

S. No	RFP Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Clarification sought by the bidders	STPI Response
M/s. Frontier Business Systems Pvt Ltd				
1	Project Experience	<p>The company should have experience in providing Data Centre Operations & Maintenance support services man power for at least 1 year of continuous service for at least 2 Projects in India in the last 3 years covering the following in a single order or in multiple orders.</p> <p>Each such order/orders covering all the above mentioned roles is considered as one project.</p> <p>Of the above 2 projects, bidder should have provided services for at least 1 project of the cumulative order value each of Rs 50 Lakhs p.a. or above.</p>	As it will be difficult to provide 1 project with all roles, request you to consider multiple projects and multiple customers.	<p>No Change in the clause.</p> <p>As per Project Experience clause, it is evident that the bidder can provide single or multiple order for the project experience in Datacenter operation and maintenance comprising of relevant domains.</p>
2	Pre-Qualification Criteria 1. Eligibility Criteria	d. (Documentary evidence, along with customer contact details, in the form of Work order /Purchase order & satisfactory completion certificate from Client).	Consider to amend as Work order/Purchase Order along with the Invoices against each WO/PO.	<p>No Change in the clause.</p> <p>Ref: GeM Bid document - Buyer Added Bid Specific Additional Terms and Conditions, Clause No. 6, the following documents may be submitted as valid proof.</p> <p>6. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:</p>

				<p>a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the Invoices have been executed.</p> <p>b. Execution certificate by client with order value.</p> <p>c. Any other document in support of order execution like Third Party Inspection release note, etc.</p>
3	Payment Terms	<p>a. Pre-deployment Stage</p> <p>The provision of manpower shall be made available within fifteen (15) days from the date of issue of Letter of Intent. The deployed resources shall be working on the rolls of Successful bidder's company/ firm/ organisation.</p>	Need time for 45 days	<p>Please read the clause as :</p> <p>a. Pre-deployment Stage</p> <p>The provision of manpower shall be made available within twenty five (25) days from the date of issue of Letter of Intent. The deployed resources shall be working on the rolls of Successful bidder's company/ firm/ organisation.</p>
4	BOQ	GeM Bid Price	<p>During the Pre-bid meeting it has been mentioned that we need to quote the price on Monthly cost. But as per GeM Bid and policy, we can quote only for 3 years inclusive of Taxes. Please do clarify the same.</p>	<p>No Change in the clause.</p> <p>As per GeM bid document, bidder has to quote monthly charges for 7 resources inclusive of applicable taxes.</p> <p>The Prices quoted shall be fixed and valid for Three years from the date of award of contract or till finalization of a new tender.</p> <p>Successful Bidder shall have to furnish the breakup as per BOQ upon receipt of LOI. The breakup as per BOQ may be required for the additional manpower requirements during the</p>

				contract period and also for calculation of penalty, if any.
M/s. Vidya Online Services (Pune) Pvt. Ltd.,				
1			The vendor should quote Month-wise or totally for Three years?	<p>No Change in the clause.</p> <p>As per GeM bid document, bidder has to quote monthly charges for 7 resources inclusive of applicable taxes.</p> <p>The Prices quoted shall be fixed and valid for Three years from the date of award of contract or till finalization of a new tender</p> <p>Successful Bidder shall have to furnish the breakup as per BOQ upon receipt of LOI. The breakup as per BOQ may be required for the additional manpower requirements during the contract period and also for calculation of penalty, if any.</p>
2			Quote should be Inclusive of Taxes or not?	Quote should be Inclusive of applicable taxes.
3	Pre-Qualification Criteria	5. The company should have experience in providing ICT Infrastructure or DataCentre Operations & Maintenance support services for at least 1 year of continuous service for at least 2 Projects in India in the last 3 years covering any four of the following in a single order or in multiple orders:	Kindly consider only Government & Bank Experience in similar nature of work.	<p>No Change in the clause.</p> <p>The company should have experience in providing ICT Infrastructure or DataCentre of Govt./Autonomous Body/PSU/Corporate organization etc.</p>

Cezen Technologies Pvt Ltd

1			Can you please confirm whether we can Quote per month for 7 engineers with 18% tax or for 3 years for 7 engineers with 18% tax?	<p>No Change in the clause.</p> <p>As per GeM bid document, bidder has to quote monthly charges for 7 resources inclusive of applicable taxes.</p> <p>The Prices quoted shall be fixed and valid for Three years from the date of award of contract or till finalization of a new tender</p> <p>Successful Bidder shall have to furnish the breakup as per BOQ upon receipt of LOI. The breakup as per BOQ may be required for the additional manpower requirements during the contract period and also for calculation of penalty, if any.</p>																		
1	Payment Terms & Penalties	<p>b) During Deployment Stage</p> <table><tr><th>Sl. No.</th><th>Absence of Resource per month (No. of Days)</th><th>Penalty (deduction) per Resource per day</th></tr><tr><td>1</td><td>1 day</td><td>No penalty</td></tr><tr><td>2</td><td>> 2 days</td><td>Daily payables</td></tr></table>	Sl. No.	Absence of Resource per month (No. of Days)	Penalty (deduction) per Resource per day	1	1 day	No penalty	2	> 2 days	Daily payables		<p>The Clause is amended as:</p> <table><tr><th>Sl. No.</th><th>Absence of Resource per month (No. of Days)</th><th>Penalty (deduction) per Resource per day</th></tr><tr><td>1</td><td>1 day</td><td>No penalty</td></tr><tr><td>2</td><td>> =2 days</td><td>Daily payables</td></tr></table>	Sl. No.	Absence of Resource per month (No. of Days)	Penalty (deduction) per Resource per day	1	1 day	No penalty	2	> =2 days	Daily payables
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