

<b>Annexure-I</b>				
<b>Corrigendum relating to response to vendor queries in r/o tender no. EI-D/SE&amp;ET/SVC-AMC/10-001/2020 on subject "Invitation of Bids for Annual Maintenance Contract (AMC) of Virtual Classrooms Teaching ICT Infrastructure"</b>				
<b>S. No.</b>	<b>Clause No.</b>	<b>Description of the Clause</b>	<b>Queries from vendors</b>	<b>ERNET's Clarification/Reply/Recommendation</b>
1	Annexure-II, Table of Total Value T4; Quantity of Resident Engineer	Item Description is Per Year Resident Engineer Cost for next three years.	There is not mentioned the quantity of the resident Engineer cost on page no. 25 in column #C. Please mention the quantity	The quantity may be read as 1.
2	Clause No. 17, i) and iii)	<p>ERNET India will deduct Rs. 2000/- from the due payments or recovered from quarterly payments and/or performance security as the case may be for every 1 day of down time at a stretch or part there-off up to total down time of 03 days. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 03 days of down time, ERNET India may deduct Rs. 1000/- for every 2 hour of down time maximum upto 20 days at a stretch or part there-off from the due payments and/or available performance security.</p> <p>ERNET India may deduct Rs. 500/- from the due payments or recovered from quarterly payments and/or performance security as the case may be for every 1 day of down time at a stretch or in part up to total down time of 03 days. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 03 days of down time, ERNET India may deduct Rs. 300/- for every 2 hour of down time maximum upto 20 days at a stretch or part there-off from the due payments and/or available performance security.</p>	LD amounts are high, pl. reconsider it.	No Change
3	Clause No. 16, i)	During AMC, the vendor shall be responsible for minimum uptime of 98% on 24x7 basis of the system as a whole and shall enter into a SLA for this purpose. The uptime will be calculated over a period of three (03) month time frame.	LD will be imposed on for working hours or 24x7.	<p>No Change.</p> <p>The vendor shall be responsible for minimum uptime of 98% on 24x7 basis.</p>

4	Clause No. 12, v)	All rates for quoted services should be inclusive of all the charges (in Indian Rupee) for operation and maintenance at the premises of ERNET India/end user sites or at any other project states in India as and when specified by ERNET India. All prices shall be fixed and shall not be subject to escalation for any reason whatsoever. The rates must be quoted as per the Performa provided in Annexure-II. Bids not quoted in the specified format shall be out rightly rejected. Also, ERNET India reserves the right to correct any of the arithmetical and/or Tax errors in the bidder price bids, during evaluation of bids subject to the condition that in no circumstances, ERNET will be liable to pay any higher value against the grand total value (GTV) quoted by the L1 bidder	Can we Bid for AMC of any specific equipments i.e. UPS / Systems / Projectors.	No Change  The rates must be quoted for all the items as per the Performa provided in Annexure-II.
5	Clause No. 3	The selected bidder shall be empaneled with ERNET India for a period of 36 months from the date of signing of agreement. However, the validity of empanelment may further be extended for a period of 6 months as decided through mutual consent and further approval of competent authority of ERNET India. This is to be noted that no minimum order value has been guaranteed by ERNET through this empanelment. Rates quoted shall be valid for the period of empanelment and the extended period, if any. The empaneled bidder shall have to enter into a written agreement with ERNET India to adhere all tender's terms and conditions for operations & maintenance support etc., in executing the purchase order(s) placed by ERNET India.	Is there any comitment of AMC for minimum Qty of Schools or Diets/State?	No Change.  No minimum order value has been guaranteed by ERNET through this empanelment.
6	Additional Query		Is Pre-AMC Inspection will be allowed after finalizing the rate contract.	Yes, The empanelled vendor can inspect some of the locations at their own cost.
7	Additional Query		In case Internet connectivity avaiable at sites do not work, LD will be imposed on us or or not	In such case no penalty will be imposed.