

ERNET's Response to the Vendors Queries for Tender No. EI-D/SP&IoT/01-004/2016, on the Subject "Invitation of Bids for Supply, Installation & Integration of Microphones with ICT Infrastructure for Virtual Classrooms Teaching- reg."

S. No.	Clause No.	Description of the Tender Clause	Queries from Vendors	ERNET's Clarification / Reply
1	Clause No. 10, Eligibility Criteria (A. For Bidders), S. No. vii).	The bidder should have an average of three years annual turnover of Rs. 10 Crores in below mentioned three financial years. The Bidder should be profit making company in last financial year with positive net worth. Attested copies of the bidders' audited annual reports/ financial statement for each of the three financial years i.e 2012-13, 2013-14 and 2014-15 have to be attached along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnover, net profit, net-worth & average annual turnover during these years.	<p>M/s Systematic Turnover should be reduced to 8 Crores.</p> <p>M/s Ricoh India Last financial year as 2014-15.</p>	<p>No Change.</p> <p>Tender/ RFP Clause is self-explanatory.</p>
2	Clause No. 10, Eligibility Criteria (A. For Bidders), S. No. ix).	The bidder should have an office in the Delhi state/ NCR with regional support centres across all 07 project states. Supporting documentary proof along with address & contact details should be enclosed.	<p>M/s Ricoh India Out of total seven project state such as Himachal Pradesh, Gujarat, Rajasthan. Tripura, Andhra Pradesh, Haryana and Tamil Nadu. Kindly include nearest hub for States like Himachal Pradesh and Tripura for regional support centre.</p>	<p>Clause may be read as: "The bidder should have an office in the Delhi state/ NCR with regional support centres across all the 04 regions of the country".</p>
3	Additional Point at Clause No. 10, Eligibility Criteria (A. For Bidders)	N/A	N/A	<p>The new S. No. is added as S. No. xiii). of clause no. 10 Eligibility Criteria (A. For Bidders): "Successful bidder has to set-up a Help desk with phone no. and email address for booking of complaints during the period of warranty. An undertaking to this effect should be submitted by bidder".</p>
4	Clause No. 10, Eligibility Criteria (B. For OEM(s)/Manufacturer(s)), S. No. i).	OEMs whose products have been offered in the bid shall be based in India to provide quick service and technical support. The OEM shall also have own physical / web based technical Assistance centre manned with technical staff. Relevant documentary proof should be submitted.	<p>M/s Apex Solutions Presence: OEM should directly present in India from last 5 years. Document Required- Service TAX Return and TDS file detail from the last five years in India.</p> <p>M/s Silica Infotech Presence: OEM should directly present in India from</p>	<p>Clause may be read as: "OEMs whose products have been offered in the bid shall be registered in India from last 5 years to provide quick service and technical support. The OEM of major component i.e Handheld Microphones should</p>

			<p>last 5 years. Document Required- Service TAX Return and TDS file detail from the last five years in India.</p> <p>M/s Ricoh India Presence: OEM should directly present in India from last 5 years. Document Required- Service TAX Return and TDS file detail from the last five years in India.</p> <p>M/s TNS Networking Solutions Presence: OEM should directly present in India from last 5 years. Document Required- Service TAX Return and TDS file detail from the last five years in India.</p>	<p>have at least one company owned service centre in India manned with technical staff for quick support service. Documentary proof i.e copy of Service tax and Income tax return should be submitted”.</p>
5	Additional Point suggested for Eligibility Criteria (B. For OEM(s)/Manufacturer(s))	N/A	<p>M/s Apex Solutions Piracy Protection: OEM should be member or associated with APM(Action Group against product and Brand piracy, Registered Association)</p> <p>M/s Silica Infotech Piracy Protection: OEM should be member or associated with APM(Action Group against product and Brand piracy, Registered Association)</p> <p>M/s Ricoh India Piracy Protection: OEM should be member or associated with APM(Action Group against product and Brand piracy, Registered Association)</p> <p>M/s TNS Networking Solutions Piracy Protection: OEM should be member or associated with APM(Action Group against product and Brand piracy, Registered Association).</p>	Not Acceptable.
6	Clause No. 14, Payment Terms	<p>For Collar Microphones at DIET Locations</p> <p>85 % (Eighty-Five percent) payment of the value of delivered items after deducting all penalties (if any) shall be made by ERNET India on completion of 100% delivery, installation, integration & acceptance of collar Microphones at designated project sites and submission of proof of delivery & acceptance along</p>	<p>M/s Ricoh India 10% value of performance security will be given at the time of placing order for 15 months then again 15% PBG is additional hit for the bidder so any time bidder's 25% of total order value will be blocked.</p>	<p>No Change.</p> <p>Tender/ RFP Clause is self-explanatory.</p>

		<p>with invoices in triplicate. The vendor has also an option to claim 100% payment at this stage through submission of bank guarantee (BG) valid for 27 months and equivalent to 15 % of the value of delivered items to cover the warranty period of 2 years from the date of last acceptance.</p> <p>Balance 15% percent (In case not opted for 100% payment at above stage) payment of the value of purchase order after deducting all penalties (if any) would be released in 4 equal installments on half yearly basis during the warranty period (2 years) upon successful completion of every 6 months.</p>		
7	Clause No. 16, Service Level Agreement (SLA), S. No. i).	After integration & acceptance, during warranty & AMC, the vendor(s) shall be responsible for minimum uptime of 98% on 24x7 basis of the equipment as a whole and shall enter into a SLA for this purpose. The uptime will be calculated over a period of six (06) month time frame.	<p>M/s Ricoh India</p> <p>Kindly give maximum downtime of 72 hours at a stretch at any instance.</p> <p>States like Himachal Pradesh , Tripura and Rajasthan it is very difficult to give only 24 hours downtime as accessibility in these states are very tough.</p>	No Change.
8	Annexure - IB, Clause no. 2.1 (Tech. Specifications of Collar Microphones with receiver system including all accessories) S. No. 3	Should operate in SHF (Super High Frequency) Band with echo/noise cancellation capable.	N/A	Clause may be read as: "Should operate in frequency band of 1.8 GHz or better with echo/noise cancellation capability".
9	Annexure - IB, Clause no. 2.1 (Tech. Specifications of Collar Microphones with receiver system including all accessories) S. No. 17	The mic should be supplied with a power adaptor (output 5V),base unit, microphone, appropriate USB cable and a headset as a standard accessory.	N/A	Clause may be read as: "The mic should be supplied with a power adaptor (output 5V) or USB charging port with cable, base unit, microphone and a headset as a standard accessory".

10	Annexure - IB, Clause no. 2.2 (Tech. Specifications of Handheld Microphones including all accessories) S. No. 5	Connector : XLR-3 with minimum 14 ft. audio cable for connecting the mic with desktop/ laptop.	M/s Systematic Handheld Microphone is wired or Wireless.	Tender/ RFP Clause is self-explanatory.
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