

Resposes to the Pre-bid Queries

Bid for purchase of Integrated Community Computer Systems on behalf of Panchayat, Rural Housing and Rural Development Department, Gandhinagar (Tender No. HWT051018517)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page no. 2 Eligibility Criteria Clause no. 4	The bidder/OEM must have experience of supply and installation of at least 500 nos. of Integrated Community Computer Systems in India. The references of such installations should be clearly mentioned & documentary proof such as customer PO, customer certificate shall be attached. (Form no. E3)	The bidder/OEM must have experience of supply and installation of at least 500 nos. of Integrate Community Computer Systems in India. The references of such installations should be clearly mentioned & documentary proof such as customer PO, customer certificate shall be attached. (Form no. E3). – We suggest, you can asked Reference PO of Supply of Computers Hardware like Desktop Computers, Projectors, Servers Ect...	Request Not Accepted As per Bid.
2	Page no. 2 Eligibility Criteria Clause no. 3	Bidder/OEM must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipments within 48 hrs. Bidder is required to provide the name & address & contact details of the firm for providing warranty support & repairing cum replacement service up to delivery locations.	We request to the department to increase repairing cum replacement services of faulty equipments to 4 working days from the date of Complaint logged. It is sufficient time to cater the requirement for the warranty support & service at delivery locations.	Request Not Accepted As per Bid.
3	Page no. 11 Scope of Work Clause no. 3	Bidder has to ensure that the quoted solution should be compatible with existing IT Infrastructure	May please share list/configuration/make of an existing IT infrastructure operational/installed at these location.	Request Not Accepted As per Bid.
4	Page no. 6 Terms & Conditions no. 31	Delivery & installation: Within 45 working days from the date of purchase order at respective site/ locations.	Please extend the completion period up to 60 days, instead of 45 days.	Request Not Accepted As per Bid.
5	Page no. 20-23	List of 247 Taluka Panchayats along with 33 District Panchayats	Total number of locations mentioned are 280 where as per tender quantity required to be supplied is 282, please share the details of 2 locations for which locations is missing.	It has been discussed & clarified in Pre-bid meeting that 280 nos. of Integrated Community Computer Systems required for 247 Taluka Panchayats & 33 District Panchayats & 2 nos. of Integrated Community Computer System each required for Development Commissioner Office, Gandhinagar & Panchayat Department, Gandhinagar.

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6	Additional Request	Project Handover	Kindly provide information and process of handling over after completion project/contract tenure.	It has been discussed & clarified in Pre-bid meeting that after completion of warranty period project may be handed over to Government.
7	Page no. 3 Terms & Conditions no. 11	The Bidder will have to remit Bid Processing Fees (Non-refundable) of Rs. 17,700/-	We should be exempted from this as NSIC and MSME registered firm. Please ask for this in writing.	Request Not Accepted As per Bid.
8		The Bidder will have to remit Earnest Money Deposit (E.M.D.) of Rs. 6,00,000/-	We should be exempted from this as NSIC and MSME registered firm. Please ask for this in writing.	
9	Page no. 6 Terms & Conditions no. 31	Delivery & installation: Within 45 working days from the date of purchase order at respective site/ locations.	The time period should be extended at least up to 4 Months for the Delivery & Installation.	Request Not Accepted As per Bid.
10	Page no. 11 Scope of Work Clause no. 3	Bidder has to ensure that the quoted solution should be compatible with existing IT Infrastructure	No information on this in tender. We cannot accept this clause. Details of existing hardware to be taken during pre bid.	Request Not Accepted As per Bid.