

Responses to Pre-bid Queries

Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract of Central IT Infrastructure of eGujCop Project on behalf of Home Department, Government of Gujarat (Tender No. HWT240919584)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Final responses to Pre-bid Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	SECTION III General Terms & Conditions: Clause No 10 Page No. 8	The bidder will have to submit Nonrefundable Bid Processing Fees of Rs. 2,950/- & Earnest Money Deposit (E.M.D.) of Rs. 90,000/- (Refundable)	Need Relaxation as we are registered in MSMI and as per Government Rule need Relaxation for the same.	No Change. As per Bid Document.
2	SECTION I Eligibility Criteria for the Bidder Criteria no 4 Page No. 5	The bidder must have at least 5 customer reference sites for providing AMC/Support Services of IT equipment's at Data Center / Server farm in India having Minimum order value of Rs. 10 Lacs each	Need Relaxation under MSMI	No Change. As per Bid Document.
3	SECTION I Eligibility Criteria for the Bidder Criteria No 5 Page No. 5	The bidder should have valid ISO 20000:2011 or latest certified for IT Service Management	Need Relaxation under MSMI startup company	No Change. As per Bid Document.
4	Components of Central IT Infrastructure of eGujCop Project Page No. 7	Firewall 0 1 Fortinet FG 3040B NA FG3K0B3I12700528	Hardware support require or Software support is require	Hardware device with required software support / subscription as per the scope of work. Bidder will have to quote the price accordingly.