

**ELECTRONICS CORPORATION OF TAMIL NADU LIMITED, CHENNAI – 35.**

<b>STATEMENT OF REPLIES TO PRE-BID QUERIES RAISED BY THE BIDDERS</b>							
<b>TENDER NO. ELCOT/Networks/OT/33400/Secnet/2021</b>							
<b>AMC for High end servers &amp; Network devices and related items with Manpower support and Antivirus support in Secretariat LAN control Room</b>							
<p>The Tender document (Version 1.0) was released on 24.02.2021 and the Pre - bid meeting was held on 03.03.2021. The Queries raised by the prospective bidders and clarifications of ELCOT are given below. Further, the Tender document (Version 2.0) incorporating the corrections furnished below is hosted in the websites (<a href="http://www.elcot.in">www.elcot.in</a>, <a href="http://www.tenders.tn.gov.in">www.tenders.tn.gov.in</a> and <a href="https://tntenders.gov.in">https://tntenders.gov.in</a>) for the convenience of the prospective bidders. As such, the prospective Bidders are advised to follow the Tender Document (Version 2.0). During the submission of the bid, bidders should submit the necessary Corrigendums along with the Revised Tender document Version 2.0 without fail.</p>							
<b>Sl. No.</b>	<b>Page No.</b>	<b>Chapter</b>	<b>Clause No.</b>	<b>Title</b>	<b>Description of the Clauses as per Tender Document</b>	<b>Amendment requested</b>	<b>ELCOT response for the pre-bid queries</b>
1.	13	2	10	e-Tender Schedule	Due date, time and Place for Submission of Tender Online	Request you to extend the days at least by 10 days.	Due Date extended upto 26.04.2021
2.	18	4	4	Eligibility Criteria	<p>Bidder should have executed a single work order value of at least Rs.2.00 Crores or above to Government/ Public Sector Undertakings departments and any Corporate offices in India in any one of the previous three financial years (2017-18, 2018-19 &amp; 2019-20).</p> <p>Copy of Work order(s) or Agreements and Completion certificate from the customers should be submitted.</p>	<p>In this regard, we are enclosing herewith a PO copy received from BSNL, Chennai vide No.AGM Sales (EB-II)/P.O/IG-Registration Dept-MPLS/18-19/1 dt.17.10.2018 for supply of hardware, Link termination and Link maintenance of 2 Mbps MPLS VPN to Inspector General, Registration Department, Chennai.</p>	A completion or partial completion certificate has to be provided.

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						Please confirm this will meet the requirement as per your clause.	
3.	18	4	6	Eligibility Criteria	The company should be an Authorized Service Partner (ASP) of CISCO Tamil Nadu / Chennai	We are an Authorized select partner from CISCO since last 10 years can support through CISCO	Tender Conditions would remain same
4.	18	4	9	Eligibility Criteria	Bidder / Manufacturer should have ISO 9001:2015 Certification or higher.	We are not having certified with ISO 9001:2015, but certified in MSME. Request for your kind consideration to participate.	Tender Conditions would remain same
5.	19	4	5	Eligibility Criteria	Bidder should have at least 50 engineers / workmen with qualification not less than diploma and experience in their roll at least for a period of one year. List of Technical professionals working in the center supported by muster roll copy on or before 31/12/2018	Since you are asking for in the roll at least for a period of one year, we request you to amend it by;  List of Technical professionals working the center supported by muster roll copy on or before 31.12.2019.	List of Technical professionals working in the center supported by muster roll copy on or before 31/12/2019.

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6.	19	4	6 & 8	Eligibility Criteria	The company should be an Authorized Service partner (ASP) of CISCO Tamil Nadu/Chennai & The bidder should have Manufacturer Authorization form (MAF) from CISCO for Tamil Nadu / Chennai for all the devices	MAF from Cisco to be produced	Tender Conditions would remain same
7.	19	4	7	Eligibility Criteria	The bidder should have the necessary OEM Support for all the devices	OEM support for only CISCO components	The bidder should have OEM support for the products supported by OEMS', mainly network devices.
8.	29	6	6.5.3	Price Bid Evaluation	However, the L1 Bidder may be asked to match the L1 Prices of line items if any, in case they have become L2 for those line items.	Kindly remove this clause.	Tender Conditions would remain same
9.	29	6	6.5.3	Price Bid Evaluation	5) The total value excluding GST and including all other duties and charges (Such as Customs Duty, other duties not subsumed under GST, Installation Charges etc., as per the guidelines stated above) for all the items will be taken up for Price Bid evaluation The	We request you to remove the below clause "However, the L1 Bidder may be asked to match the L1 Prices of line items if any, in case they have become L2 for those line items."	Tender Conditions would remain same

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					Bidders who quote L1 Price for the total value of items will be called as L1 Bidder. However, the L1 Bidder may be asked to match the L1 Prices of line items if any, in case they have become L2 for those line items.		
10.	37	8		List of equipments	The List of equipments to be kept under AMC is mentioned under the heading “List of Equipments”. The successful bidder has to submit copy of 24 x 7 support contract with CISCO for all supported devices till supported date listed in List of Equipments. The successful bidder has to have either in-house team or back to back support with the manufacturer / OEM for all the devices listed in List of Equipments.	The CISCO Routers and Switches serial number are not mention in the tender document, based on the serial numbers the CISCO OEM will share the price and support confirmation.	Sl. Nos. of the Cisco Device is provided.
11.	37	8		List of equipments	The Successful Bidder has to offer 24 x 7 on-site Comprehensive Maintenance for the UPS (including batteries), Communication Devices, Servers, Modems,	The Dell Power Edge Server-R900 4 U Rack Server, HCL 2 U Rack Server, HP 2 U Rack Server are EOS & EOL products. The Servers	Detail is provided

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					Switches and other devices as indicated in the Price bid.	configurations and Serial numbers are not mention in the Tender bid.	
12.	37	8	11	List of equipments	10 KVA Online UPS with 1 Hour Backup	We request you to clarify that whether we have to consider the battery replacement charges	The Batteries (12V/100AH SMF – 60 Nos.) for 2 Nos. of 40 KVA UPS was replaced during 30.01 2021. The batteries for all other UPS needs to be replaced.
13.	37	8	13	List of equipments	Numeric 40 KVA Online UPS 1 hour Backup	We request you to clarify that whether we have to consider the battery replacement charges	The Batteries (12V/100AH SMF – 60 Nos.) for 2 Nos. of 40 KVA UPS was replaced during 30.01 2021. The batteries for all other UPS needs to be replaced.
14.	37	8	14	List of equipments	Numeric 5 KVA Online UPS with 1 hour Backup	We request you to clarify that whether we have to consider the battery replacement charges	The Batteries (12V/100AH SMF – 60 Nos.) for 2 Nos. of 40 KVA UPS was replaced during 30.01 2021. The batteries for all other UPS needs to be replaced.

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15.	39	Scope of work	9.2	Scope of Antivirus support	The present vendor, M/s. Interlace India Pvt. Ltd. has earlier supplied Symantec Server / Client Antivirus software with 8 00 Users License for the Antivirus Support and the license is expiring by May 2021 . The successful bidder has to supply and install Server Client antivirus supporting 800 nodes. Presently Symantec end point version 12.1 Server Client Antivirus is being used with 801 Licenses. The required antivirus support should be provided Server Client category with 801 Licenses.	The bidder can propose for New Anti-Virus Product with latest features like Integrated Data Loss Prevention, Application Control, HIPS, Machine learning, Pre Execution machine learning - on premises solution. The quoted product should be in Gartner Leader Quadrant in last two years	Symantec antivirus solution is being implemented and operational for the past six years in the server and 800 clients. The software version alone is upgraded as and when new version is released. The Antivirus solutions cannot be changed as it requires installation in all 800 clients. The same solution can be implemented. Tender conditions remain same.
16.	39	9	a (1) and (2)	Annual Maintenance of the existing equipments	The Successful Bidder has to offer 24 x 7 on-site comprehensive Maintenance for the UPS (including batteries), Communication Devices, Servers, Modems, Switches and other devices as indicated in the Price bid. 2) The Successful Bidder has to	Non comprehensive support for EOL servers and EOS CISCO switches, Routers are other CORE equipment list.	Cisco support is available till 31.10.2021.

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					resolve all the complaints before the maximum allowable down time. If the complaints are not resolved, the Successful Bidder has to provide equivalent stand by equipments towards the smooth operations of the Network and Services otherwise the penalty will be levied as indicated in the Penalty Clause		
17.	45	11	1, 2 & 3	Penalty Clause	Penalty beyond down time	Request you to put penalty maximum cap as 5%	Tender Conditions would remain same
18.	60	Annexure-5	1 to 25	List of equipments	List of Equipments	Serial numbers are required for all the products	Sl. Nos. of the Cisco Device is provided.
19.	75	Annexure-9	B	Price Bid	Price details for 5 Months AMC from 01.06.2021 to 31.10.2021	Price details for 1 year	OEM will provide support till 31.10.2021.
20.	75	Annexure-9	C	Price Bid	Price details for Antivirus Support	Alternate product equivalent to Symantec Antivirus Support	Symantec antivirus solution is being implemented and operational for the past six years in the server and 800 clients. The software version alone is upgraded as and when new version is released. The Antivirus

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							solutions cannot be changed as it requires installation in all 800 clients. The same solution can be implemented. Tender conditions remain same.
21.	75	Annexure-9	B	Price Details for 5 months AMC from 01.06.2021 to 31.10.2021	1) Cisco 3750 Access Switch - Qty. - 105 2) Cisco 3925 Router - Qty. - 2 Nos.	We request you to provide serial numbers for all Switches & Routers as this is required by the OEM Cisco, to check the service support availability for the said items.	Detail is provided
22.	78	Annexure-9	E (1, 2 & 3)	Price Bid	Support Engineer & Assistant System Administrator	Minimum Cash on hand payable to be increased	The salary is revised for Support Engineer and Assistant Systems Administrator.
23.	78	Annexure-9	E	Break up details of Cost per Engineer	Onsite support engineers salary revision as per industrial standard	As per the current IT services industry the sys admin and network engineers man power cost gone up , hence needs to be revised the salary cash on hand another 20 % from existing salary	The salary is revised for Support Engineer and Assistant Systems Administrator.



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						quoted in the Bid.	
24.	78	Annexure-9	E	Break up details of Cost per Engineer	<p>Man Power Support Engineer *Minimum Cash on Hand Payable ( 3) to be quoted (in Rs) - 20000/-</p> <p>Man Power Support Assistant System Administrator (Network) *Minimum Cash on Hand Payable ( 3) to be quoted (in Rs) - 32000/-</p> <p>Assistant System Administrator (Application and Database) *Minimum Cash on Hand Payable ( 3) to be quoted (in Rs) - 28000/-</p>	<p>We request you to kindly consider the minimum cash on hand payable for Support Engineer as Rs. 25,000/-</p> <p>We request you to kindly consider the minimum cash on hand payable for Assistant System Administrator (Network) as Rs.45,000/-</p> <p>We request you to kindly consider the minimum cash on hand payable for Assistant System Administrator (Application and database) as Rs.42,000/-</p>	The salary is revised for Support Engineer and Assistant Systems Administrator.