

**RFP for Comprehensive Annual Maintenance
Contract (CAMC) of
Computer/Printers/Laptops etc**

**Date of Pre-Bid Meeting: 18th Nov 2020 at
03:00 PM**

SNO	REF CLAUSE No	CONTENT OF RFP	PONTs OF CLARIFICATION REQUIRED	PFRDA RESPONSE
1.	Under Service Level Agreement, SI No.1	Issue relating to LAN/WAN/Wireless Connectivity/Desktop/Laptops/Peripheral Devices MMTR 1 (HH:MM) – 30 Minutes MMTR 2 (HH:MM) – 2 Hr.	Whether the Mean Time to Response should be less or equal to 30 Minutes only in case of more than 2 (Two) or more issue at same time.	The MMTR is applicable for the respective complaints Individually.
2.	SI No.6 in Page no.39	Under Evaluation & Award Criteria: 6. Service Support Backup understanding with the OEM or their authorized service provider for equipment's. 6.1 – Partner Understanding with HP, IBM, Microsoft, Dell, Symantic, Fortinet, Cisco, Polycom	Whether bidder has to submit the partner understanding in bidder's letter head or as OEM Authorization letter or any email communication regarding partnership can be accepted?	Proof of OEM Authorized service provider should be submitted.
3.	Not Provided		Payment to engineers should be paid as per the state minimum wages act or central minimum wages act.	Payment to engineers should be paid as per the minimum wages act.

4.	Not Provided		Whether 2 (Two) company in partnership can apply for this tender.	Please refer RFP.
5.	S No.4 under the Evaluation and Award Criteria	Declaration from HR. Undertaking regarding the Availability of minimum 05 (Five) Certified Network Engineers (CNE) on the rolls of vendor.	Whether the details about the 5 (Five) engineers should be submitted in the bidder's letter head or other ID proof of the engineers also required.	Details about the engineers in the company letter head is sufficient signed by the Authorized signatories.
6.	SI. No.5 under the Eligibility Criteria	Manpower Strength – The bidder should have minimum Twenty (20) qualified support engineers having BE/B.Tech/MCA/B.Sc in IT/Computer Science/ Electronics Communication/Electronics or higher on company payroll as on submission of bid.	Whether this manpower strength should be from direct company payroll or can be on contract or from outsourced services also?	The Manpower should be from the direct company payroll only.
7.	SI No.2 under the Eligibility Criteria	The bidder should have minimum 5 years (ending March 2020) of experience in supporting/servicing computers, laptops, printers and other accessories. Should have executed one order of the similar nature, costing not less than Rs.10 lakh or two order of similar nature not less than Rs.5 lakh each.	Whether company started before 6 (Six) month can apply?	Please refer RFP.
8.	SI No.2 under the Evaluation and Award Criteria	Past experience in providing AMC of similar nature in government organisations (including PSUs).	Whether private companies comes under PSUs category?	Private companies can't be considered under Public Sector Unit (PSU).

9.	Not Provided	Not Provided	Whether OEM Authorization from all the brands mentioned in the tender required ?	If the bidders have any partnership with OEM then the same should be submitted as per the rules mentioned in Eligibility Criteria.
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