

INSPECTOR GENERAL OF REGISTRATION & CONTROLLER OF STAMPS

Ground Floor, Opp. Council Hall,  
New Administrative Building, Pune 411001, Maharashtra

**Pre-Bid Query Clarifications & Corrigendum No. II**

Tender Number: D3/ eTender/AMC\_DC\_DR/Server

AMC for DC-DR Equipment (Server)

Date: 17<sup>th</sup> November 2017

**1. PRE-BID QUERY CLARIFICATIONS**

#	Page No.	Clause No.	RFP Statement	Query	Clarification/ Corrigendum
<b>Server, Switch, Storage</b>					
1	21	10	<b>Period of Service:</b> The successful bidder or vendor should provide AMC for 6 months from the Expiry of Warranty (Warrant End Date (WED as mentioned in Annexure-A)).	<b>ESDS Software Solution Pvt.Ltd:</b>  OEM provided the AMC for minimum one year. Hence we request to change the period of service for one year.	No change
2	23	11.1 -7)	<b>Server:</b> Bidder should have executed at least (3) three orders of IT Facility Management Service/AMC, costing not less than Rs.50 Lakhs combined in last five years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments. Each of the orders must include server and related support services not less than Rs.10 Lakhs combined.	<b>Uptech Systems Pvt. Ltd:</b> Kindly remove PQ 7 so that we will qualify	This clause has been modified. Please refer Corrigendum-I for Network Switches and Corrigendum-II

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			<p><b>Switch:</b> Bidder should have executed at least (3) three orders of IT Facility Management Service/AMC, costing not less than Rs.50 Lakhs combined in last five years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments. Each of the orders must include network switch and related support services not less than Rs.3 Lakhs combined.</p> <p><b>Storage:</b> Bidder should have executed at least (3) three orders of IT Facility Management Service/AMC, costing not less than Rs.50 Lakhs combined in last five years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments. Each of the orders must include Storage and related support services not less than Rs.10 Lakhs combined.</p>		for Storage/Server.
<b>3</b>				<p><b>ESDS Software Solution Pvt.Ltd:</b> Being the warranty has been expired hence OEM may ask for the physical verification of the equipment. Kindly allow physical verification for OEM.</p>	Prior to bid submission, Bidder may visit the IGR DC-DR sites after taking prior approval from IGR & NIC. Bidder must be accompanied by IGR/NIC's representative during the site visit.
<b>Server</b>					
<b>4</b>				<p><b>Openview Technologies Pvt. Ltd, Pune.</b>  Period of the AMC contract</p>	Please refer Clause 10, Point 3

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5				<b>Openview Technologies Pvt. Ltd, Pune.</b>  GST no# if applicable	The department is yet to receive communication from the state on GSTN registration. The same would be communicated to successful bidder post confirmation.
6				<b>Openview Technologies Pvt. Ltd, Pune.</b>  Is there any bank guarantee needed to submit	Bank Guarantee is not required at tendering stage. However successful bidder needs to submit the same. Please refer Clause 7.13 for more details
7				<b>Openview Technologies Pvt. Ltd, Pune.</b> IF we are registered under MSME &R&D, then can EMD be exemption allowed or applicable.	Yes. Please refer Clause 7.12 for more details

## 2. CORRIGENDUM-II

### Section 11.1- #7: Pre-Qualification Criteria (PQ 7), Page 23

#### Existing Clause:

#	Pre-Qualification Criteria	Proof Document Required	PDF file name to be uploaded by the bidder
7.	Bidder should have executed at least (3) three orders of IT Facility Management Service/AMC, costing not less than Rs.50 Lakhs combined in last five years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments. Each of the orders must include server and related support services not less than Rs.10 Lakhs combined.	<ol style="list-style-type: none"> <li>1. Work Order/Contract Copy of the relevant assignments</li> <li>2. Details from the bidder for each order as per format given in the tender document</li> </ol>	PQ_7

#### Revised Clause:

#	Pre-Qualification Criteria	Proof Document Required	PDF file name to be uploaded by the bidder
7.	<p>Bidder should have executed at least (3) three orders, costing not less than Rs.50 Lakhs combined in last five years in Public/ Private Sector Organisations, for:</p> <ol style="list-style-type: none"> <li>a. Comprehensive Warranty Services for data center hardware which includes but not limited to server, storage &amp; network switches <b>OR</b></li> <li>b. IT Facility Management Service <b>OR</b></li> <li>c. AMC for IT Services.</li> </ol>	<ol style="list-style-type: none"> <li>1. Work Order/Contract Copy of the relevant assignments</li> <li>2. Details from the bidder for each order as per format given in the tender document</li> </ol>	PQ_7

Additionally, each of the orders must include Server and related support services not less than Rs.10 Lakhs combined.		
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**Section 11.4- j. Evaluation of Financial Bids, Point a), Page no. 24**

**Existing Clause:**

a) The tender will be evaluated as a package of all the items in Price Schedule including AMC for 1 year.

**Revised Clause:**

a) The tender will be evaluated as a package of all the items in Price Schedule