

Pre-Bid Response to queries for “RFP for Facility Management Service and Comprehensive Annual Maintenance Contract of Computers and Peripherals for 3 years”

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1	2.2	Other Important Information Related to Bid	12	1. Earnest Money Deposit (EMD) - Online Rs. 2,00,000 (Rupees Two Lakhs Only) 2. RFP Document Fee to be paid via Online Payment Gateway mode only. Rs. 5000 + GST @18%	MSME Waiver for Tender Fees & EMD Is there a Waiver Applicable on Tender Fees & EMD for MSME Organisations	Revised Clause to be read as: 1. Earnest Money Deposit (EMD) - Online Rs. 2,00,000 (Rupees Two Lakhs Only) 2. RFP Document Fee to be paid via Online Payment Gateway mode only. Rs. 5000 + GST @18% MSME organizations may be exempted from Earnest Money Deposit, however bidder have to upload valid MSME certificate on eTender portal. Incase MSME certificate is found to be invalid, bidder shall have to submit Bank Guarantee of EMD amount Rs. Rs. 2,00,000 (Rupees Two Lakhs Only)
2	2.2	Other Important Information Related to Bid	12	1. Earnest Money Deposit (EMD) - Online Rs. 2,00,000 (Rupees Two Lakhs Only) 2. RFP Document Fee to be paid via Online Payment	Is the Waiver applicable for MSME & ISO Certification Required	Revised Clause to be read as: 1. Earnest Money Deposit (EMD) - Online Rs. 2,00,000 (Rupees Two Lakhs Only) 2. RFP Document Fee to be paid via Online Payment Gateway mode only. Rs. 5000 + GST @18% MSME organizations may be exempted

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				Gateway mode only. Rs. 5000 + GST @18%		from Earnest Money Deposit, however bidder have to upload valid MSME certificate on eTender portal. In case MSME certificate is found to be invalid, bidder shall have to submit Bank Guarantee of EMD amount Rs. Rs. 2,00,000 (Rupees Two Lakhs Only)
3	3.24	Prequalification criteria PQ 2	19	Turnover The bidder must have minimum average annual turnover of Rs.1.5 Crores for last three financial years (FY 16-17, FY 17-18, FY 18-19)	Turnover should be minimum 15Cr	Bid condition prevails
4	3.24	Prequalification criteria PQ 6	20	OEM MAF Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs. Authorization Letter from HP, DELL and Canon OEMs.	OEM MAF will not be available as this is not a B2B AMC we can share OEM Partnership Certificate	Revised Clause to be read as: OEM Partner Certificate Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs. Authorization Letter or Partner Certificate from HP, DELL and Canon OEMs.
5	3.24	Prequalification criteria PQ 6	20	OEM MAF Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs.	Does bidder has to get the back to back support form HP, Dell and Canon to support the mentioned IT Infrastructure, please confirm .	Revised Clause to be read as: OEM Partner Certificate Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs. Authorization Letter or Partner

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				Authorization Letter from HP, DELL and Canon OEMs.		<p>Certificate from HP, DELL and Canon OEMs.</p> <p>Clarification to be read as: Back to Back support from HP, Dell and Canon not required</p>
6	3.24	Prequalification criteria PQ 6	20	<p>OEM MAF Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs.</p> <p>Authorization Letter from HP, DELL and Canon OEMs.</p>	If it is we request you to share the serial numbers of the assets for which MMRC is looking for Back to back OEM support .	<p>Revised Clause to be read as: OEM Partner Certificate Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs.</p> <p>Authorization Letter or Partner Certificate from HP, DELL and Canon OEMs.</p> <p>Clarification to be read as: Back to Back support from HP, Dell and Canon not required</p>
7	3.24	Prequalification criteria PQ 6	20	<p>OEM MAF Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs.</p> <p>Authorization Letter from HP, DELL and Canon OEMs.</p>	Since MMRCL is not looking for back to back support, Partner Certificate / Reseller certificate will be considered. MAF will not be required since OEM will not issue MAF unless back to back AMC with them. Please provide clarifications	<p>Revised Clause to be read as: OEM Partner Certificate Submission: The Bidder should be authorized service provider / dealer / reseller / channel partner of HP, DELL and Canon OEMs.</p> <p>Authorization Letter or Partner Certificate from HP, DELL and Canon OEMs.</p>

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8	3.29	Security Deposit	21	The successful bidder needs to deposit/submit a security deposit equal to 10% of total contract value as Bank Guarantee from scheduled commercial bank only	Since this is FMS contract for three years (same year on year), we request you to change Security Deposit @10% of Yearly Contract Value valid for 3 years & 6 months.	Bid condition prevails
9	4.1	Facility Management Services (FMS)	24	Network Management and Monitoring	Is there Tool Available for Monitoring	Bid condition prevails. Clarification to be read as: Currently, no tool is available for Network Management and Monitoring
10	4.1	Facility Management Services (FMS)	24	1. Bidder shall provide dedicated FMS team for MMRC. The FMS resources shall be a single point of contact for the offices of MMRC. 2. FMS Team Structure shall be as below.	Where does bidder has to deploy the dedicated FMS Team resources? Does bidder has to deploy all the four resources at single location, please confirm If It does these resources can travel form location other location to serve this contract.	Bid condition prevails Clarification to be read as: FMS resources shall be deployed at MMRC Head offices at BKC and shall be required to travel to project site locations on call basis
11	4.1	Facility Management Services (FMS)	24	Total Team Structure - Desktop Engineers - 3 Nos & System Admin - 1 No. to be deployed on site.	Our suggestion is to add one dedicated Help Desk Executive needs to added who will keep tract of calls Help Desk & Asset Management	Bid condition prevails

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12	4.1.1	Helpdesk Support	25	Implement a call logging system in line with the severity levels as per the SLAs.	Is there Tool Available for Call Logging	Revised clause to be read as: Implement a call logging system in line with the severity levels as per the SLAs. Service provider shall bring their own call logging / ticketing / incident tracking system to be used during contract period. Access to call logging system shall be shared with MMRC.
13	4.1.1	Helpdesk Support	25	Implement a call logging system in line with the severity levels as per the SLAs.	Does MMRC is having any online call logging system currently, Please confirm If not, does bidder has to provision same , please confirm.	Revised clause to be read as: Implement a call logging system in line with the severity levels as per the SLAs. Service provider shall bring their own call logging / ticketing / incident tracking system to be used during contract period. Access to call logging system shall be shared with MMRC.
14	4.1.1	Helpdesk Support	25	Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following: i. Specific E-Mail account ii. Telephone iii. Online Ticket Management Tool	Please clarify whether MMRC has the online ticketing tool or ?	Revised clause to be read as: Implement a call logging system in line with the severity levels as per the SLAs. Service provider shall bring their own call logging / ticketing / incident tracking system to be used during contract period. Access to call logging system shall be shared with MMRC.
15	4.1.2	Asset Management	26	Auto discovery of new IT hardware.	Is there Tool Available for Asset Management	Clarification to be read as: No. Currently Asset Management is done through manual paper based system

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16	4.1.2	Asset Management	26	Asset Management	Please clarify, how MMRCL is presently doing Asset Management, through Tool or manually. Please suggest	Clarification to be read as: Currently Asset Management is done through manual paper based system
17	4.1.3	End User IT Support	27	Backup of the data as per the backup policy defined by MMRC.	Medium will provided by MMRCL/ Bidder has to arrange	Clarification to be read as: Backup medium will be provided by MMRC
18	4.1.3	End User IT Support	27	Backup of the data as per the backup policy defined by MMRC.	We understood that to perform the backup activity MMRC will be responsible to provide the required Backup Media , please confirm	Clarification to be read as: Backup medium will be provided by MMRC
19	4.1.3	End User IT Support	27	In case of hard disk failure, the bidder shall make all attempts possible to retrieve the data and transfer to the new hard disk. The Hard disk should be of same make and have capacity, specification equal to or higher than the original hard disk.	Data Recovery will be borne by MMRCL or Bidder	Clarification to be read as: After all possible attempts if bidder is unable to retrieve the data in that case can it outsourced to third party vendor to retrieve the data on chargeable basis, post prior approval from MMRC
20	4.1.3	End User IT Support	27	In case of hard disk failure, the bidder shall make all attempts possible to retrieve the data and transfer to the new hard disk. The Hard disk should	After all possible attempts if bidder is unable to retrieve the data in that case can it outsourced to third party vendor to retrieve the data on	Clarification to be read as: After all possible attempts if bidder is unable to retrieve the data in that case can it outsourced to third party vendor to retrieve the data on chargeable basis, post prior approval from MMRC

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				be of same make and have capacity, specification equal to or higher than the original hard disk.	chargeable basis with a prior permission of MMRC , please confirm	
21	4.1.4	Network Management and Monitoring	27	Daily monitoring of LAN, WAN, Wi-Fi, Internet connectivity and speed or manual testing, troubleshooting and reporting the status to the IT cell, MMRC.	We understand that MMRCCL presently do not have any tool for Network Monitoring. WAN can be monitored thru ISP portal access. Please suggest. Also what report MMRC is looking for.	Bid condition prevails. Clarification to be read as: Currently, no tool is available for Network Management and Monitoring
22	4.1.4	Network Management and Monitoring	28	LAN Audit Services The LAN audit shall be held every six months which will have below mentioned deliverables:	Please confirm locations for LAN Audit services	Clarification to be read as: Lan Audit shall be carried out at MMRC Head Offices based at BKC
23	4.1.7	Key Resource Qualification and Responsibility	29	Desktop Engineer - B. Tech/ B.E in CS/EE/MCA Additional Certificates like Diploma in Computer Hardware and Networking with course duration of minimum 1 year from Govt. Recognized institution	BE / B. Tech in CS/EE/MCA may not be available for Desktop support & therefore we request you change the criteria as "BE / B Tech / Diploma in Computer Hardware & Networking / Graduate with Hardware & Networking 1 year course having minimum 3 years experience.	Bid condition prevails

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24	4.1.7	Key Resource Qualification and Responsibility	29	System Administrator - B. Tech/ B.E in CS/EE/MCA Additional certificates like MCSE / RHCE or equivalent, RHEL	We suggest to change the term as "B. Tech/ B.E in CS/EE/MCA / Diploma (3 years) Additional certificates like MCSE/RHCE or equivalent, RHEL / CCNA"	Bid condition prevails
25	4.7.5	Calculation of Penalty	35	Servers System(s): The run time for Servers and Server system is 24x7 for all 365 days. Server Systems refers all the connected components to the server such as all Networking equipment, Power supply systems (UPS) etc.	As per RFP there is one resource asked as a server engineer but the one resource cannot support 24*7 service window ,so please confirm does MMRC is looking for manned support during all 3 shifts a day or remote support as and when required will be acceptable here .	Revised clause to be read as: Servers System(s): The run time for Servers and Server system is 9.00 AM to 7.00PM on all working days . Server Systems refers all the connected components to the server such as all Networking equipment, Power supply systems (UPS) etc. However, in case of any incident in Server systems in non-working hours, service provider shall provider support on call basis. Downtime for SLA shall be calculated as per standard working hours. Time required for Hardware OEM to resolve any hardware related issues shall not be considered as downtime for SLA.
26	4.7.5	Calculation of Penalty	35	Servers System(s): The run time for Servers and Server system is 24x7 for all 365 days. Server Systems refers all the connected components to the server such as all Networking	Since onsite Engineers are available during office hours only, how penalty will be calculated for 24 x 7 support.	Revised clause to be read as: Servers System(s): The run time for Servers and Server system is 9.00 AM to 7.00PM on all working days . Server Systems refers all the connected components to the server such as all Networking equipment, Power supply

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				equipment, Power supply systems (UPS) etc.		systems (UPS) etc. However, in case of any incident in Server systems in non-working hours, service provider shall provide support on call basis. Downtime for SLA shall be calculated as per standard working hours. Time required for Hardware OEM to resolve any hardware related issues shall not be considered as downtime for SLA.
27	4.7.5	Calculation of Penalty	35	Servers System(s): The run time for Servers and Server system is 24x7 for all 365 days. Server Systems refers all the connected components to the server such as all Networking equipment, Power supply systems (UPS) etc.	Since there are no servers under AMC, the penalty due to spare parts / maintenance will be not in Bidder's scope. Please confirm	Revised clause to be read as: Servers System(s): The run time for Servers and Server system is 9.00 AM to 7.00PM on all working days . Server Systems refers all the connected components to the server such as all Networking equipment, Power supply systems (UPS) etc. However, in case of any incident in Server systems in non-working hours, service provider shall provide support on call basis. Downtime for SLA shall be calculated as per standard working hours. Time required for Hardware OEM to resolve any hardware related issues shall not be considered as downtime for SLA.
28	4.7.5	Calculation of Penalty	35	Desktops and Peripherals for priority users: The run time for the desktops and peripherals will be 24x7 for all working days.		Revised Clause to be read as: Desktops and Peripherals for priority users: The run time for the desktops and peripherals will be 9.00 AM to 7.00PM on all working days. However, in case of any

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						incident in Server systems in non-working hours, service provider shall provide support on call basis. Downtime for SLA shall be calculated as per standard working hours. Time required for Hardware OEM (incase hardware is in OEM warranty) to resolve any hardware related issues shall not be considered as downtime for SLA.
29	4.7.5	Calculation of Penalty	36	Criticality Level - 1 Rs.5000 per incident exceeding permissible downtime Criticality Level - 2 Rs.3000 per incident exceeding permissible downtime Criticality Level- 3 Rs.1000 per incident exceeding permissible downtime	The said penalty is very much higher side. Therefore, we suggest to lower down the penalty based on that equipment AMC value. Maximum penalty will be 10% of quarterly billing value.	Bid condition prevails
30	4.7.5	Calculation of Penalty	36	Penalty charges should be limited to the 10% of contract value till the end of contract period. However, MMRC has right to blacklist the bidder on non-performance.		Revised clause to be read as: Penalty charges should be limited to the 10% of contract value till the end of contract period. However, MMRC has right to blacklist the bidder on non-performance. In this case, MMRC reserves the right to cancel the order and terminate the contract and recoveries, if any, will be

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						made from invoices/bills or Service Provider's security deposit.
31	4.3	Project Timelines	31	Commencement of Facility management Service for maintenance Service of IT Infrastructure at MMRC Deployment of FMS resources T + 1 Week	We request for minimum 30 days time for deployment of Resources & hand over - take over activity.	Bid condition prevails
32	Annexures	Annexure G: List of hardware and serial number				New clause added as: Annexure G: List of hardware and serial number
33	General	General		We understood SLA and penalty will be based on the standard working hours only , please confirm .	We understood SLA and penalty will be based on the standard working hours only , please confirm .	Bid condition prevails Clarification to be read as: Yes,
34	General	General		In case It OEM back to back AMC support is not required in that case we request you to delete the clause mentioned under PQ6	In case It OEM back to back AMC support is not required in that case we request you to delete the clause mentioned under PQ6	Clarification to be read as: PQ6 has been revised to include Channel Partner Certificate
35	General	General		Asset List	Please provide model & serial nos of all in one Machines, Printers & Laptops	New clause added as: Annexure G: List of hardware and serial nos.