

Pre Bid Queries Response for "SITC of 1KVA Offline UPS"				
Sr. No.	Detailed Reference to TPCODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	2	3	4	5
1	Specification as per Annexure II Technical Specifications/Pg No- 16 of 64	AC Power Surge Protection -All sockets required	As per Industry standard- AC Power Surge Protection is not applicable & not an inbuilt feature in Offline UPS.  Request to kindly remove or make surge protection external at input.	This clause is to be read as follows.  <i>"AC Power Surge Protection -Inbuilt surge Protection in UPS"</i>
2	Specification as per Annexure II Technical Specifications/Pg No- 16 of 64	Temperature Operating :0~45°C,	As per Industry standard- 0-40 Deg C is operating temperature, above 40 Deg C is only consider in Online UPS, For Offline UPS- standard is 0-40 Deg C Request to accept our point to ammed Operating temperature as per Industry norms.	This clause is to be read as follows.  <i>"Temperature Operating :0~40°C"</i>
3	Document No:Technical Specifications / Clause No:ANNEXURE II,POINT NO: 5/ Page No:16	Waveform Type:Stepped Approximation to Sine Wave	Kindly ammed to simulated sine wave	Tender Clause stands and additionally, <i>"simulated sine wave"</i> is acceptable.
4	Document No:Technical Specifications / Clause No:ANNEXURE II,POINT NO: 9/ Page No:16	AC Power Surge Protection:All Sockets	Kindly ammed to inbuilt surge protection in UPS	This clause is to be read as follows.  <i>"AC Power Surge Protection -Inbuilt surge Protection in UPS"</i>

Pre Bid Queries Response for "SITC of 1KVA Offline UPS"				
Sr. No.	Detailed Reference to TPCODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	2	3	4	5
5	Document No:Scope of Work & SLA/ Clause No:ANNEXURE VII,POINT NO: 2/ Page No:22	Battery replacement is to be done after interval of each 2 years after supply of UPS and within the Warranty period.	Please consider battery replacement only if there is any issue/fault in the battery during the warranty period.	Tender Clause stands.
6	Document No:Scope of Work & SLA/ Clause No:ANNEXURE VII,POINT NO: 3/ Page No:22	Movement of the Devices - It is vendor responsibility for any UPS (as mentioned in the order) movement across TPCODL locations till the order expires.	Device can be delivered and installed once.for further movement from one place to another there will be extra cost at the time of movement of device.As uncertain movement of device can not be financially calculated.	This clause is to be read as follows.  <i>"Movement of the Devices - It is vendor's responsibility for delivery/ installation of UPS across TPCODL locations till the order expires along with attending any issue in UPS on-site for rectification during the warranty period of UPS."</i>
7	Document No:Scope of Work & SLA/ Clause No:ANNEXURE VII,POINT NO: 3/ Page No:22	All the passive components & services associated with them like electrical cabling & labelling at the locations for associated UPS would be in the scope of bidder.	This is an offline UPS,which needs a plug point only which will be provided by TPCODL.For any other work please specify so that cost can be added.	This clause is removed.
8	Document No:Scope of Work & SLA/ Clause No:ANNEXURE VII,POINT NO: 6/ Page No:23	4 Hour Response Time and 8 hours resolution time in 24 x 7 x 365 support window.	Please consider 8 hour response time and 24 hours resolution time on working days from 10AM to 6 PM.	This clause is to be read as follows.  <i>"8 Hours Response Time and 24 hours resolution time in 24 x 7 x 365 support window."</i>

Pre Bid Queries Response for "SITC of 1KVA Offline UPS"				
Sr. No.	Detailed Reference to TPCODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	2	3	4	5
9	Document No:Scope of Work & SLA/ Clause No:ANNEXURE VII,POINT NO: 11/ Page No:24	a Penalty @ Rs. 1000 per hour per device.	Please waive this huge penalty clause for such a small valued item.	This clause is to be read as follows.  <i>"Penalty @ Rs. 100 per working day beyond specified response/ resolution time per device."</i>