

**Indian Maritime University-Visakhapatnam Campus
Gandhigram, Visakhapatnam-530005**

**Tender for Comprehensive Annual Maintenance Contract for Hardware, Software and Facility Management Services
Tender No. IMUV/2014-2015/AMC&FMC/007 Dated 30-08-2014**

Queries and IMU Replies as discussed in the Pre-bid meeting held on 05-09-2014

Tender Clause		Queries raised	Query raised by	IMU Reply
3.31 (b)	The bidder should have valid agreement with OEM authorizing the Bidder to provide service to their equipment and a copy of the agreement in support of the same shall be submitted.	We have clarified that Our organization is successfully maintaining similar equipment. At many Government establishments. We have the required stock of OEM spares to maintain various brands of PC, Server and Network equipment. Hence, we are confident of arranging the required spares to maintain the equipment at IMU, Visakhapatnam, within the allowed down time We request you not insist submission of agreement with OEM authorization and waive off the above clause.	Om Systems & Services (P) Ltd.,	Since most of the Computer Equipment owned by IMU, Visakhapatnam Campus is from a single OEM, the clause cannot be relaxed.
3.31 (i)	The Bidder should have Annual Turnover of minimum Rs.20-00 Crores in each of the last Three Financial Years (2010-2011, 2011-2012 and 2012-2013). Audited Balance Sheet should be submitted for all the Three Years in support of the same (RST-04).	Since our company has been doing business in Computer Hardware Maintenance Services alone ever since inception. Hence, it is not practically possible to have 20 crore turnover. As the tender is called for Computer Maintenance and Facility Management services and we have the required experience, we request you to amend the clause as Rs.2.5 Crores in each of the last Three Financial Years (2010-2011, 2011-2012 and 2012-2013).	Om Systems & Services (P) Ltd.,	This eligibility condition cannot be relaxed.

3.17	The amount of Earnest Money Deposit (EMD) is Rs.100000 (Rupees One Lakh). The amount EMD may be paid in the form of Demand Draft drawn on any Scheduled Bank in favour of Indian Maritime University, Visakhapatnam Campus payable at Visakhapatnam. The Demand Draft should be enclosed to the Technical Bid and should not be sent separately.	Our organization is certified under NSIC (National Small Industry Corporation Ltd) do we get the EMD exemption?	Om Systems & Services (P) Ltd.,	The Micro and Small Enterprises (MSEs) registered with National Small Industries Corporation (NSIC) are exempted from payment of EMD subject to submission of valid NSIC Registration Certificate along with the Tender.
3.31 (h)	A list of technically qualified manpower in CISCO, Microsoft, HP, Symantec end point, Oracle database proposed to allocate for maintenance of the network and other equipment at IMUV is to be submitted along with the Technical Bid. The Resident Engineers should have at least 3 Years experience in providing Maintenance and Facility management services	Service Engineers Qualifications and experience	CMC Limited	As Per clause 3.31 (h) of tender.
3.17	The amount of Earnest Money Deposit (EMD) is Rs.100000 (Rupees One Lakh). The amount EMD may be paid in the form of Demand Draft drawn on any Scheduled Bank in favour of Indian Maritime University, Visakhapatnam Campus payable at Visakhapatnam. The Demand Draft should be enclosed to the Technical Bid and should not be sent separately.	Can we submit EMD in the form of BG	CMC Limited	The Original Tender condition is retained.

-	General	Clarification about End of Life Products(like printers / Plotters)	CMC Limited	IMUV is using all the EoF declared Equipments, hence it is mandatory to maintain those equipments.
-	General	Request to remove below given equipments from the AMC list Due to EoF declared (a) HP ML 350 Servers (b) HP Workstations 4400 (c)HP Design Jet Plotters (d) HP AiO 1200 NAS (e) HP Laptop nx 9010	Laser Systems Limited,	All equipments are in use, maintenance of these equipments is necessary.
-	General	What is the SLA and up time requirement.	CMC Limited,	Provided in the table below
-	General	The Penalty related to the downtime is not mentioned	CMC Limited	
-	General	The upper cap of the penalty	CMC Limited	In case the penalty amount equals to the cost of new equipment, IMU shall consider to accept similar or higher new equipment.

TABLE OF PENALTIES

Sl. No.	Item Description	Maximum Fee period for Breakdown (includes Software problems)	Rate of Penalty beyond Free Period/ Working Day /Item
Level - I (High availability Service)			
1	SAN and SAN connected Servers	Next Business Day	Penalty per day Rs.1000
2	Firewall / Router		
3	Bridges		
4	Zone Direct		
5	L2 and L3 Switches		
Level - II (Less severity Service)			
1	Servers	Within 2 working days	Penalty per day Rs 500
2	Resident engineer service	Next Business Day	
Level - II (Ordinary Service)			
1	Workstations	Within 5 working Day	Penalty per day Rs.300
2	Desktops		
3	Scanner & Projectors		
4	Plotters & Printers		
5	Laptops		
6	Passive Network Components including CAT 6 UTP cable etc.,		
7	Access points		
8	All other Miscellanies items		