

Pre Bid Queries and Replies

Name of the Company : Accel Frontline				
Pg No	Clause	Description	Query Raised	AHCT Reply
1	4	DD in original to the address given below by 02.00 PM, .01.2018.	DD in original to the address given below by 02.00 PM, .01.2018.	06.02.2018 at 3.00 PM at Dr.YSR Bhavan, Jubilee Hills
14	2	Terms & Conditions : The scope of coverage of the AMC will be for the Servers (for servers back to back support from the OEM has to be provided)	All the servers which are part of this scope is declared EoSL by the respective OEM's. Hence we request the AHCT to allow the bidders to decide the Support model.	Decision may be taken at the time Bid Opening
14	5	The Service Provider shall extend necessary assistance in shifting and/or reinstallation of equipment covered under the AMC (within Hyderabad locations site)	During shifting all the transportation activities and charges need to be born by AHCT	Not considered.
14	9	The Service Provider shall maintain onsite an inventory of spare parts at least to ensure 99% uptime for PCs individually and 98% uptime for peripherals individually. Details of inventory list should be shared with Head IT of respective locations per month basis.	The SLA & uptime for servers is not mentioned in RFP. Also Request to change desktop uptime to 98%	Not considered
15	11	The Service Provider shall ensure that the malfunctioning Hardware, accessories is rectified within two hours of lodging the complaint by the AHCT. If the Service Provider is not able to rectify the same in stipulated time, the Service Provider shall provide similar /compatible /upgraded Hardware at their own cost, to ensure business continuity.	Request to Change as "The Service Provider shall ensure that the malfunctioning Hardware, accessories is rectified within Four working hours of lodging the complaint by the AHCT. If the Service Provider is not able to rectify the same in stipulated time, the Service Provider shall provide similar /compatible /upgraded Hardware at their own cost, to ensure business continuity."	Accepted
17	21	If not repairable the faulty Hardware i.e., Mother board, Keyboard, Mouse, RAM and HDD etc... are supposed to be replaced with new branded similar or upgraded Hardware. Repaired /refurbished Hardware will not be taken as replacement	Request to change as "If a hard disk fails, the same should be replaced with equivalent or higher specification Hard disk compatible with the system and duly accepted by AHCT"	Accepted
62		Due date of Submission is on 05.02.2018, 3:00 PM	Request to kindly extend the Bid submission due date for 10 days.	Not considered
86	Attachment 3	Summarize professional experience over the last twenty years, in reverse chronological order.	Need clarification on the given point.	The word 20 is replaced with 5 years. Considered.
88	Form F1	Cost Breakup Table	Need clarification - where do vendor need to provide the engineer cost. In the given table only AMC cost is reflecting.	Vendor shall quote the AMC cost including engineers cost.

Pre Bid Queries and Replies

Name of the Company : Akshara Enterprises				
Pg No	Clause	Description	Query Raised	AHCT Reply
1	4	EMD Exemption Date and Time	EMD Exemption Date and Time	06.02.2018 at 3.00 PM at Dr.YSR Bhavan, Jubilee Hills
14	5	5. The Service Provider shall extend necessary assistance in shifting and/or reinstallation of equipment covered under the AMC (within Hyderabad locations site)	Akshara shall assist AHCT in dismantling and reinstalling the systems at the time of shifting. The transport of these systems shall be AHCT responsibility and any damages during the shifting shall be to AHCT account.	Not considered
14	6	6. A health card (As per template mentioned in annexure-a) shall be maintained for all equipment covered under AMC. The Service Provider shall record therein each incident of equipment malfunction, date/ time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the equipment together with a description of the malfunction and the cause thereof. Details (As per template mentioned in Annexure-b) of preventive maintenance activity shall also be recorded.	Query : Annexure-a and Annexure-b not present in the tender document. It will not be possible for maintaining health card for each systems. Alternately we shall maintain an excel sheet/register/call package for recording each incident. Also please provide us the template as per Annexure-b as mentioned b above.	Not considered.
15	7	7. Since all plants are working in 24*7 environments, vendor has to deploy resident engineers accordingly so they can meet the time line provided in SLA. The Service Provider shall arrange to station sufficient qualified resident engineers (Min. 2 Engineers per location) in the office premises on all working days. The engineer's available working hours on weekdays will be from 9.00 AM to 6.00 PM. The working hours shall is divided into two shifts Morning shift from 9:00AM to 5:00PM and Afternoon shift from 10:00AM to 6:00PM. Minimum one engineer will be allocated per shift per site. However,	Query : As per above clause vendor is expected to deploy manpower from 9AM to 6PM. What about support from 6PM to next day 9AM as your offices are working 24x7. Please confirm.	Engineer shall attend physically between 10.00 AM to 6.00 PM. From 6.00 PM to 10.00 AM, the engineers has to be available on call.

Pre Bid Queries and Replies

		<p>under special circumstances such as month closing, the working hours shall vary as per the given situation. The resident engineers shall report to the Department of IT on all working days during office hours. The Resident Engineers shall be provided with mobile phones. The engineers must be graduate/ diploma holder with a minimum of two years experience in the area of IT Hardware / Software support and services. They must have suitable technical qualification like ITI / Hardware diploma from reputed Institute MCP/ MSCE /RHCE / CCNA etc.</p>		
15	11	<p>11. The Service Provider shall ensure that the malfunctioning Hardware, accessories is rectified within two hours of lodging the complaint by the AHCT. If the Service Provider is not able to rectify the same in stipulated time, the Service Provider shall provide similar /compatible /upgraded Hardware at their own cost, to ensure business continuity.</p>	<p>Query : While it possible to rectify the hardware where resident engineers are posted. In case of Locations (i.e. 10 districts) the same shall be rectified within 24 hours of reporting the call. Please amend the clause accordingly.</p>	<p>Considered . Two hours is replaced with 4 hours.</p>
42	15	<p>The bidder shall seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as “ORIGINAL” and “COPIES.” The envelopes shall then be sealed in an outer envelope. The technical bid and financial bid shall be in the same envelope as specified in BDS.</p>	<p>Query : As per Clause 15 of Page 68 all documents are to be submitted in eprocurement platform only. Whereas as per the above clause, physical hard copies need to be submitted. Please confirm submission of tender in eprocurement platform only and no hard copies will be submitted.</p>	<p>All hard copies shall submit at the time of Bid Opening along with e-procurement.</p>
86	1	<p>1. Summarize professional experience over the last twenty years, in reverse chronological order.</p>	<p>Query : Please help in the relevance of the above clause mentioned in Page 86.</p>	<p>The word 20 is replaced with 5 years. Considered.</p>