

TENDER REF. NO: ITMG/RFP/01/2020-21 (ANNUAL MAINTENANCE CONTRACT OF IT HARDWARE ASSETS AND THEIR FACILITY MANAGEMENT FOR 3 YEAR:

SI NO	QUERIES	RESPONSE
1	Interested bidders can inspect the existing hardware systems on any working day between 2:30 PM and 05:00 PM till 18 DECEMBER 2020 – To do the Pre AMC check of all the system in such a short time is not possible. Please allow us to do this between BID win and Contract start.	NO CHANGE
2	Call Management Software – Does it mean that Bidder should provide the required Call Management Software till the contract	The bidder can use the excel for managing the daily call log (resolving, updating, monitoring and closing the call
3	The Service Provider has to repair / replace Teflon, Power chips and any plastic accessories of printers. ----- Who will provide the spares as this is covered under consumables	The Service Provider has to repair / replace Teflon, Power chips. Wear and tears of Plastic accessories of printers will be taken care of by GIC
4	Min 4 onsite resources to be provide – Does it mean that 4 resources at all the 4 sites means total 14 resources or One resource each at all the 4 locations Mumbai, Delhi, Ahmedabad & Chennai	Min. 4 onsite resource person to be provided at GIC-H.O.(Mumbai site) who will manage the call across 4 sites remotely. Any physical intervention or support required for any specific call,vendor is supposed to provide his local resource person to co-ordinate and resolve the issue.
5	Ref:Page 8 Clause 5.3 e“ The Service Provider shall be equipped with necessary software by which calls made for fault reporting and action taken on them are recorded. This software should capture and preserve details as given below. It should also generate reports weekly with the same details which should be handed over to the concerned officer in ITMG Department of GIC Re. Query: Who will be logging / recording the faults in this software, as there is no separate helpdesk executive is asked for / factored in tender document.	Out of 4 helpdesk Engg ,one have to engaged in call logging and updating report generation on excel (call record maintaing for that day and report sharing at the end of the day to ITMG Dept.)
6	System Administration and Maintenance: page5 clause:5.2 :: SAP GUI and application support is limited to basic first level support or need advance support	Basic first level support
	Application support	
	SAP GUI	
	Other applicable software	

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7	The Service Provider shall be equipped with necessary software by which calls made for fault reporting and action taken on them are recorded. This software should capture and preserve details as given below: page no:8 clause:5.3e :: Require details of Service desk tools /No of license required . Whether tool will be on CAPEX or OPEX model?	For daily report generation and call logging, has to be maintained in Excel.
8	The system maintenance does not include the cost of consumables like Ribbons, Cartridge tapes, Floppy diskettes, Line Printer band, Hammer Module, laptop batteries, sprockets:page10 clause 5.1 :: Need clarification as physical damage or hardware upgradation is excluded from Scope of work	physical damage and hardware upgradation is excluded from scope of Work. The physical damage done by user is excluded, if done by vendor is to be beared by vendor.
9	Out of the 4 engineers one should be Microsoft Certified, and the others should be network engineer, with at least 3 years' experience in supporting similar setup. Thorough knowledge of Windows page8 point I:: Need certification details like MCP /MCSE /MCSA	YES, certificate is to be checked on deployed at GIC-Site
10	Replacement parts shall be new. The defective parts will become property of service provider excluding Hard Disks or any other media device.: page 9 point no:r:: The replacement part should be new or in working condition ,Ideally it should be in tested and in working condition	The replacement part should be new & in working condition as well as same make and model or of higher capacity
11	Working hours;Page no 10,clause 5.6:: Can on site resources work in rotational shift to support extended hours?	Yes, during corona pandemic extended hours duty and till the office resumes to normal working hours.
12	Deduction of AMC charges:page10 clause:5.9:: If asset is not repairable then vendor will arrange the equivalent replacement as per RFP term still amc deduction is applicable ?	The Deduction will start if the call is not completed/ or replacement is not provided within two days. Ref. Scope of work

**SD/
CM-ITMG**