

**CLARIFICATIONS OF THE PRE BID QUERIES**

**TENDER FOR CAMC FOR INFORMATION TECHNOLOGY EQUIPMENT**

NOTICE NO.: [ESTT-16011/2/2020-IBBI]

Srl No	Relevant Section/ Annexure of RFP	RFP Page No	Relevant Content from RFP	Vendor's Query/Comment	Clarifications
1	Annexure-1 (Technical Bid)	15	<p><b>Ser No 9 of Page 15</b>                      The AMC vendor must have maintained more than 200 computers/ printers / scanners, etc. in Delhi / NCR during last 5 years with Govt. Deptt. / PSU / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control under Central / State Govt.). <b>Copies of such work orders should be attached.</b></p>	<p>As per II Pre-Qualification Conditions, Page no 18 of RFP, Vendor will qualify if they meet following clause:                      “The bidder should have successfully completed “Similar Work” in government / large reputed private organizations which involved providing “Similar Work” at multiple locations during the last five years ending on 31.03.2021”                      Hence, it is our submission to kindly amend the Delhi/NCR clause to anywhere in India as we have multiple locations/States experience of AMC Services other than Delhi/NCR in Govt Sector. However, we are ISO 9001, ISO 27001, ISO 20000 and CMMi Level 3 Company having Registered Office in Delhi and Corporate Office in NCR (Gurugram).</p>	<p><b>Request Accepted.</b>                      Srl No 9 of Technical Bid (Annexure-I) of RFP, revised as under.  <i><b>The AMC vendor must have maintained more than 200 computers / printers / scanners, etc. during last 5 years with Govt. Deptt. / PSU / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control under Central / State Govt. Copies of such work orders should be attached.</b></i></p>

2	<u>Scope of Work</u> <u>And Agreement</u> <u>(Annexure-V)</u>	Page No 6 Para 1 (c) <u>And</u> Page No 40 Para 4.1 (c)		<u>Scope of Work</u> The CAMC contract is not including replacement of toner cartridge /Maintenance kit are not under the scope of CAMC Contract <u>Page No 40</u> The replacement of all the spares including replacement of Drums and Cartridges/Ink shall also be covered under the CAMC  Kindly Clarify.	It is clarified that CAMC will not cover replacement of cartridges/Ink of printer.  Srl No 4.1(c) of the Annexure-V (Agreement) (Page number-40 of RFP) revised as under.  "----- <b>The replacement of all the spares including replacement of Drums shall also be covered under the CAMC.</b> ----- -----"
3	-	--		There is three UPS online 02 are 20 KV and 01 is 30 KV the replacement of UPS Batteries replacement are under scope of CAMC Contract  Kindly Clarify	This is to clarify that Preventive Maintenance of battery is included in CAMC; however, replacement of battery after lifespan will not be included in CAMC. Moreover, CAMC will not cover printer cartridge.