

## CORRIGENDUM - 2

**BID FOR SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) & OPERATION & MAINTENANCE SUPPORT (O&M) OF IT INFRASTRUCTURE OF CENTRALIZED ARCHITECTURE PROJECT ON BEHALF OF OFFICE OF THE STATE TAX, GOVERNMENT OF GUJARAT  
(TENDER No . HWT241019589)  
( 18.01.2020 )**

### Clarifications/corrigendum

Clause	Query/Suggestion	Clarifications/ Corrigendum
Back-to-back OEM Support	It is mentioned in the bid that 5 Years onsite OEM warranty support will be expired in November 2019, while OEMs are conveying that the support was already expired long time ago. So the bidders have requested us to provide exact date of onsite warranty support for products and software from OEMs, so that all expected bidders can calculate and quote warranty support price in Price bid accordingly.	The bidder is expected to provide Back-to-Back OEM support from the date of issue of work order.
Penalty Capping	The overall maximum penalty that can be imposed on selected agency under this contract shall not exceed 10% of the Contract Value and penalty for a given quarter should not be more than 10% of quarterly invoice value.	The overall maximum penalty that can be imposed on selected agency under this contract shall not exceed <b>10%</b> of the quarterly payment amount.  <b>However, if the penalty exceeds 10% in two consecutive quarters then department reserves the rights to terminate the contract.</b>
Variance in Minimum Wages	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 5% increase year on year from the State minimum wages as on the date of contract sign off.	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within <b>10% increase</b> year on year from the State minimum wages as on the date of contract sign off.
End of Life / Support Products during contact period	<ul style="list-style-type: none"> <li>Since this is a turnkey project, there are multiple line items installed at data center and DR site. Also, this being 5 years project earlier, it is evident to have many products / parts which will be declared End of Life / End of Support from their respective OEM in due course of running to this contact period.</li> <li>As per the pre bid response, it is mentioned that in such cases bidder will have to replace that equipment with better or equivalent products within the cost of AMC. <b>We request you to remove the clause.</b></li> </ul>	<ul style="list-style-type: none"> <li>If OEM doesn't exist or OEM support does not available in the market (for Desktop &amp; UPS) in that case, the system integrator will replace with equivalent product.</li> <li>During the AMC period, if any OEM declares his product end of support &amp; OEM is not in the position to continue the warranty extension/ AMC support then State Tax Department will approve the claim of system integrator and discontinue the AMC of that particular product &amp; not pay for that item. State Tax Department will initiate the process for procurement of that product.</li> </ul>