

S. No	Page No	Clause No	RFP Clause	Queries	Vendor Name	CTD remark
1	10	2.3. Scope of Work	(B)Existing, New & Proposed Offices of MPCTD at various distributed locations .To operate & maintain networking equipment with UPS and functioning of desktops, laptops, netbooks, etc. at all MPCTD offices.	i. Kindly share the details of assets to be supported in all MPCTD offices. ii. Whether it required AMC for these assets?	inspirisys	(i) All the assets which require AMC are included in Annexure 7A & 7B. (ii) Locational asects like desktops, Laptops, notebooks only require technical support.
2	11	2,4. Support Personnel Requirements	(i) The manpower should be deployed by the successful bidder at Head Office (HO) and major MPCTD Offices. Their attendance will be maintained on a daily basis which will in turn be linked to their payment.	i. Kindly share the office details where the Technical Field Staff to be deployed. ii. Whether the same Technical Field Staff shall be arranged for attending all the service calls? Or the vendor has to arrange additional field staff for the same, Kindly confirm.	inspirisys	Technical Field Staff will be located at Head Office Indore & all 15 Divisional Offices. The staff at Divisional Office shall support respective circle office location. Pls refer Annexure-1 of RFP for location.
3	27	4.18.2. Annulment of Award	Failure of the successful Bidder to comply with the performance Guarantee and/or not providing the necessary documentation certifying back-to-back OEM support for hardware (wherever required as per Annexure 7A, 7B) within 30 days from award of contract date shall constitute sufficient ground for annulment of the award and forfeiture of the bid security. In such an event, the Client rmay make the award to the next lowest evaluated Bidder or may call for new bids.	Whether it mandatory to back-align with OEM for the complete assets mentioned in Annexure 7A &7B? Or the vendor can do their own arrangement to support the assets within the SLA?	inspirisys	Discretion of Vendor. Vendor have to Maintain SLA.

4	28	4.19. Schedule of Payments	The Bidder should Provide support and maintenance for the Project of MPCTD for the period of 3 years initially. On successful completion of work after 3 years, the contract period may further be extended in block of 2 years at 10% increase in Contract Value and further 2 years at 10% increase in the Contract value of Extension Contract, solely at the discretion of the client.	If the OEM back-aligning is mandatory and in case the B2B charges for assets after 3 years are higher than the proposed 10% increment, whether MPCTD shall revise the Contract amount with respect to the B2B charges and the other expenses?	inspirisys	Discretion of Vendor. Vendor have to Maintain SLA.
5	33	5.1.2 Scope of Work	.To maintain the functioning of desktops, laptops, netbooks, etc. (including OS & necessary software's) to access the MPCTD network and its IT applications (web portal & VATIS / GST application etc.).	i. Kindly share the location wise details of assets to be supported. ii. Whether it required AMC for these assets?	inspirisys	Please refer to response above in S.No.1
6	34	5.1.2.1 Network, Systems and Facility Management	(ix) operation & maintenance of all software, Firmware, operating system including required licenses and subscription, patches, support, warranty and updates & upgrades for the entire FMS period ('i'e', for 3 years)'	i. Whether MPCTD shall arrange the required OS and other softwares for installation? ii. Kindly share the list of softwares which required subscription renewal.	inspirisys	(i) Software / OS which require license shall be procured by MPCTD.
7	47	5.1 .7 Migration to IP version 6 (IPv6)	(iv) This migration will be done for all Hardware/Software maintained by Successful Bidder during the project. All the required activities, for this IP migration, shall include addition, deletion, up gradation, change in hardware/ software items.	i. Whether the existing available Software and Hardware IPV6 ready? ii. Or the vendor has to do the addition/ upgradation of these items to do the IPV6 migration, kindly confirm.	inspirisys	IPv6 feature is supported on devices at MPCTD. Bidder is expected to operate maintain and support devices at ipv4 & ipv6 as per requirement
8	73	ANNEXURE 7: List of Items under FMS	(A) Maintenance Cost for Items without Warranty	Whether it mandatory to back-align with OEM for the complete assets mentioned in Annexure 7A &7B? Or the vendor can do their own arrangement to support the assets within the SLA?	inspirisys	Discretion of vendor. But successful bidder have to maintain SLA as per RFP.

9	60	ANNEXURE 1: Location of CCT Offices	Support plan for non-RE locations	Whether the same Technical Field Staff shall be arranged for attending all the service calls? Or the vendor has to arrange additional field staff for the same, Kindly confirm.	inspirisys	Pls refer response at S.No.2
10		Section 2.3(A)	.To provide operation and maintenance support for all hardware & software.	Software and hardware provided by dept, its details and versions----only we have to provide consultancy in coordination with OEM and Hardware supplier.	Techvent Labs Global Private Limited	Successful bidder has to maintain and operate all hardware & software are per SLA clause of RFP.
11		Section 2.4 In table point 6	Helpdesk personnel will be single point of contact for MPCTD users for resolving the support calls at first level. He/ She will also be responsible for generating all the MIS reports and supporting activities.	Who will provide the Infra/location for setting up the helpdesk center	Techvent Labs Global Private Limited	Vendor has to bring all infrastructure except electricity,internet and location space.
12		Section 2.4 In table point 4	DBA will be responsible for managing the centralised Database repository, taking hot, warm, cold back-up and restoring the same whenever desired.	Any resource (DBA/System Admin) may be dedicated or shared resources--As HO mentioned	Techvent Labs Global Private Limited	Dedicated DBA/System Admin / Other Resources required as per section 2.4 (VII) of RFP.
13		Section 2.4 Point Vii	Team Deployment details are	These top employees has to sit in their dedicated location or can work from any location/remote access from outside is allowed or not--As HO mentioned	Techvent Labs Global Private Limited	Dedicated employees required to sit at HO and 15 Division Offices as per section 2.4(VII).
14		Section 2.3(A) Second bullet point	To provide operation and maintenance support for all hardware & software.	What kind of all software used/their platform information required----this required in respect of manpower as per requirement as per details not clear	Techvent Labs Global Private Limited	Software/OS knowledge required is to operate / maintain Hardware Components included in Annexure 7(A) & 7(B).
15		Section 2.4 In table point 6	Helpdesk personnel will be single point of contact for MPCTD users for resolving the support calls at first level. He/ She will also be responsible for generating all the MIS reports and supporting activities.	Helpdesk resources can be shared or dedicated with all other equipments--As location defined	Techvent Labs Global Private Limited	Dedicated

16		Section 2.4 Point Vii	Team Deployment details are	Employees will sit at DC and DR location or any remote location.	Techvent Labs Global Private Limited	Data Centre (HO Indore) and 15 Divisional Offices.
17		Section 2.3(B) Second bullet point)Existing, New & Proposed Offices of IvIPCTD at various distributed locations	New and proposed offices----no of locations and manpower requirements	Techvent Labs Global Private Limited	Existing Offices included in Annexure 1. New Office shall be communicated as & when proposed.
18		5.1.5 Helpdesk Performance/Service Level Requirement	Answer time is the number of seconds it takes to connect caller with (receive/reply) the Bidder's contact center representative. 90% of calls shall be answered in <10 seconds by CSR after IVR directed by automatic call distribution (ACD). Calculation: (1-(Number of calls answered in <10 second/total calls))'100 Service Level Attained	Contact center mode of work---what all features required and timeline	Techvent Labs Global Private Limited	Pls refer detail regarding call centre helpdesk in section 5.1.5
19		5.1.2 Scope of Work	a.servers in any form including Database, Application, Web, Mail, Antivirus, Proxy, SMS etc. as well as new/upgraded servers installed in near future	ILL/PRI/SMS Gateway provided by--- costing/other licenses----bidder has to bear	Techvent Labs Global Private Limited	Infrastructure is available with MPCTD. Successful bidder has to maintain and operate the infrastructure.
20		2,4. SupportPersonnel Requirements Point iii	Successful Bidder should maintain adequate reserve staff and additional resources for new & proposed MPCTD offices.	Number of total sites to visited and maintained	Techvent Labs Global Private Limited	Discretion of successful vendor. SLA as per RFP has to be maintained.
21		4.19. Schedule of Payments	Data Centre Security Appliances Health Check Report	DC health check report/other reports/performance/network report etc. software provided by whom? if by bidder then all equipment details need for licensing purpose	Techvent Labs Global Private Limited	On the basis of logs and related Infrastructure equipment report, preventive maintenance report is required from successful bidder.

22		Section 2.4 In table point 6	Helpdesk personnel will be single point of contact for MPCTD users for resolving the support calls at first level. He/ She will also be responsible for generating all the MIS reports and supporting activities.	Who will provide the training time to time to helpdesk persons about the product and changes made	Techvent Labs Global Private Limited	Training shall be provided by the existing vendor (as per existing handover clause of RFP) and by Departmental Officials as required.
23		Section 4.12	consortium of companies is not allowed for the bidding process. The cited projects executed for bidder's own group of companies or JV companies will not be considered for pre-qualification. It shall be mandatory to furnish all the supporting documentary proofs along with the bid to prove the fulfilment of the eligibility criteria.	Can the consortium of companies be allowed?	Techvent Labs Global Private Limited	Consortium is not allowed as per RFP Clause 4.12
24		4.12: Criteria for evaluation and comparison of Pre-Qualification Bids (Page: 23)	The Bidder must have either of the ISO 9000 or ISO/IEC 20000 series certification covering Computer Maintenance and Repair services / IT Facility Management services	For wider participation, please amend this clause as follows: The Bidder must have either of the ISO 9000 or any ISO/IEC 20000 series certification	Tata Advanced Systems Ltd.	No Change
25		4.13. Criteria for Evaluation and Comparison of Technical Bids (Page:24)	No. of Relevant Quality Certifications - renowned & internationally accepted. - More than 3 (10 Marks) - 1 to 3 (5 Marks)	Request to provide more clarity on this point	Tata Advanced Systems Ltd.	Pls refer RFP Clause 4.12 for quality certificates.
26		2.3. Scope of Work, Page No. 10	(A)Data Centre (DC) at Head Office, Indore and Disaster Recovery (DR), Bhopal .To operate and maintain all the Data Centre infrastructure components. .To provide operation and maintenance support for all hardware & software.	Please confirm the bidder will be responsible for maintenance and support for software applications; if yes, then there is no software-related resource.	XtraNet Technologies Private Limited	Pls refer response at S.No.14
27		2.3. Scope of Work, Page No. 11	To setup, operate & maintain a telephonic/email/SMS based helpdesk (16x7) for call logging, issue resolution and tracking.	Please confirm who will provide the email and SMS gateway?	XtraNet Technologies Private Limited	Email / SMS gateway if required, shall be provided by MPCTD.

28		4.14. Opening & Comparison of Financial Bids, Page No. 25	Bid Comparison: Both Financial Bids of bidders whose technical bid has been accepted will be opened and compared for those Bidders whose technical bids reach the minimum threshold standards (i.e., 60% marks) and bid Security has been deposited.	The bidder who will get 60 marks out of the total 100 qualified for commercial bid opening, please confirm.	XtraNet Technologies Private Limited	Yes. 60 marks shall be considered as qualified in Technical Bid for further processing.
29		(c)To Setuo. Ooperate & maintain a Helpdesk Facility at CTD Head Office (HO), Page No. 33	Successful bidder shall design, develop, setup, integrate, operate, maintat and helpdesk system, solution and process for MPCTD	Does that mean the helpdesk system needs to be integrated with any existing system or application?	XtraNet Technologies Private Limited	Integration of Helpdesk Software with existing system or application is not required.
30		(c)To Setuo. Ooperate & maintain a Helpdesk Facility at CTD Head Office (HO), Page No. 33	Successful bidder shall design, develop, setup, integrate, operate, maintat and helpdesk system, solution and process for MPCTD	If integration is required with any existing system or application, then please believe that all the required APIs are available with the department.	XtraNet Technologies Private Limited	Pls refer response at S.No. 29
31		The Pre-Qualification Criteria, Page No. 23	The Bidder should have executed three projects of total value not less than rupees 5 Crores in Govt. or public Sector or Publr Limited company comprising of System Integratjon / IT Facility lmanagement projects covering Data Centre setup/ operation/ maintenance during last 5 fnancial years.	We request to kindly amend this clause as under - The Bidder should have executed three projects of total value not less than rupees 5 Crores in Govt. or public Sector or Publr Limited company comprising of System Integratjon / IT Facility lmanagement projects covering Data Centre setup/ operation/ maintenance during last 7 fnancial years.	XtraNet Technologies Private Limited	No Change

32		Criteria for Evaluation and Comparison of Technical Bids, Page No. 24	No. of System Integration and IT Facility centre setup/ operation/ maintenance implemented or uncler implementation Management projects coveing Data duing tast 5 financial Years .More than 5 (20 Marks) nMore than 3 to 5 (15 Marks) o1 to 3 -(10 Marks)	We request to kindly amend this clause as under - No. of System Integration and IT Facility centre setup/ operation/ maintenance implemented or uncler implementation Management projects coveing Data duing tast 7 financial Years .More than 5 (20 Marks) nMore than 3 to 5 (15 Marks) o1 to 3 -(10 Marks)	XtraNet Technologies Private Limited	No Change
33			General Query	We believe that all required infrastructure for all resources will be provided by the department only, except for the helpdesk team. Please confirm.	XtraNet Technologies Private Limited	Existing working Infrastructure is in place and shall be handed to the successful bidder.
34		2.4.i/11	The manpower should be deployed by the successful bidder at Head Office (HO) and major MPCTD Offices. Their attendance will be maintained on a daily basis which will in turn be linked to their payment.	Does MPCTD has their own Attendance tracking system available or bidder needs to bring their own to track the attendance of the resources .	3 I infotech	Daily attendance sheet has to be maintained by vendor at HO & Divisional Offices and shall be verified by respective CTD location incharge.
35		2.4.ii.b/11	Successful Bidder shall submit CV / Resume of deployed manpower resources as per Annexure 5 format	We understand that the CVs are not required at the time of submission of tender response, please confirm.	3 I infotech	CVs shall be required from the successful bidder as the time of deployment to ensure compliance of resources as per RFP clause 2.4 (viii).

36		2.4.vii/11	Team Deployment details	We understand that MPCTD HQ there is 24x7 support is required from technical filed staff and as per current team there is only 1 resources mentioned so kindly confirm does bidder has to provision the additional resources in that category , kindly confirm.	3 infotech	Discretion of vendor. MPCTD require 24x7 support as per SLA.
37		4.12.4/23	The Bidder must have a full functioning Office with Logistic/ Service Centre for Spares Replacement in the state of Madhya Pradesh.	We request you to accept the declaration from opening the office at Madhya Pradesh within 30 days post award of contract .	3 infotech	No Change in RFP.
38		4.13.3/24	Total Value of Projects of System integration comprising of IT Facility Management during last five financial years (if project not completed, pro rata)	Please confirm does this mean the 15 cr total value is consist of total of multiple projects or single project .	3 infotech	Multiple projects may be considered for evaluation.
39			early completion certificate shall be considered) .More than 15 Crores (20 Marks) .More than 10 Crores to 15 Crores (15 Marks) .More than 5 Crores to 10 Crores (10 Marks)	If in case multiple project kindly confirm the minimum number of projects will be consider for the evaluation.	3 infotech	No minimum number of projects. Turnover from all the submitted project certificate shall be taken into consideration while evaluating clause 4.13
40		4.13.4/24	No. of Relevant Quality Certifications - renowned & internationally accepted More than 3 (10 Marks) 01 to 3 (5 Marks)	Please suggest can you accept the certification which are in progress.	3 infotech	Only submitted certification at the time of technical evaluation shall be considered.
41		4.13.6/24	Technical Bid Presentation 20 (Company brief , project approach, methodology)	Does bidder has to submit the presentation during the submission of technical response document or post evaluation of technical please confirm.	3 infotech	Technical presentation is required to be submitted along with tender documents as per detail provided in clause 4.13 and shall be evaluated in the technical evaluation phase.

42		4.19/28	Schedule of Payment	We request you to have the back to back payment terms of the OEM component.	3 infotech	No Change.	
43		Note /29	Note: The items under FMS support given in Annexure 7A, 7B may increase/decrease during the contract period. The corresponding Maintenance Charges, which is part of the FMS fees, will also be increased/ decreased proportionately	We understand that this will not have impact on the Resources billing, please confirm.	3 infotech	If there is any change in items included in 7A & 7B, then increase / decrease shall be according to the item rate submitted in tender. If there is any change in Human Resource support, then again the rate applicable shall be in accordance to the cost sheet submitted in RFP.	
44		5.1.2/32	To operate and maintain the following Disaster Recovery infrastructure	Please confirm the service window of DR support	3 infotech	Pls refer to RFP clause 5.1.2.4 (DR Support) & 5.1.2.6 (DR-SLA)	
45				Please confirm does bidder needs to deploy the additional resources at DR location or the resources deployed at DC will handled the support via remote?	3 infotech	DR shall be maintained remotely as per existing process. Bidder is required to conduct Quarterly maintenance.	
46		5.1.2.C/33	To setup operates & Maintain a Helpdesk Facility	Is there any existing Helpdesk tool and can bidder use the same.	3 infotech	No. Successful bidder has to arrange helpdesk tool.	
47				.Successful bidder shall bear the cost of any required IT/Non-IT components like PRI/hardware/software/CRM/SIVIS	Or bidder needs to bring their own tool	3 infotech	As per above.
48				Module/Ticketing tool/Computer/Headset,	Does it required on premises or cloud based solution will work	3 infotech	Discretion of vendor.

49	Ann 7 A & 7 B	To ensure backto-back support from hardware OEMs (wherever required as per Annexure 7A, 7B) from time to time and provide documentation certifying the same.	back to back AMC from OEM for the devices mentioned under Ann 7 A & 7 B is mandatory ? Or only critical devices are required to cover under back to Back AMC services please confirm .	3 l infotech	As per response on S.No.3
50			Also specify the critical devices list wherein OEM Support required e.g. Make , Model , Lic Details , Serial number etc	3 l infotech	Critical devices list provided on Annexure 7(A) .
51			Does all these devices are located at DC location or at multiple locations , please specify .	3 l infotech	DC & DR
52			Along with B2B price from OEM does MAF also required , kindly confirm.	3 l infotech	Vendor discretion. MAF is not mandatory.
55	Ann 1 / 60	Annexure 1	Does existing resources placed at divisional offices manage the travel to near by location to handle the FMS support for other CCT offices as well please confirm	3 l infotech	Travel of field staff has to be managed by the successful bidder to ensure SLA as per RFP clause.
56			Who will be responsible to arrange the travel for them ?	3 l infotech	As per above.

57	11, 12	<p>2.4. Support Personnel Requirements (vii) Team Deployment details are: Sr. No. 2 : Helpdesk Analyst</p>	<p>As per the RFP clauses, the number of manpower deployments for Helpdesk Analyst is 06.</p>	<p>We kindly request that MPCTD consider employing 7 manpower instead of 6. Currently, the 6-manpower setup operates service windows 16x7. A minimum of 4 helpdesk members is required during peak hours (10:00 AM to 06:00 PM), and 2 members are needed during off-peak hours (8:00 AM to 10:00 AM & 6:00 PM to 12:00 AM).</p> <p>If all 6 manpower personnel work continuously for 7 days, it is not possible to provide them with a day off each week. Therefore, we respectfully request the addition of one more manpower resource to ensure the proper allocation of weekly time off for the existing 6 personnel.</p>	<p>Business Automation (Indore) Pvt. Ltd</p>	<p>Vendor may use discretion while quoting the manpower cost, to match the SLA requirement of RFP.</p> <p>No change in the RFP.</p>
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58	11, 12	<p>2.4. Support Personnel Requirements, (vii) Team Deployment details are: Sr. No. 6 : Technical Field Staff at CCT HQ</p>	<p>As per the RFP clauses, the number of manpower deployments for Technical Field Staff at CCT HQ is currently 01 for 24x7 service windows.</p>	<p>We kindly request that MPCTD consider increasing the manpower to 4 instead of 1, given that the current 1-manpower setup is expected to operate service windows 24x7</p> <p>It is not feasible for some single manpower personnel to work continuously for 24 hours a day and 7 days a week. Therefore, we respectfully request the addition of 3 more manpower resources to ensure the proper allocation of work in 3 rotational shifts of 8 hours each, and 1 resource will be responsible for managing the weekly time off for the 3 resources.</p> <p>Shift-1 8:00AM to 4:00 PM – 1 Resource Shift-2 4:00 PM to 00:00 PM –2 Resource Shift-3 00:00PM to 8:00 AM – 3 Resource To maintain one Week-off for above 3 resources, 4th Resource will be required.</p>	Business Automation (Indore) Pvt. Ltd	<p>Vendor may use discretion while quoting the manpower cost, to match the SLA requirement of RFP.</p> <p>No change in the RFP.</p>
59	76, 77, 78	<p>ANNEXURE 7: List of Items under FMS : (A) Maintenance Cost for Items without Warranty</p>	<p>Sr. No. 09 Precision Air Conditioning System, Make : Emerson Qty: 05 , Model: PEX130 Sr. No. 43 Server Load Balancer</p> <p>(02), Model: Radware Sr. No. 52 - 250 KVA DG Set for backup at DC , Make: Kirloskar Sr. No.60,61,62,63 Database Servers : IBM 740 (3 nos) Sr. No.60: SAN - storage V7000 (2 Nos) Sr. No.61: IBM - System Storage SAN 24B-4 Express Sr. No.62: IBM HMC - Server -02 Nos</p>	<p>We kindly request that MPCTD consider implementing Back-to-Back Support for this critical equipment's. This support is essential because the hardware and software required for this product are proprietary and exclusively owned by the respective OEM's</p>	Business Automation (Indore) Pvt. Ltd	<p>Pls refer to response on Query No. 3</p>

60	76, 77, 78	ANNEXURE 7: List of Items under FMS : (A) Maintenance Cost for Items without Warranty	Sr. No.53 to 59 UPS with Batteries	UPS batteries are consumable products with a typical lifespan of 1-2 years. Within the FMS period of three years, the entire battery bank needs to be replaced twice which will result into very high battery replacement costs. Due to the prohibitively high associated costs, we recommend extending the MPCTD FMS budget to include the additional battery cost for all the UPS	Business Automation (Indore) Pvt. Ltd	No Change in RFP.
61	28	4.19. Schedule of Payments	In 12 quarterly instalments for 3 years after the end of each quarter.	Our last experience of dealing with quarterly FMS payments was that our all the payments were delayed by more than a year, where we have to regularly pay the salaries and other costs, the cost of funds were very high which were not accounted for while we have submitted our last bid. We kindly request you to consider quarterly advance payment to reduce our cost of funds	Business Automation (Indore) Pvt. Ltd	Quarterly payment is done as per approved Government policy and included in the RFP for terms and conditions.