

**Responses to Pre-bid Queries****Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract of Studio and Earth Station Equipments on behalf of Bhaskaracharya Institute for Space Applications and Geo-Informatics (BISAG), Gandhinagar (Tender No. HWT241218530)**

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. 20 / Section 3 / General Terms & Conditions	<p>Payment Terms:</p> <ul style="list-style-type: none"> <li>No advance payment will be made.</li> <li>Payment would be made in after completion of each quarter on submission of Invoice with applicable taxes paid extra at actual.</li> </ul>	It seems customer is interested in going for 4 year Comprehensive AMC. For AMC, OEM will ask for 100% advance payment. Your tender payment terms is at the end of every quarter. It is commercial not viable to pay upfront for 4 years to OEM and get quarterly payment from customer up to 4 years. So request you to make payment terms of 100% after receipt of SLA certificate ( AMC certificate ) from major OEMs. From cost point of also this is best term because we can negotiate with OEM for 4 years AMC with upfront payment.	As per RFP.
2	Page No. 22 / Section 4 / Financial Bid Format	Successful bidders will have to sign the Comprehensive AMC contract for 4 Years upon receiving the confirmed order with department.	If change in payment terms is not possible then we have to go with yearly AMC contract with OEM with 100% advance for each year. In that case OEM will provide only 1 year certificate at the beginning of each year. We can sign 4 year contract from our company with Customer. This term will be expensive as OEM will not give special discount of 4 years AMC. Also we have to factor cost of currency change which over a four year definitely going to be big factor.	No Change. As per RFP.
3	Page No. 17 / Section 3 / General Terms & Conditions	The Successful bidder has to submit Performance Bank Guarantee @ 10 % of total order value within 15 days from the date of issue of Purchase order for the duration of contract period + extra 3 months	If payment terms is going to remain same then we request you to remove 10% BG clause. Because when customer is going to pay quarterly after completion of successful support during that quarter, then 10% BG is not required. Keeping this 10% BG terms for complete contract period will increase cost unnecessarily.	As per RFP.
4	Page No. 6 / Section 2 / Scope of Work	The Earth Station Equipments (including Content Library System & Playout Servers) to be covered under CAMC were procured by BISAG during the period between November 2016 to January 2017 with initial OEM onsite warranty of 2 years.	Most vendor counts AMC from completion of last SLA. For AMC from current date, some OEM charges penalty based on number of months passes and then provide AMC from current date. In this tender situation it is not possible to count number of months which are going to lapse and so we have to consider AMC from date of completion of warranty or last AMC. Please clarify this in amendment.	The Comprehensive AMC contract will be 4 years from the date of issue of work order.
5	Page No. 5 / Section 1 / Eligibility Criteria for the bidder	The bidder should have an average turnover of Rs. 5 Crore (Minimum) of last three financial years as on 31.03.2018	Turnover eligibility criteria is average 5 crore in last 3 years. Our last three years total turnover is 19 Crore but there are two years when turnover is less than 5 crore. Average turnover is more than 5 crore. So we assume it meets tender requirement.	Yes, it meets the criteria of RFP.
6	General	General	We assume that TDS will be deducted as per quarterly Invoice. We will not accept TDS deduction of total contract value from day one.	As per RFP terms, agency will have to raise the payment invoices after the end of each quarter along with the supporting documents and the payment will be made in after completion of each quarter on submission of Invoice. TDS (if any) will be applicable only on the Invoice value at the time of payment release and not on the total contract value.
7	Page No. 6 & 7 / Section 2 / Scope of Work	Successful bidders will have to sign the Comprehensive AMC contract for 4 Years upon receiving the confirmed order with department	Request you to kindly clarify whether AMC Contract will be for Annual basis or for 4 Years all together.	It will be for 4 years all together.