system recovery from hardware crash. The vendor has to provide complete tool for the same.	Which tool are you expecting from us to handle data recovery support, system recovery for hardware crash ?		Pl. see revised tender version 2.0 and Corrigendum
16	3.6. DELIVERABLES AND SCOPE OF WORK FOR FACILITY MANAGEMENT AND MAINTENANCE	18	2 b. The contract shall include all components including hard disk, printer heads but excludes the consumables like printer ribbons, Toner cartridges, Ink cartridges, Floppies, CDs, and DAT Tapes	Hard disk and DAT tapes can be taken out from site for repair or replacements ? Do you follow HDD retention policy.		Hard disk and DAT tapes can not be taken out from site for repair or replacements. MSEDCL's IT infra security policy will be shared with the
17	1. INSTRUCTIONS TO THE BIDDERS	26	1.15. BID SECURITY (EARNEST MONEY)	Whether Agencies/Vendors registered with MoD OR MSME and having Udyog Aadhar Memorandum is exempted from paying EMD and Tender Fee ?		Please submit your NSIC / MSME related documents at fms@mahadiscom.in. After approval of the same we will let you know about EMD exemption.
18	1. GENERAL CONDITIONS OF CONTRACT	48	1.12.7 REMUNERATION TO BIDDER'S PERSONNEL	Is it mandatorily to follow Maharashtra State Minimum Wages Act, 1948 ?		As per tender version 1.0
19	1. ANNEXURE AND FORMS	64	1.4. ANNEXURE-4 SCHEDULE OF PRICE BID	AMC of Existing LAN Equipments is given as 397. Provide clarity on this and request you to provide the details on Active and Passive components.		Pl. see revised tender version 2.0 and Corrigendum
20	1. ANNEXURE AND FORMS	72	ANNEXURE 10. - LIST OF EQUIPMENTS	Request you to provide the model no. of all the equipments.		Pl. see revised tender version 2.0 and
21	APPENDIX -1	77	APPENDIX -1: Newly Added hardware	The items given in Appendix -1 are under warranty. Is this included in the price bid or its extra. Request you to provide the Purchase Date, Warranty Period, Serial No., Model of all the equipments location-wise for all the hardware equipments under AMC.		Pl. see revised tender version 2.0 and Corrigendum
22	Tender details		Estimate Cost (in lakh) - 237	The Estimate cost is low as numbers of equipments and also number of Engineers out of Mumbai location has been increased	Please increase the estimate cost as per increase in equipments and increase in engineers.	As per tender version 1.0
23	1.11- FORM F2 - Team Composition	74	Team Composition	Please clarify whether to submit this form with tender submission or after award of contract	Please clarify	Pl. see revised tender version 2.0 and Corrigendum
24	1.12. Form F3 – Format Of Curriculum Vitae	75	Suggested Format of Curriculum Vitae	Please clarify whether to submit this form with tender submission or after award of contract	Please clarify	Pl. see revised tender version 2.0 and Corrigendum
25	Instructions to the Bidders	30	1.28 - Comparison of Bids – The successful Bidder will have to match the lowest quote received for any of the technically comparable items in this tender process and the total payable price will be reduced to that extent. his will be binding on the Bidder.	There are no technically comparable items in this tender, as this tender is of AMC and FMS.	Please remove this point	Pl. see revised tender version 2.0 and Corrigendum
26	1.3 Location	37	1.3.3- AUTHORIZED REPRESENTATIVES – Any action required or permitted to be taken, and any documents required or permitted to be executed, under this contract by the Owner or the Vendor B1 may be taken or executed by the authorized officials.	Please clarify the “Vendor B1” Stands for what purpose.	Please clarify	Pl. see revised tender version 2.0 and Corrigendum
27	Special Conditions of Contract	50	e. Man-day rate for additional work to be provided by Vendor B1 if required by M.S.E.D.C.L. and not covered under the scope (Form F- 4)	Please clarify the “Vendor B1” Stands for what purpose.	Please clarify	Pl. see revised tender version 2.0 and Corrigendum
28	2.1- Existing Infrastructure	10	Existing warranty details of equipment is enclosed herewith (Appendix A) of the document “Part 5- Annexure and Forms.”	Appendix A is not found in the tender documents	Please provide Appendix A and “Part 5- Annexure and Forms.”	As per tender version 1.0