

Tender No : IDRBT/SYS/VR/219/2021-2022 Request for Proposal (RFP) For Providing IT Facility Management and AMC Services for IDRBT, Hyderabad. Pre-Bid meeting held on 20th May 2022 2:00 PM.					
Sr.No	Page No	Clause No	Specifications	Pre-bid Query	IDRBT Comments
1				The bidders requested to extend bid submission last date and time.	The last date for submission of bids is extended from 2nd June 2022 to 9th June 2022 17:00 Hrs.
2	16	18	IDRBT shall pay the Facility Management and AMC Service charges for the Scope of Work on quarterly basis at the end of each quarter, on successful discharge of service, after deducting the penalty/absence amount, if any.	We hereby request for Monthly arrear payment terms.	FMS Service payment on monthly arrears - Accepted. However, Network devices AMC Charges shall be paid on quarterly basis in arrears
3	17	21	For any delay in placing the qualified engineers at IDRBT beyond the specific period or delay in providing resolution of Critical calls/events, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the selected bidder is still unable to complete, the Institute reserves the right to cancel the order and no payment will be made to the vendor.	We here by request 0.25% per week penalty with 5% of TCV as maximum capping.	No Change
4	19	27-d	The bidder shall also be liable to indemnify the Institute, at its own cost and expenses, against all losses/damages, which the Institute may suffer on account of violation by the bidder/successful bidder of any or all national/international trade laws, norms, standards, procedures, etc.	We hereby request for indemnify only direct damages with 10% maximum capping of Total Contract Value.	No Change
5	19	28	The liquidated damages is an estimate of the loss or damage that the Institute may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, installation, operationalisation, implementation, training, support/services, acceptance, maintenance, etc., by the bidder/successful bidder and the bidder/successful bidder shall be liable to pay the Institute a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the RFP. Without any prejudice to the Institute's other rights under the law, the Institute shall recover the liquidated damages, if any, accruing to the Institute, as above, from any amount payable to the Bidder either as per the RFP, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the bidder/successful bidder.	We hereby request 5% of TCV as maximum capping.	No Change

Tender No : IDRBT/SYS/VR/219/2021-2022 Request for Proposal (RFP) For Providing IT Facility Management and AMC Services for IDRBT, Hyderabad. <u>Pre-Bid meeting held on 20th May 2022 2:00 PM.</u>					
Sr.No	Page No	Clause No	Specifications	Pre-bid Query	IDRBT Comments
6	9	9-h	As security for due fulfillment of the terms and conditions and obligations of the service contract, the vendor shall furnish a Performance Bank Guarantee of 10% of the value of the IT Facility Management services valid for the period of contract.	As per new guidelines, we have to submit 3% of TCV as PBG. We hereby request you to amend the clause accordingly	No Change
7	8	Bidders Eligibility Criteria (F)	The Bidder should submit a certificate that the company is earning profit and turnover of Rs.2 Crore for the past three financial years including the present financial year duly certified by Chartered Accountants /Auditors	Please specify Current Financial year as FY 20-21 and also include positive net worth in place of profit.	The Bidder should submit a certificate that the company is earning profit for the past three financial years (2018-2019,2019-2020,2020-2021) including the present financial year duly certified by Chartered Accountants /Auditors
8	11	10) Changeover Management:	The Bidder shall have his team onsite for takeover from the existing vendor for a minimum Changeover period of 90 days prior to beginning of the contract. This will be treated as knowledge transfer phase and no payments will be made for this period.	Changeover period to be changed to 30 days or should be paid by customer for 90 days changeover	Accepted; The Bidder shall have his team onsite for takeover from the existing vendor for a minimum Changeover period of 30 days prior to beginning of the contract. This will be treated as knowledge transfer phase and no payments will be made for this period.
9	14	16) Service Window at IDRBT:	The working hours would normally be from 8.00 AM to 8.00 PM from Monday to Friday. However, when situations warrant, at the absolute discretion of IDRBT one or more engineers may be required to stay for longer hours. Further, on exigencies, presence of one or more engineers may be required on Saturday/Sunday/Holidays/during planned activities/during pandemic situations at no extra cost to IDRBT.	Need more clarity on deployment of resources in shifts.	Three engineers will report to IDRBT from Monday to Friday as per timing mentioned in the RFP. On Saturday one of the three engineer will report to IDRBT on rotation basis.
10	14	17) Service Level Agreement and Penalty	*In the event of failure of the FMS provider to carry out rectification or resolution of problems beyond Resolution Time of a complaint being lodged, penalty will be levied at the discretion of IDRBT, subject to spares being available from the maintenance vendor and Force Majeure conditions.	The total Penalty for the contract should be maximum up to 5% TCV.	No Change
11			The decision on the criticality of the calls by officials of IT shall be final.	Also the matrix for critical /non-critical or less critical calls should be defined in the tender and should be kept at discretion of customer.	Critical and Non-Critical calls will be mutually decided after finalizing the successful bidder.

Tender No : IDRBT/SYS/VR/219/2021-2022 Request for Proposal (RFP) For Providing IT Facility Management and AMC Services for IDRBT, Hyderabad. Pre-Bid meeting held on 20th May 2022 2:00 PM.					
Sr.No	Page No	Clause No	Specifications	Pre-bid Query	IDRBT Comments
12	16	18) Payment Terms	IDRBT shall pay the Facility Management and AMC Service charges for the Scope of Work on quarterly basis at the end of each quarter, on successful discharge of service, after deducting the penalty/absence amount, if any.	IDRBT shall pay the Facility Management and AMC Service charges for the Scope of Work on Monthly basis at the end of each month, on successful discharge of service, after deducting the penalty/absence amount, if any.	Clarified above
13	26	Annexure III	This contract will be on comprehensive basis for maintenance of Cisco L2/L3 Switches	Do we need to get Cisco B2B Support for 9 no's of Switches whose serial no are mentioned in the RFP.	Yes
14	-	-		Request to include Service Certifications like CMMI V3 , ISO 20000, ISO 27001	Desirable
15	Point No 10	Change Over Mana	1. Clause is during period of change over from existing vendor, a period of 90 days required and there wont be considered as start of contract.	a. Request for change – please note, for three months cost of man power is very high for three engineers and request to change it to contract start period as from day one of deployment of engineers.	Clarified above
15			1. Payment terms and cancellations: Since Cisco AMC is Back to Back support, Cisco take 100% advance at the beginning of contract. Request for change in the clause for non-cancellation of Cisco AMC.		The successful bidders should provide AMC Services as per RFP terms and conditions.
16			Also Engineer's notice period is 2 months and request for termination clause matching this notice period.	1. Joining of engineers after contact is given, will take 30 days to 60 days as we have to start hiring process, they have to service their existing work notice period etc.,	IDRBT reserves the right to terminate the agreement with 2 months notice period, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
17	Page No: 16,26	Point 6		Payment : Monthly basis payment is required for onsite FMS Resources	Clarified above
18	Page No: 16, 26	Point 18, 6		100% advance payment is required for Cisco devices AMC support. We are paying to 100% advance amount to OEM	No Change
19	Page No: 21	Point 18		Profiles of Technical and Non-Technical team details in EBC	Details should be provided as Bidder Eligibility Criteria
20	Page No: 26	Point 1		Switch serial number is NOT validating with OEM FCW2250D2K1	The updated details are PID: WS-C2960X-48FPD-L , VID: V08 , SN: FCW2250B2K1

Tender No : IDRBT/SYS/VR/219/2021-2022 Request for Proposal (RFP) For Providing IT Facility Management and AMC Services for IDRBT, Hyderabad. Pre-Bid meeting held on 20th May 2022 2:00 PM.					
Sr.No	Page No	Clause No	Specifications	Pre-bid Query	IDRBT Comments
21				where will be the hosting Tools ? like on site/cloud	On site - IDRBT
22				Property / Ownership of Tools? Please clarify	The tools are implemented using open source technologies and tools will be there with IDRBT.
23				Open source Tools means? Like PHP/MySQL/HTML. Please clarify	Yes
24				Cost for development of tools? Please clarify	IDRBT will provide necessary IT Infrastructure for development and deployment.
25				Remote support facility is available for accessing tool from customer for any technical support OR development of the tool. Please clarify?	No Remote support facility is provided.
26				REF is based on SLA Or T & M model? Please clarify	RFP is based on the onsite performance of the FM engineer Services.
27				Tools are not ready for first payment. How to arrive the SLA reports and monitoring reports for payment purpose. Please clarify?	The successful bidder may submit necessary report manually and confirm the timelines for implementation of tools.