

Tender Queries "Bid for Supply of Network Equipments with Access Control and Management System"- UTIITSL Response

S/N	Page No.	Section /Point or Clause Number	Clause	Clarification Required /Suggestion given by Vendor	UTIITSL Response
1	49			Device list which expected to cover under NMS Solution shall be required from UTI ITSL for Sizing the NMS BoQ	1. Fault and performance monitoring of nodes- Licensing Qty (150) 2. Network configuration and change management for one Node License Qty (120) 3. Netflow one probe with unlimited no. of destination IP and unlimited data License Qty (1) 4. installation, commissioning and Training Charges License Qty(1)
2	17			NMS Solution Support Level is not mentioned please Specify which support needed - 24x7 or NBD 8x5?	24X7 support for five years
3	1	3	EMD 3,00,000/-	We are NSIC and MSME certified company and eligible to get exemption for EMD payment for any tender for procurement of products or services as per GOI guideline. So we request you to kindly confirm your acceptance for the same on urgent basis. Attaching our valid copy of NSIC and MSME certificates for your reference.	Organizations having valid NSIC and MSME certificates (relevant to tender scope) are exempted from EMD payment
4	2	20	The Bidder should have annual Turnover of at least Rs. 25 crore in each of last three financial years.	Sir, our Company is MSME & NSIC certified and as per Govt Policy Circular No. 1(2)(1)/2016-MA dtd 10th March 2016 (attached), we are eligible to get exemption on prior turnover and prior experience criteria, if we are technically capable. Hence we would like to brief our company profile, major projects in hand with assets handled and the national locations where we are present already. We are a 12 year old ICT company having support services across India with 8 Regional Offices and 65 offices across the country to cater to our existing projects handling more than 1.4L assets supported by more than 600 onsite resources deployed at more than 450 service locations across india. The biggest Project in hand currently is Life Insurance Corporation's National AMC Support for PC, servers, Laptops, printers, scanners and other peripherals having 65000 assets across 60 Divisional Offices. We have successfully completed two years contract in June 2019 and LIC has issued us a formal completion certificate(attached) also in this regard. Apart form LIC, we support many other prestigious clients like RBI, SBI, Vijaya Bank, Allahabad Bank, United India Insurance, Oriental Insurance, New India Assurance, Airport Authority of India, Employee State Insurance Corporation, ANZ, Income Tax Department, Indian Railways, Indian Army, Kerala Treasury, IIM-B, HAL, BHEL, BEL, Indian Cost Guard, STPI etc. With this, we request you to kindly note that we are fully capable to handle this new project of UTIITSL across the country that are covered in this RFP. Hence we request you to either reduce the Annual Turnover Limit	Organizations having valid NSIC and MSME certificates are exempted on prior Turnover criteria.
5	4	9	The bidder shall provide a complete Five Years onsite comprehensive support (warranty and AMC period together should account for five years) from the date of installation	This is supply tender. We hope 100% payment will be done after delivery & installation. As OEM consider it as a single contract for 5 years, the payment is to be made by UTIITSL at the beginning of the contract for entire Five years. Kindly confirm on this.	No change, as per the tender terms and condition
6	5	25	The supply, Installation and required configuration period stipulated is six (6) weeks from the date of work order.	Normally such high value equipments delivery will take 6 weeks and after that implementation also need to do. We request you to give 90 days for delivery & implementation to complete.	The clause is modified as "The supply, Installation and required configuration period stipulated is Eight(8) weeks from the date of work order."