

Pre-bid queries reply against Tender Specification No- 158- IT Sahayak				
Sr. No.	Reference to Tata Power Technical Document/Specify Document No. / Clause No. / Page No.	Description as per Bid Document	Remarks - Query / Clarification by the bidder	TPCODL Response/Reply
1	Pg no 5 /clause 1.7 Qualification Criteria/point no 1	The bidder should either be an OEM for tendered equipment's or an authorized channel partner of OEM. Authorization Letter from OEM to be submitted in this regard.	Please Clarify : As it is a FMS tender the hardware oem will not provide MAF (Authorization Letter) for this and there are multiple oem product are used by TPCODL and no brand is mentioned in rfp ,keeping this in view which oem authorization we will submit ? So we request you to exclude the clause .	This Clause is ignored.
2	Pg no 5 /clause 1.7 Qualification Criteria /point no 3	The bidder should have executed similar works (Management of IT Service Desk and Data Centre Operation) for at least in two organizations for a single order value of Rs. 2 crore during last 3 years. Copy of work order / completion certificate to be submitted in this regard	We Request you to kindly amend the clause as : The bidder should have executed similar works (Management of IT Service Desk and Data Centre Operation) for at least in one organizations for a single order value of Rs. 3.5 crore or Two order value of Rs 2 crore each during last 3 years or three order value of Rs 1 crore each.	<u>Amendment is as follows.</u> 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. 3 crore during last 3 years.
3	Pg no 24/General Requirements from Bidder	Bidder should be CMMI level 5 certified & ISO 9001 certified.	As it is a Manpower tender we request you to kindly amend this clause to CMMI Level 3 or Higher .	<u>To be read as follows.</u> Bidder should be at least CMMI level 3 certified and / or ISO 9001 certified.
4	Pg no 16/ANNEXURE I/Schedule of Items	Shift Allowance if any, travelling allowance to be borne by the Bidder.	Please Clarify on travelling of resources .	Travelling of IT Sahayak resources in between offices is to be managed by the bidder for providing the Services as per SLA without any additional cost implication to TPCODL.
5	Pg No 13/ Clause no 7.2 Delivery Terms	As per SLA	Please Confirm what is the timeline for deployment of Manpower	Mobilisation is 30 days from the date of placement of Order within which Manpower should be deployed to commence the service to meet the defined SLAs.
6	Pg no 4/Clause no 1.4.5 /Mandatory documents required along with the Bid	Drawing, Type Test details along with a sample of each item as specified at Annexure I (asapplicable)	Please confirm which documents we have to submit in this regards	This Clause is ignored.
7	Pg no 6/ Clause no 2.0/ Evaluation process	TPCODL however, reserves right to split the order line item wise and/or quantity wise among more than oneBidder. Hence all bidders are advised to quote their most competitive rates against each line item.	Please Clarify : As there is only one line item in the commercial so kindly confirm the splitting process .	TPCODL may decide to split among more than one bidders in terms of number of locations, mentioned in tender.
8	Pg no 24 /Annexure VII/Scope of Work & Service Level Agreement	Technical Qualification: 1.Data centers Operators- clarification ITIL Certified 2.IT Help desk personnel -clarification ITIL Certified	Please amend it to : 1.Data centers Operators clarification ITIL Certified/PMP Certified 2.IT Help desk personnel -clarification ITIL Certified /or having 3 -5 Years of Relevant experience	Bid will be evaluated as per tendered condition.
9	Pg no 24 /Annexure VII/Scope of Work & Service Level Agreement	Scope of Work & Service Level Agreement	Please confirm the working days of manpower also please clarify tpcodl will provide infasture like (Computer Table ,Electricity,AC,PRI line)	TPCODL follows standard Holiday Calander of Govt. of Odisha with minor changes as per Management prerogatives. However, DC Operators shall function in 3 shifts 24x7. TPCODL shall provide office space and sitting arrangement with computer table with communication facility to receive complaints. Mobile Phone for support staffs are to be arranged by the bidder.

Pre-bid queries reply against Tender Specification No- 158- IT Sahayak				
Sr. No.	Reference to Tata Power Technical Document/Specify Document No. / Clause No. / Page No.	Description as per Bid Document	Remarks - Query / Clarification by the bidder	TPCODL Response/Reply
10	Page No. 5/Clause No. 1.7	Bidder should be a company registered in India with an office in Bhubaneswar, Odisha. Bidder should submit the undertaking and details of address in this regard.	We hereby request you to kindly change this clause - Bidder should be a company registered in India with an office in Bhubaneswar, Odisha. Bidder should submit the undertaking and details of address in this regard or Bidder will open office in Bhubaneswar within 30 days after awarding the order.	Bid will be evaluated as per tendered condition.
11	Page No. 4/Clause No. 14.3	Bidder / OEM must have service centre in Odisha	We hereby request you to please change this clause - Bidder / OEM must have service centre in Odisha or Bidder will open service centre in Odisha within 30 days after awarding the order.	This Clause is ignored.
12	Page No. 5/Clause No. 1.7	The bidder should either be an OEM for tendered equipment's or an authorized channel partner of OEM. Authorization Letter from OEM to be submitted in this regard	We hereby request you to please change this clause - The bidder should either be an OEM for tendered equipment's or an authorized / channel partner of OEM. Authorization Letter from OEM to be submitted in this regard.	This Clause is ignored.
			We hereby request you to kindly provide EMD exemption to MSME & NSIC registered vendor.	Not acceptable.