

**Response to the queries raised by the bidders with regard to the tender No.
ITPO/CD/FMS/2011, IT related Facilities Management Services**

S. No.	Question	Answer
1	Is the printer maintenance included with Printer head/fuser assembly/plastic parts like nob?	"The replacement of all the spares and other parts (excluding printer heads, UPS batteries, printer ribbon and ink and ink/toner cartridge, DDS 4 data cartridge) would be responsibility of selected bidder. The replacement of the defective spares with good quality and standard would be done by the successful bidder without any extra charges, with in 24hrs."
2	Apart from 1+8 professionals need to provide Mail and Windows domain server will managed within itself or need to provide separate manpower for this like Windows 2003, MS Sql 2000 Server and Lotus Domino Server.	Please refer clause 19.5 for clarification.
3	Total UPS quantity is 340 instead of 339 so please verify/update accordingly.	Total UPS quantity is 341.
4	There is no mention of the maximum overall penalty cap. It is suggested by PCS that the total amount of penalty shall not exceed 10% of the total value of the contract. In case the minimum penalty exceeds 10% of the total value of the contract, then the penalty will be restricted to 10% of the total value of the contract.	The maximum amount of penalty will be limited to 25% of the total contract value
5	In the tender document, there is a mention of 10 access points at various locations for network and wireless. It is requested, if you can clarify that whether these locations are situated within a single premises (for example within Pragati Maidan) or multiple premises?	Access points are located within Pragati Maidan at following locations (1) BIC (hall no. 19), (2) Pragati Niwas, (3) Hall no. 17, (4) Conservancy (near Hamsdhawani Theatre), (5), Nehru Pavilion, (6) Warehouse, (7) Stores near gate no. 1, (8) Pragati Bhawan. One new location, Lounge at Gate no. 1, is proposed to be wi-fi.

6	<p>In the Price bid (Refer Section 9.2 Page-8), ITPO wants the services to be provided for consumables and battery of UPS as well. However it is not clear how the billing of these items will be done, if in case, replacement of the item as whole or some part of it is needed. In this respect, it is requested to you kindly let us know if the billing for such situation is to be separate?</p>	<p>"The replacement of all the spares and other parts (excluding printer heads, UPS batteries, printer ribbon and ink and ink/toner cartridge, DDS 4 data cartridge) would be responsibility of selected bidder. The replacement of the defective spares with good quality and standard would be done by the successful bidder without any extra charges, with in 24hrs."</p>
7	<p>In-case, if ITPO is already getting the CAMC for the items listed in tender document, then kindly notify what will be the probable transition period for this transition?</p>	<p>Probable transition period is 15-30 days.</p>
8	<p>Sec-6 on Page-31 has a table for Annual turnover. The heading says "Details of Annual turnover during last three years (in Lakhs)" while the rows are for four financial years. Please clarify about this ambiguity, as this will have bearing on the technical bid.</p>	<p>Turnover for last 3 financial years(08-09, 09-10, 10-11) may be provided.</p>
9	<p>On Page-52, there is a statement "Failover time (30 minutes) in case of cluster environment. Beyond which the service would be considered to be not available and appropriate penalty shall be imposed on the Supplier". It is brought to your notice that there could be equipments involved in cluster environment, which may not be covered in the Annex-1 (Details of IT infrastructure) and /or also which may be supplied through a different vendor of ITPO. Your clarification is needed that in such case will the penalty be still imposed?</p>	<p>Penalty would be imposed to whom the cause would be attributable.</p>
10	<p>The location wise distribution of inventory is not available in the document. It is requested to you to kindly provide the inventory distribution pattern so it is becomes easier for the bidder to put up a reasonable costing after considering proper logistics and other overheads.</p>	<p>Entire infrastructure is located in Pragati Maidan, New Delhi. All the servers, Lan Centre and most of the client PCs are at Pragati Bhawan, Pragati Maidan, However, approx 40 PCs are located at 7 other locations in Pragati Maidan itself.</p>

11	Does Comprehensive maintenance means that the bidder will have to manage spares of SUN hardware & spares of Servers & SAN hardware? Is ITPO looking for a back to back OEM tie-up also for this AMC? Does the bidder have to incorporate the cost of AMC of the existing hardware into the bid value? If yes, I request ITPO to kindly release the details of the existing hardware with Product make & model along with S/no and date of expiry of the existing AMC.	The complete responsibility to maintain SUN hardware is of the successful bidder.
12	What is the total duration of the Contract?	Please refer clause 26 for clarification.
13	Under the eligibility criteria, is the 1Cr turnover required only from FMS services or can it come from hardware sale as well?	This is the over all minimum annual average financial turnover of the company.
14	ITPO also intends to implement ERP at a later date. Will the bidder be engaged in the implementation of the new ERP system which will include deployment and user training also?	Can't be said at this stage.
15	With respect to points no. 9 & 10 as mentioned in the tender document, LAN Centre at ITPO has to be manned 24x7. Does this include Saturdays, Sundays & holidays also? What will be the working shifts of other manpower deployed for functions other than those deployed in manning the Lan Centre?	Please refer clause 19.5 for clarification.
16	Experience of the team leader.	Must have minimum 5 years of experience in FMS and also preferably in hardware & networking, software management.
17	Registration of the company under EPF/ESIC should be made one of the eligibility criteria.	The company/firm must be registered with Employees Provident Fund (EPF) and /or Employees Estate Insurance Corporation ESIC. Please provide documentary proof.
18	Help desk software.	The company will provide and operate help desk services through the help desk software. The software should be able to generate the MIS report.

19	Total evaluation value should include or not include the tax. Bidders suggested service tax should be paid on actual basis.	The bid evaluation would be upon the price which is exclusive of service tax. Service Tax, as applicable from time to time shall be paid extra. The bidder shall submit documentary evidence of depositing the service tax to authority.
20	the company who does not have office in Delhi may be considered to apply for bid, with condition that they will have open a branch office in NCR, in case of selection .	In case of those bidders who don't have office/branch office in NCR region will open one in case of selection.

Disclaimer : - Although the necessary changes have been made after the pre bid, however, in case of any discrepancy the revised tender document will prevail.