

Responses to Pre-bid Queries

Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract of LAN hardware and associated systems on behalf of Directorate of Accounts and Treasuries, Finance Department, Government of Gujarat (Tender No. HWT101019585)

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. 8/13	<p>“Note: All type of Laser Printers, Scanners, DMPs and UPS shall be covered under comprehensive AMC inclusive of all type of spares including plastic parts, fuser assembly of Laser printer, printer heads. Bidder may please note that no extra payment towards this additional spares will be given.”</p>	<p>Upon review on Page no. 12/31, 13/31 & 14/31 the inventory is being managed from 2009 the IT asset which is almost 10 years old i.e. PC, Printers, Scanners are needs to be reviewed as it may be difficult to arrange spares and in such case to provide new substitute will also be a difficult task. Requesting you to keep this inventory outside the SLA clause.</p> <p>Apart from this life of Printer Head in case of line matrix printers & dot matrix printers are fixed and in this case might have been expired hence requesting you to review the same as well.</p>	No change. As per the RFP
2	Page 2 .Point 1 & 3	<p>1. The bidder should have a total sum of turnover of Rs. 10 Crores (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)</p> <p>3. The bidder must have experience of carrying out AMC for PC/Laptop/Printer of value of Minimum Rs. 15 Lakhs cummulative in past two years. Customer references & Purchase orders must be attached along with the bid. (Form no. E-3)</p>	<p>Looking to the estiamtion of the proejct, we woud reqeust you to change experience criteria as below so that customer will get technical and financial capable bidders to execute the project.</p> <p>3. The bidder must have experience of carrying out AMC for PC/Laptop/Printer of value of Minimum Rs. 75 Lakhs cummulative in past two years. Customer references & Purchase orders must be attached along with the bid. (Form no. E-3)</p>	No change. As per the RFP

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3	Page 6 Point 24.3	24.3 After the closing time of submission, GIL/GOG committee will verify the submission of Bid Processing Fees & EMD as per bid terms and conditions. The eligibility & technical criteria evaluation will be carried out of the responsive bids. After technical evaluation being carried out, the commercial bid of the technically qualified bidders will be opened in the presence of the representative of the qualified bidders. Financial evaluation will be carried out next. L1 bidder will be decided based on the lowest sum total of rates of all line items without tax. L1 bidder will be called for negotiation before awarding of AMC.	We would request you to give order to L-1 bidders and there should no negotiation to the L-1 bidder, please consider the same and amend it accordingly.	No change. As per the RFP
4	Page 3. Point 7.4	7.4 This engineer minimum qualification should be BCA/ PGDCA/ Graduate with (IT, EC, CE) or Diploma with IT, EC, CE.	Service Engineer Qualification should be as below as per industry standard and requirement of the project. Diploma/PGDCA/Any Graduation with minimum 2 years of experience in IT. Extra certification in IT domain will be an added advantage.	Please read as below, "This engineer minimum qualification should be Diploma/PGDCA/Any Graduation with minimum 2 years of experience in IT"
5	General	Preventive Maintenance	We would request you to please change Preventive maintenance as below : Preventive maintenance schedule, carried out at least once in 6 months.	No change. As per the RFP