

**Name of the tender: Bid for AMC renewal of Servers, Storage, Other Equipments and Software Licenses (UTIITSL\_72)**

**Prebid queries for UTIITSL**

<b>S/N</b>	<b>Page No.</b>	<b>Clause/Point No</b>	<b>RFP Clause / Specification</b>	<b>Query Details / Clarification required on Clause</b>	<b>UTIITSL's Response</b>
1	Page No. 22 & Page No. 23 & Page No.26	Serial No. 2 & Serial No. 7	NA	As per DELL-EMC, Unity support end date is 19 March 2023. And the Renewal date will start from 20 March 2023 for both the Storage. However, as per the tender document Page No 22 S.No. 2 Warranty is valid till 09-06-2023 and Page No. 23 S.No. 7 Warranty is valid till 15-06-2023. Also on page, No 26 AMC period is not correct for both Unity Storage. Kindly suggest whether, we need to consider support period as per OEM or any amendment will be from your end	As per our record / installation report, Dell EMC Storage having serial no. CKM00201200425 warranty is till 09-06-2023 and Storage serial no. CKM00201200427 warranty is till 15-06-2023. Hence the AMC renewal period would be as per our tender document only. There is No change, the AMC period remain same as per tender only.
2	Page No. 26	serial No. 4, 5, 9 & 10	NA	As per DELL, End of support for SAN Switches will be on 31 March 2024 and the back-to-back OEM support will be only till 31-March-2024. So, kindly amend the service duration for all the SAN Switches in Page No. 26 for s.no. 4,5,9 & 10 (17-06-2023 to 31-03-2024)	There is No change, the AMC period remain same as per tender only. The agency may get Back to Back OEM support for all the SAN Switches till 31-03-2024, thereafter own support arrangement should be provided as per our tender support terms and conditions.
3	NA	NA	NA	Attached are the SLA Support from OEM	No change, this remain same as per tender technical scope of work and support SLA.