

**Pre-bid Queries/suggestion**

**Bid for Rate Contract for Selecting Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and related peripherals on behalf of Various Government Offices across the State of Gujarat Tender No: HWT270718503**

Sr. No.	RFP Reference		Query / Clarification / Suggestions from the Venders	Responses of GIL
	Page No. / Clause No. / Section No.	RFP Clause / Specifications		
1	19/ Section - 3 Financial Format	Bidder shall Quote in percentage above or below the base prices for all items mentioned above	With reference to this clause, we herewith request you to kindly allow bidder to quote item wise percentage in stead of single percentage for all items since different item has different price calculation in AMC charges and better clarity in price bid.	As per RFP
2	2/Eligibility Criteria	The bidder should have a total sum of turnover of Rs. 7.5 Crore (Minimum) in the last three financial years. The copies of Audited Annual Accounts for last three years shall be attached along with the bid. (Form no. E-1)	Please note the Turnover is asked in tender is very low in reference to project cost and number of regions to covered in each Zone because the asked turnover is remains same for the bidder who bid 1 Zone or all 6 Zones.. This will allow many small and incompetent vendors to bid, which will affect the quality services.  So, we request you to please amend the average turnover of Rs. 7.5 Crore during last 3 years for each Zone.	As per RFP
3	10/ terms and condition-38	In case THE OFFICE wishes to avail the services of resident engineer, The Bidder has to depute one skilled and dedicated resident engineer at respective office who can attend and repair with troubleshooting all net-enabled environment problems across the office. From this bid if any Govt. office want to avail service of resident engineer / technical manpower than they can avail at a cost of Rs.1,20,000/- (without tax) per year or Rs. 10,000/- (without tax) per month.	The said cost of resident engineer / technical manpower of Rs.1,20,000/- (without tax) per year or Rs. 10,000/- (without tax) per month is very low, considering minimum wages and experience required for this work we would request you to please consider resident engineer / technical manpower of Rs.1,80,000/- (without tax) per year or Rs. 15,000/- (without tax) per month. We also request you to please consider salary increment @5% per year of residential engineer at the time of every renewal of the contract.	As per RFP
4	19/Section - 3 Financial Format	Bidder shall Quote in percentage above or below the base prices for all items mentioned above:	With reference to this clause, we herewith request you to kindly allow bidder to quote item wise percentage in stead of for single percentage for all items since different item has different price calculation in AMC charges and better clarity in price bid.	As per RFP

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5	30 Scope of Work and Preventive Maintenance	General clause regarding End of Support clause.	<p>We herewith request you to please add one clause in tender regarding "End of support from OEM" as below since many products declare end of support by OEM during contract period and hence availability of product might be difficult to provide AMC support to the customer.</p> <p>Requested clause : "Product will be removed from contract during contract period, if any product declared as End of support from OEM.</p>	As per RFP
6	Additional	Additional	Tender Does not cover I.T Asset like AIO / Laptop / Workstation / High end Xerox type printers / Plotter / High end Scanner ( with High Commercial value); Base Cost consider for AMC of such a device is too low to consider maintenance of such a high value device. Request to reconsider benchmark cost of such device and if possible to include missing I.T Assets at customer locations, so that customer can able to get AMC of all their IT Asset.	As per RFP
7	19/ Section - 3 Financial Format	Bidder shall Quote in percentage above or below the base prices for all items mentioned above	As per Tender criteria Discounting given for one line item will be applicable to all line item unanimously, Request to get modification to provide discount on individual line item, as there are certain component whose benchmark cost is low and require upside cost revision and in some line item still further discounting is possible. So if single discounting consider it will hit services parameter for high end commercial product.	As per RFP
8	Additional	Additional	Certain multi locations large customer do not have proper inventory serial number wise, where more time consumes for collecting inventory details only for working assets and which further delay customer PO issue process, customer has to suffer for non-maintenance of IT Assets during the same period. Secondly there is requirement to consider commercial cost for collecting working asset inventory of the customer. So that customer can be more sensitive for the same.	As per RFP

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9	Additional	Additional	As per the tender there is no time line defined for providing resource at customer location, as per ideal industries practice minimum 15 to 20 days are required to get manpower resources restructuring and getting new manpower induction in organization, but as such customer are not ready to accept delay in manpower resources deployment at site. Need to consider the same as a part of tender document.	As per RFP
10	10/ Terms and conditions/38	In case THE OFFICE wishes to avail the services of resident engineer, The Bidder has to depute one skilled and dedicated resident engineer at respective office who can attend and repair with troubleshooting all net-enabled environment problems across the office. From this bid if any Govt. office want to avail service of resident engineer / technical manpower than they can avail at a cost of Rs.1,20,000/- (without tax) per year or Rs. 10,000/- (without tax) per month.	Request to consider manpower cost to be 15000/- per month instead of RS.10,000=00 taking into consideration skilled manpower resource availability in market.	As per RFP
11	6/ Terms and conditions	Successful bidder has to submit Performance Bank Guarantee @ 20% of total order value	Request to consider PBG amount to be 10% of Total order value rather than 20%, as Tender EMD Fee also get released after end of AMC RC contract period (after 1 year of completion), so over all PBG amount is high in consideration of margin in RC order.	As per RFP
12	6/ Terms and conditions	25.4 As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the system integrator.	1. In this Clause normally all Department asked by skilled and Experience Engineer for the AMC Work whereas you are promoting Start up India programmed Learner Engineers so it is conflicting the clause requesting you to look into this	As per RFP

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13	10/ Terms and conditions/38	In case THE OFFICE wishes to avail the services of resident engineer, The Bidder has to depute one skilled and dedicated resident engineer at respective office who can attend and repair with troubleshooting all net-enabled environment problems across the office. From this bid if any Govt. office want to avail service of resident engineer / technical manpower than they can avail at a cost of Rs.1,20,000/- (without tax) per year or Rs. 10,000/- (without tax) per month.	2. We Recommend that as per current Scenario of Market and Inflation the Basic Salary of Manpower will be approx 20000/- Rs. On month basis.	As per RFP
14	19/ Section - 3 Financial Format	Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 25 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.	3. Allow us to Quote the Price component Wise Discount	As per RFP
15	Additional	Additional	4. We preferred Survey time of AMC Items would be a part of AMC Contract because as we survey the Machinery we also check and rectify the basic issues of it.	As per RFP
16	Additional	Additional	5. For Recruiting the Men power for any department we required 30 days time from the date of PO.	As per RFP
17	19/ Section - 3 Financial Format	Additional	6. We recommend the Ideal Prices for the AMC Machinery is as per attached sheet.	As per RFP

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18	2/ Eligibility Criteria	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. (Form no. E-3)	<p>In Tender Documents page no 2 point no 3 - The bidder must have at least 25 customer reference sites of computer hardware Maintenance in Gujarat /</p> <p>Please confirm whether we need to submit the reference of 25 different customers or can we submit the reference letter from 25 different branches of same customer.</p>	<p>It means bidder should have / be maintained/ maintaining 25 different sites of hardware maintainace in Gujarat of different / same coustemers.</p> <p>Customer references &amp; Purchase orders must be attached along with the bid. (Form no. E-3)</p>