

Tender Description:

Rate Contract for IT service desk (Sahayak) and data centre operation at TPCODL

The pre-bid queries as received against the referred tender enquiry and TPCODL's responses on the same are placed below:

Sl. No.	Section No.	Clause No.	Page No.	RFP Clause	Queries/Change Request	TPCODL's Response
1	1.7 Qualification Criteria	c	6	The bidder should have executed similar works (Management of IT Service Desk and Data Centre Operation) for at least in two organizations for a total order value of Rs. 15 Cr during last 3 years. Copy of work order and successful completion certificate from the customer to be submitted in this regard.	Kindly amend "The bidder should have executed similar works (Management of IT Service Desk and Data Centre Operation) for at least in two organizations for a total order value of Rs. 1.5 Cr during last 3 years. Copy of work order and successful completion certificate from the customer to be submitted in this regard."	This is to clarify that best in class service is envisaged for Tier-3 Data Centre and technologically fast moving organisation. Tender clause remain unchanged.
2	Annexure - C	4	22	Technical & Qualified Manpower - The Bidder must have at least 50 technically qualified engineers holding qualifications as per Annex-P1 with at least 1 year on- roles with organization. No. of engineers with above qualification(s) technically qualified engineers holding qualifications as per Annex-P1 with at least 1 year on- roles with organization. No. of engineers with above qualification(s) 100-500 > 500	Kindly explain the Bold part; The number i.e. mentioned (100-500), Is that only for the technical personnel or for the complete employee strength of the organisation ?	This is to clarify that the numbers are for the " No. of engineers with mentioned qualification(s) "
3	Annexure - C	4	22	Technical & Qualified Manpower - The Bidder must have at least 50 technically qualified engineers holding qualifications as per Annex-P1 with at least 1 year on- roles with organization. No. of engineers with above qualification(s) technically qualified engineers holding qualifications as per Annex-P1 with at least 1 year on- roles with organization. No. of engineers with above qualification(s) 100-500 > 500	Kindly confirm the minimum number of technically qualified engineers	This is to clarify that he Bidder must have at least 50 technically qualified engineers holding qualifications as specified in the tender.

Note:

This document shall be an integral part of the tender and bidder shall submit signed/stamped copy of this document along with technical bid, as a token of acceptance. The tender document stands modified to the extent stipulated herein above in this document. All other terms & conditions shall be strictly followed as per Bid documents.

All other terms of Original Tender, remains unaltered.