

Annexure - I

IDRBT Response to Pre-bid Queires (Pre-bid meeting dated 12th January 2021). Tender Number IDRBT/SYS/ER/950/2020 - 2021 Date 8.01.2021 Annual Maintenance Contract Service for Network and Wireless Equipment for IDRBT					
Sr. No	Clause	Page Number	Bidders Eligibility Criteria	Bidder Query	IDRBT Response
1	Clause 3 Bid Schedule	4	Last Date for bid submission : 19.01.2021 16:00 Hrs.	Since the OEM will be closed from 14 th Jan to 17 th Jan for Pongal/Sankranthi Holidays, it will be difficult for us to arrange the price and MAF. Please help in extending the due date to 21.01.2021 to enable us submit the bid accordingly.	Last Date for bid Submission : <u>21.01.2021 16:00 Hrs</u>
2		6	Clause No.6 – OEM’s Authorization.	While going through the Bill of Materials shared by you in the enquiry, we have observed that Most of the items are either reached end of support by OEM or will be reaching end of Support. For such items we shall support the same through our own support which we have been doing for other customer. Request you to modify the same accordingly.	The bidder should provide back to back support from OEM for the devices where EOS is not declared. The bidder should provide partner support for the devices declared as EOS. "Partner Support" for all devices is not acceptable.
3		10	Annexure II	For the bill of materials provided by you in the Annexure-II, we are giving below the End of Support Life from OEM which means the same are not supported by OEM. We request you to please share us the serial numbers of the below Assets to enable us share the same to OEM and arrange for Back-to-Back support prices and Authorization letter.	The list of devices with Serial Number is shared with the pre-bid response.
4				All equipment serial numbers are not supported by Cisco Back to Back, some 23 serial numbers we found end of support.	Clarified above at Sr.No 2 & Sr.No.3
5				We request either make partially "End of support equipment" as "partner support" and not "OEM Back to Back support", or fully all equipments under "partner support".	Clarified above at Sr.No 2
6				There wont be any Patches or software update from partner or OEM for these "end of Support Equipment".	Noted; Submit the details in your technical bid.
7				If tender is mix of B2B OEM and Partner support, please change the payment terms for both seperately.	No Change in payment terms as Clarified.

8				Since for B2B support payment by partner would be 100% advance to OEM, below payment terms is requested for B2B equipment.	Clarified above.
9				a). Payment from IDRBT 100% at signing of AMC and confirmation of B2B AMC from OEM.	Clarified above.
10				b). No Exit clause as B2B OEM doesnot permit, and partner would have paid 100% to OEM.	Clarified above.
11	OEM's Authorization	6	The Bidder should have Manufacturers' authorization and a direct back-to-back support agreement with the OEM for the equipment. The Support greement should include the activities like Technical Assistance support, Spares support etc. Submit supporting documents for same Bidder has to provide an Ink Signed MAF from the OEM along with Technical Bid – as per Annexure - II	Please consider request from KITL to remove this clause from Pre-qualification Criteria, as we can provide the support from KITL inhouse.	No Change
12	Penalty for downtime	7	Penalty chargeable per day (Rs) , L3 switches & All wireless devices, 1000Rs/2000Rs/5000Rs/	Request to provide maximum 5% capping on Penalty for Quarter contract value.	No Change
13	Exit Clause	8	IDRBT may terminate this contract with 30 days' notice given to the successful bidder. Amount due will be calculated on a pro-rata basis on the entire bill of material or on devices basis	KITL request for with 60days notice period, on either side.	No Change
14	Liability	7	The successful bidder shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.	Request for 10% of the total contract value for liability, & KITL should liable to get only direct damages.	No Change
15				As of now, our only request if you could share the serial IDs for those Cisco devices which are still under Cisco support. Without the serial IDs, we can't reach out to OEM for back to back support. We can shortly share the list of devices from the provided part numbers which are under Cisco support. However, often these part numbers and the part numbers that we get from the serial numbers are different. So, only the serial numbers can give us correct information.	Clarified above.