

Responses to 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	Section 1 / Eligibility Criteria for the bidder	The bidder should have annual turnover of minimum Rs. 1 Crore (cumulative) during last three financial years specifically from related experience of AMC/O&M of Content Management System or Content Delivery Network or similar setup of Content Library System (with Media Asset Management Software) & Playout Servers. The copies of Customer references & Purchase orders with customer certificates and CA certificate mentioning the specific turnover must be attached along with the bid. (Form no. E-3)	As per latest corrigendum, 1 Crore Turnover criteria is added for experience of AMC/O&M. Here we assume that apart from separate AMC contract of last three years, we can also count O&M (Operation & Maintenance) cost of past projects of last 3 years. For many similar projects we do quote/issue separate Invoice for Warranty and Technical support. If we add cost of our AMC contracts (approx. 53 Lakh) and O&M cost of past projects (approx. 57 Lakh) of last 3 years, we meet new tender eligibility criteria.	Yes, it meets the criteria of RFP.
2	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 removing BG clause is not possible then we request you to charge Bank Guarantee @ 5%. Bank Guarantee is additional cost overhead for customer and so higher the % of BG, cost overhead will also be higher.	No Change. As per RFP.
3	Page No. 20, 21 / Section 3 / General Terms & Conditions	38. Force Majeure	<p>Quarry regarding Force Majeure: To provide comprehensive warranty support, OEM keeps stock of critical components and so without advance it is not viable for them to stock components. And so OEM don't give us quarterly payment facility for AMC SLA. They take 100% advance for minimum one year AMC SLA and there is no cancellation/refund policy.</p> <p>We did sent quarry regarding Force Majeure on 20th FEB. There is no response for that quarry in corrigendum. As mentioned above, OEM don't provide refund in case of termination of contract. So we have to put counter terms in our offer that in case if customer wants to terminate contract then they must have to pay full AMC amount of current running year.</p>	Request Not accepted. As per RFP.