

Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract / Warranty Extension Support of IT infrastructure installed at 33 Police Control Rooms on behalf of Office of the DG & IG of Police (P & M Division), Home Department (Tender No. HWT240718502)					
Responses to the Pre-bid Queries					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
1	General		33 police control rooms	Request to share the details of 33 Police Control Rooms (PCRs)	Please see the details at Annexure - A
2	Section 1: Eligibility Criteria for the bidder (No. 3)	2	The bidder must have at least 25 customer reference sites of computer hardware maintenance in Gujarat. Customer references & Purchase orders must be attached along with the bid.	Multiple location and sites for single customer will considered or we need separate 25 customers?	Minimum 25 locations should be there where the bidder must have undertaken computer hardware maintenance.
3	Section 2: General Terms & Conditions: (31.2. Hardware Support Services)	6	d) Successful bidder shall ensure break down call time of 48 hours (i.e. total time taken by Successful bidder between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair / replace the faulty component / module / device & network equipment that are covered under the contract.	We request to consider maximum of 72 hours as breakdown call time. (i.e. total time taken by Successful bidder between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair / replace the faulty component / module / device & network equipment that are covered under the contract.	As per the tender document
4	Eligibility Criteria for the bidder: point no. b) page no. 2		The bidder must have at least five service engineer dedicated to this project in Gujarat with one service center in Ahmedabad or Gandhinagar.	Request you to please provide all the locations for which the service engineers are required.	The bidder shall deploy the manpower at the locations such the service levels as mentioned in the tender documents are maintained. However, bidder will be required to provide the details of deployment, contact details to the concerned Police Control Rooms.
5	Eligibility Criteria for the bidder: point no. 4) page no. 2		The bidder should have prior experience in handling / maintaining equipment's of mission critical call center / emergency service control room anywhere in India.	Need more clarification on this statement. Also can a DC/DR experience will be considered or any specific experience is required.	As per the tender document
6	Eligibility Criteria for the bidder: point no. 5) page no. 2		The bidder should be authorized by its OEM(s) of the equipment's to quote in this bid for providing back to back support or should provide the undertaking to provide back to back support through OEM's care packs of the respective items.(Form no. E-5) Please attach the copy of Authorization on OEM letter head or Bidder's undertaking signed by authorized signatory for the services to be offered in this bid.	Please specify which all OEM's authorization letter is needed. Also there is not mentioned anywhere that for which all IT assets back to back support is required. As most of the IT assets are end of service life hence B2B support is not provided by OEM.	Bidders are required to submit the OEM Authorization for Component like Servers, Workstations, Monitors, Microsoft UPS, CCTV cameras, DVR, Network switch, Access control, Printer, etc. 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 Office of the DG & IG of police to make the equipments working properly as per the terms of bid.

Responses to the Pre-bid Queries					
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7	General		Please provide the details of all the locations where support is required.	Please provide the details of all the locations where support is required.	Please see the details at Annexure - A
8	General			Please provide the serial no's of all the IT assets for which B2B support service is required. As most of the IT assets does not have serial no's. Also, we need all the service tag number of all the installed based mention below	Please see the details at Annexure - B
9	Section III, Sr. No.25, 11 and 16,	10	Automatic Vehicle Tracking Modem, Access Control System (Finger Print Scanner, Electronic Door Locking System) CCTV Camera 4 Nos.	Need more clarification on this point as what would be the vendor role under this support. Is it just to provide the hardware support or application based support is also required?	Bidder is required to provide comprehensive maintenance by taking back to back support from OEMs. Bidder is required to provide support for both hardware & system software related to these items.
10				Kindly Share Location details where BOQ is installed	Please see the details at Annexure - A
11				Required Confirmation to do the Survey	Bidder may visit either Ahmedabad City or Gandhinagar district Police Control Rooms, on 20.08.2018 between 1000 hours to 1800 hours for required survey. The representatives visiting Police Control Rooms should possess a valid ID card & access will be granted only after checking the ID card by concerned authority.
12				Required serial numbers and hardware details to check B2B with OEM for warranty	Please see the details at Annexure - B
13				Please provide the details of existing Call logging Mechanism	A complaint logging register is being maintained at Police Control Room. When any issue pertaining to the IT infrastructure is faced, the Service provider is informed about the complaint by Phone / Fax & email ID & the same is being registered with time & date. When the complain is resolved the same is also updated in the register with date & time. The same is signed by service engineer of the service provider company.