

## Responses to Pre-bid Queries

### Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax Department, Government of Gujarat (Tender No. HWT250618498)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1		General	Request for allow Consortium Partner for Bid [Max Two Joint Partner quote in Consortium]	No change.
2	Page No. 5 / Section I / Eligibility Criteria for the bidder	General	<p>OEM Authorisation Letter:</p> <p>Request to ask OEM Letter for Critical Component [UPS, PAC, DG Set, Security Systems, Videowall etc.</p>	<p>As per RFP, Page No. 11 - Section III (General Terms &amp; Conditions), Clause No. 4;</p> <p>"The bidder will have to provide back to back support services from the respective OEM(s) of Data Centre Equipment. Bidders are required to provide undertaking that back to back Support services and required spares will be provided from respective Equipment's and devices OEM(s)."</p> <p>Bidders are required to submit the OEM Authorization for Critical Component like UPS, PAC, DG Set, CCTV System, Access Control Systems, Videowall etc.</p> <p>However, during the tenure of Contract, if certain equipments will get end of support and OEM will not provide the support, then in such situation agency will have to repair / replace the faulty product / parts with equivalent product / parts after due approval of Commercial Tax Department to make the equipments working properly as per the terms of bid.</p>
3	Page No. 6 / Section II / Scope of Work	General	<p>Pending Work / Component Down at Site:</p> <p>During our Site visit for review, we came to know that some of component not working, UPS &amp; DG Set Batteries end of life, , DG Set and PAC Consumables not replace, Lights not working, Videowall Panel Not Working, Graphics Card not Work,</p>	It has been discussed and clarified during pre-bid meeting that, any type of pending work / component down will not be in the scope of agency to be finalized in this bid. At the time of awarding the contract and handover of data center infrastructure for AMC under this bid, all component will be in working condition.
4	Page No. 5 / Section I / Eligibility Criteria	General	Subletting allow or not for Subsystem AMC and Manpower supply.	No change.

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5	Page No. 14 / Section III / General Terms & Conditions	31.2 Hardware Support Services	<p>Please provide bifurcation of items that will fall under any of the below category:</p> <ol style="list-style-type: none"> <li>1) Critical</li> <li>2) Medium</li> <li>3) Non Critical</li> </ol> <p>Please specify Response time and resolution time in Hours for each of the above categories &amp; Penalties which will be levied against the same if bidder fails to address them in the stipulated time</p>	<p>As per bid terms, agency will have to provide Comprehensive onsite AMC and 24 x 7 Onsite Operation Support by providing manpower as defined in the bid. Agency shall keep adequate provision for spares for providing CAMC and 24 x 7 Onsite Operation Support services.</p> <p>The response time, resolution time and penalties with respect to the Critical, Medium &amp; Non Critical items are as defined in <b>Annexure B</b> attached herewith.</p>
6	Page No. 7/ Section II / Scope of work	Responsible for day to day operations for maintaining the physical security of the Data Center.	Physical security means physical guarding of the Data Center by Security manpower. Please specify if otherwise. If physical guarding is as per above, request you to allow the bidder to sub-contract the same to Physical Security Manpower Providers	Selected Agency will have to provide the manpower as defined in the bid document and no separate physical security guard to be provided under this bid. Selected Agency will have to monitor the movement of Authorized personnel and maintain logs and registers and manage the Building Management system as per the scope defined in the bid.
7	Page No. 11 / Section III (General Terms & Conditions)	Clause No. 4: The bidder will have to provide back to back support services from the respective OEM(s) of Data Centre Equipment. Bidders are required to provide undertaking that back to back Support services and required spares will be provided from respective Equipment's and devices OEM(s).	Please confirm if the AMC contract needs to be signed back to back with the respective OEM's or Bidder can take up the AMC independently. If the AMC needs to be signed back to back with the respective OEM's please specify for what items MAF will be required & share MAF format.	Please refer Sr. No. 2 above.
8	Page No. 6 / Section II / Scope of Work	General	Please confirm if some items are found to be non functional before the AMC contract, the responsibility to make those items functional and under working condition will be in clients scope before handover to the new bidder.	Please refer Sr. No. 3 above.
9	Page No. 17 / Section IV / Data Center & NOC Room Equipments Details	General	Please specify model numbers of each equipment with the make of the equipment which is already mentioned in the RFQ.	<p>The details of Make &amp; Model of major equipments is as per below.</p> <p>However interesting agency may visit the Commercial Tax Department Data Center &amp; NOC Room for more clarity regarding the equipments to be covered under this bid before submitting their proposal under this bid.</p>





## Annexure B

The items to be covered in this bid are bifurcated in the categories as below. The maximum Response time, maximum Resolution time and Penalties for each category are as defined below. The maximum penalty would be liveable up to a maximum of 10 % of total Contract value.

<b>Item Category</b>	<b>Item</b>	<b>Maximum Response Time</b>	<b>Maximum Resolution Time</b>	<b>Penalty</b>
Critical	Electrical Panel, UPS System, PAC System & DG Set	Immediate (1 Hour)	8 Hour	Rs. 5,000/- per hour after 8 hrs lapse from call response
Medium	CCTV System, Access Control Systems, Fire Detection System, Fire Suppression Systems, Rodent Repellent Systems, Water Leak Detection, Building Management Systems, Video Wall System & Networking	4 Hour	24 Hour	Rs. 5,000/- per day after 24 hrs lapse from call response
Non Critical	Remaining items like Comfort AC, Flooring, Ceiling, Lighting Systems, RO Systems, Rack, Furniture and other Civil & Electrical Work	4 Hour	48 Hour	Rs. 1,000/- per day after 48 hrs lapse from call response