

CLARIFICATION ON IT TENDER

Sr. No.	Clause/Page no.	Tender Details	Query/Remark	Clarification
1	6 of 34 & 18 of 34(10.12)	Routine monthly checks and maintenance by the agency, including preventive dusting/cleaning of all items under AMC as detailed in Appendix-III. & In case of failure in Quarterly Preventive Maintenance (Clause 1.7 above), a penalty by way of 10% of total amount due for that quarter may be levied.	As per the tender detail on preventing maintenance (PM), there is contradict between Monthly or Quarterly (PM) . Normally we prefer preventing maintenance (PM) on quarterly basis. We request to kindly consider Quarterly PM for the same and confirm.	The preventive maintenance have to be carried out on quarterly basis.
2	10 of 34	List of Professionally qualified personnel (hardware/software/network/ engineering) of the vendor indicating at least 50 qualified personnel on the rolls of the agency.	Some companies having National Presence and large number of Employees. How to present 50 Qualified Personnel Detail in the tender, if one can provide any employee within the Organization or Employee in Gujarat only. Please provide your feedback on this.	There is no such restriction. The engineers should be engaged in the organization.
3	12 of 34 & 15 of 34 (8.2)	Provision of minimum 10 number of qualified Service Engineers onsite, at major locations viz Regional Office, sub Regional Offices, Hospitals etc as decided by the ESIC Gujarat Regional Office. The Engineers will be assigned duties at the discretion of Regional Office, Ahmedabad, Gujarat & The agency shall depute minimum 3 (Three) well-qualified and experienced Service Engineers with Computer / Hardware Engineering qualification (with minimum one year of experience in the field) technical person of each working day for attending to the routine maintenance related complaints. Besides, the agency shall provide any other expert Engineer.	As per the tender document, we found contradict on actual dedicated Manpower either 10 or 3 or 13 for consideration in this contract. we request to kindly confirm actual manpower required as residence engineer dedicated for ESIC and will seat in your premises with their Location (i.e. Ahmedabad/Baroda/Surat/Rajkot etc.). This will help for competitive Commercial proposal and also bring all vendor at same plate form while considering Man power.	The actual dedicated manpower requirement for qualified resident engineer is 10. In para 8.2 inadvertently "Minimum 3 (Three)" words have got mentioned which stands deleted. A corrigendum is being issued in the website.

4	17 of 34	The down-time penalty charges if not rectified within 24 hours shall be as follows subject to maximum penalty under this clause as 25% of the quarterly payment.	As per the penalty clause, maximum penalty is 25%. It is too high. Normally, Maximum penalty is 10% of total contract value. We request to kindly consider maximum 10% Penalty in this contract. This will help to offer competitive Proposal.	The penalty amount 25% is final.
5	20 of 34	Vendors are requested to visit the site for actual assessment before submitting quotes/bids.	As per the tender, we found that consolidated no. for each item is given in the tender document. As per your 152 Branch/Dispensary/Hospital/Regional Office/State Directorate/Sub Regional Office, there is no clear asset break up is given in tender. We request you to provide Asset (Desktop/Laptop/Printer etc.) Break up Branch wise for our understanding . We also request to provide time slot to see your Video Conference Device.	The list of location-wise asset details are being provided in the attachment. The video conferencing device can be seen at our office during 4-6 P.M. after getting an appointment with Sh.Brijesh Patel, UDC
6		General Query	As per the tender, it is not clear for Pre-AMC Failure. Normally, if any failure before AMC-contract, We do on Chargeable basis as normal practice. Please provide your feedback on the same.	Please refer to the para 13.3 which is self explanatory

(Regional Director)