

**Tender Queries "Bid for AMC Proposal for Network Equipments"- UTIITSL Response**

<b>S/N</b>	<b>Page No.</b>	<b>Clause</b>	<b>Clarification Required /Suggestion given by Vendor</b>	<b>UTIITSL Response</b>
1	16	Eligibility Criteria: Bidder should have PAN India presence	Is it a mandatory requirement to have offices PAN India? The locations to be covered are mainly Mumbai, Chennai, Delhi, Kolkata, Gurgaon & Secunderabad which can be supported by us with the present infrastructure	It is expected here that, the bidder should have presence across country having own offices or the franchise to support on these devices even if moved to new locations other than the specified in RFP.
2	17	Under Eligibility criteria	How many engineers to be deployed? 2 or 3?	Bidder should have Minimum 2 Associate Engineers and One L3 engineer at Mumbai location. It is not required to deploy the engineers at UTIITSL locations. If UTIITSL raise the call for support, then engineer should attend the call and close it within the specified timelines.
3	17	Support & Penalty terms:	There is no cap on penalty. Please confirm what is the cap?	Please check point -3 on Support & Penalty terms. As per this point the penalty will be charged "Till the Call is completed". There is no cap on the penalty
4	2	Tender Fee and EMD	EMD exemption for MSME / NSIC vendor	Organizations having NSIC and MSME certificates are exempted from EMD payment
5	15	Minimum Two Associate engineers at Mumbai	Total asset in mumbai is 3 nos. So we request to you to do amendment of 2 Associate engineer at Mumbai to 1 no.	No change