

Tender No: NMRC/IT/2023/276 "CAMC OF IT EQUIPMENT IN NMRC".

Pre Bid meeting date: 30.06.2023 (11:30 Hrs)

Place : Conference Room , Noida Metro Rail Corporation Ltd ,Sec-29 Noida -201301

Company Name	Sl. No.	Document	Clause No. and Existing Provision	Clarification Required	Suggest Text for the Amendment	Rationale for the Clarification or Amendment	Clarification by NMRC
M/s ITS Infosystems Pvt Ltd	1	RFP	Section 4 Clause no. 4.6 page 27:Performance	PBG value to be reduced from 10% to 3%	To fulfill the requirement of performance bank guarantee during the implementation period, the succesful Bidder(herin referred to as the "Contractor" shall deposit 3% of the Contract Price	For all GOI tender PBG amount is restricted to 3% of the contract price	No Change
	2	RFP	Equipment details- laptop- HP -23 serial no.1 page no. 12	What is the model no. for HP-QTY 23	Mention Model no.	To understand the cost of the equipment	Please refer Corrigendum-1
	3	RFP	Section 2 ,Clause no.2.2- 4 (page no. 6) The NMRC will only provide consumable items such as printers, inkjet cartridge. All other consumables/spare parts like UPS batteries, Laptop batteries, Key board, Wireless keyboard Mouse, wireless mouse will be in the scope of contractor	UPS Batteries and Laptop batteries should be out of scope of work	The NMRC will only provide consumable items such as printer toners for laser-jet printers, inkjet cartridge. All other consumables/spare parts like, Keyboard, Wireless keyboard Mouse, Wireless mouse will be in the scope of contractor,whereas UPS batteries, Laptop batteries shall be charged on actual basis as with proper approval from NMRC authorities.	It is difficult to quantify the cost and numbers involved. So it may increase the bid cost.	Please refer Corrigendum-1
	4	RFP	Section 2 clause I page no. 8-Helpdesk will be center point of contact for all user related issues from the user related issues from the user or NMRC representative. The Contractor shall lodge/monitor complaints and attendance of Engineers through web based Application/ Suitable Software, call receiving from Users representative, its logging and issue of complaint	Is vendor to place additional resource for helpdesk management. If yes, call logging thru dedicated email is ok or web based application is a must	Helpdesk will be ceter point of contract for all user or NMRC representative. The Contractor shall lodge/complaints and attendance of En=gineers through suitable application or at helpdesk contact no.	Using web application become cumbersome at time for the users, otherwise call logging over phone or through mail is easy	No Change
	5	RFP	Pt no. 12 scope of work page no.9-No conveyance charge shall be reimbursed/granted by NMRC for undertaking CAMC work at different site offices of NMRC.	as engineers needs to move from one metro station to other than what is the arrangement?	No conveyance charge shall be reimbursed /granted however Metro card shall issued by NMRC for undertaking CAMC work at different depot station sites of NMRC.	Free access tovendors are allowed for metro work	No Change

Company Name	S. No.	Document	Doc Page No.	Clause No	Clause Detail	Suggested Text for the Amendment / Rationale for the Clarification or Amendment	NMRC Reply/Remark
M/s Karvy Innotech Limited	1	RFP	11	2.2. SOW 20	The maximum limit of penalty shall be 10% of the contract price.	Penalty should be capped to 5% of Total Contract Value.	No Change
	2	RFP	31	GCC 5.2.6 - e	If the Agency fails to deliver the items within the period fixed for such delivery in the contract or as extended or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to his other rights. The total amount of liquidated damages, however, not exceed the limit of liquidated damages - 15%, after which contract will be deemed as cancelled & PBG will be encashed by the Purchaser.	Request to change the clause as below :- If the agency fails to deliver the items /service within timeline, NMRC will send written notice of 60 days and LD capping should be 5% of TCV.	No Change
	3	RFP	7	Section 2 TOR , 2.2 SOW Point No 4	The NMRC will only provide consumable items such as printer toners for laser-jet printers, inkjet cartridge. All other consumables/spare parts like UPS batteries, Laptop batteries, Key board, Wireless keyboard Mouse, wireless mouse will be in the scope of contractor.	Request to keep UPS Batteries , Laptop Batteries out of the contract they have specific life span and post that it needs to be replaced and no repair option available. Batteries can be purchased as separate line item by you as for UPS more than 1KVA rating heavy duty batteries are used. Also No Count of Wireless Keyboard and Wireless Mouse is mentioned in the RFP. Printer Parts like Drum and Ribbon are also having specific usage period and their where and tear depends upon the user and time for which it is used and hence should not be covered under scope of this RFP.	Please refer Corrigendum-1
	4	RFP	8	Section 2 TOR , 2.2 SOW Point No 7C	Network Management Services :- Basic troubleshooting for Network items (Hub, I/O Box, and Patch Cord etc.) Networking connectivity with desktop.	Request to confirm that who will provide passive material like UTP cables , Electric Cables . I/O Box , Patch etc for faulty part replacement.	No Change
	5	RFP	9	Section 2 TOR , 2.2 SOW Point No 7I	Helpdesk Support Services :- Helpdesk will be center point of contact for all user related issues from the user or NMRC representative. The Contractor shall lodge/monitor complaints and attendance of Engineers through web based Application/ Suitable Software:	Request to confirm on the tool currently used for HelpDesk.	No Change

6	RFP	10	Section 2 TOR , 2.2 SOW Point No 9	The Contractor shall deploy Resident Service Engineers at different NMRC's locations/site in who will be available between 09:30 hrs to 1800 hrs on all working days exclusively for attending the maintenance of the Computers, Computer Networks and other equipments of the NMRC. At least 03 no. of engineer are required for AMC. (This is the minimum requirement.	Request to confirm on minimum wages to be followed (central /state. Also Skill Category Required (Skilled/Semi Skilled)	No Change
7	RFP	11	Section 2 TOR , 2.2 SOW Point No 13	Rodent damage will also be covered in comprehensive AMC.	Request to remove this from Scope as these cases are mostly non-repairable.	No Change
8	RFP	14	Equipments Details Point No 4	UPS Zebronic -- 3 Qty APC -- 2 Qty Microtek -- 1 Qty	Kindly confirm Rating for these UPS , Along with Battery Bank complete details.	Please refer Corrigendum-1
9	RFP	15	Equipments Details Point No 5	Firewall	Kindly confirm make and model . Also no OEM Support and Update/Upgrade will be provided in support. Only Hardware Breakfix support will be available. If OEM Support Required then please provide make model and serial no of the devices along with last year renewal details.	Please refer Corrigendum-1
10	RFP	16	Equipments Details Point No 7	Projector Hitachi/CP-X3042WN -1 Qty Sony/VPL-EX570 - 1 Qty Canon/Rayo i5 - 1 Qty Sony/VPLDX240 --1 Qty	Kindly confirm Lamp Life for each projector Category	No Change
11	RFP	17	Equipments Details Point No 8	Video Conferencing - Polystudio	Please provide complete configuration details	Please refer Corrigendum-1