

Replies to the queries on e-tender for selection of Agency for Data Centre Infra Management at CMC Data Centre issued on 10/12/2019

Company Name	Sr. No.	page no.	Clause no.	clause	clarification Requested	Reply to the query
Ind Innovation	1	16	3.13(11)	The Bidder must have an annual turnover of minimum INR 5 Crores each year during the last 3 financial years ending 31st March, 2019 from Data Centre infra Maintenance/Management services	1. Since as per the clause the bidder shall may have managed only one number of 40 rack data center, this clause is contradicted to clause number 12 of the technical criteria where to qualify the number of Data center has been quantified. In this scenario the annual Turnover from the total company shall in taken in account rather than turn over from Data center Maintenance. 2. AS per the clause the Bidder may have been from the management services as well, does the clause specified for the bidders who have the expertise in the Data center Managed service i.e. IT service, Server , network and storage may also be considered for the Bid.	1. The related turnover criteria is to assess the ability of the bidder to execute the project and therefore the criteria will continue as per the tender 2. Since the tender is floated for Data centre Infra Maintenance/Management services, turnover in that area only will be considered in this clause.
Ind Innovation	2	16,17	3-13(12)	Bidder must have executed minimum 'three contracts of Maintenance of Data Centre with 15 or more IT racks each' or 'two contracts of Maintenance of Data Centre with 20 or more IT racks each' or 'one contract of Maintenance of Data Centre with 40 or more IT racks each' during the last 5 (Five) years. At least one of the Data centre in these need to be Tier-III/Rated-3 or above certified (Tier III /Rated -3 as per TIA-942 or equivalent standards)	1. The contract of maintenance of Data center specified for the number of Server Racks, shall we considered the IT service providing companies also to be eligible with who has done maintenance/managed services for the same number of projects but with Data Center IT hardware background. 2. The Certification of data center is Limited only to rare case and may be subjected to government entities only , hence it may again contradicte with the minimum number number of contacts required for the Data center managed for the case where only 1 number of data center may be managed.	1. Since the tender is floated for Data centre Infra Maintenance/Management services, experience in that area only will be considered. 2. See the corrigendum
Ind Innovation	3	52	5-1(22)	The recurring diesel cost and recurring electricity cost shall be paid by DoT based on measurement and actual expenses. (Only Diesel Cost will be reimbursed to the vendor on monthly basis and Electricity cost will be paid directly by CDOT/DoT).	Since Diesel is a non-traded commodity, this cannot be billed by the bidder sighting rules laid by the Government of india. Hence this shall be removed.	The clause is regarding reimbursement of Diesel Cost. No reselling is envisaged in the tender.
Ind Innovation	4	57	5.3	Battery replacement	Please specify the list of approved make for the battery replacement.	See the Corrigendum
Ind Innovation	5			Novec 1230 based Gas suppression system.	The RFP does not specify the replacement of the Novec 1230 replacement required for the data Center, please specify if the Novec 1230 also maybe need to change in the AMC tenure.	The tenderer needs to follow any regulatory guidelines applicable in the country and OEM standards
Nikom Infra Solutions	1	16, 17	3.13 (12)	Bidder must have executed minimum 'three contracts of Maintenance of Data Centre with 15 or more IT racks each' or 'two contracts of Maintenance of Data Centre with 20 or more IT racks each' or 'one contract of Maintenance of Data Centre with 40 or more IT racks each' during the last 5 (Five) years. At least one of the Data centre in these need to be Tier-III/Rated-3 or above certified (Tier III /Rated -3 as per TIA-942 or equivalent standards)	This clause is restrictive as there are very few Data Centres in the country which are Tier-III/Rated-3 or above certified. Most Tier-III/Rated-3 Data Centres are Tier-III/Rated-3 compliant but not certified. Therefore you are requested to change this clause to " Bidder must have executed minimum 'three contracts of Maintenance of Data Centre with 15 or more IT racks each' or 'two contracts of Maintenance of Data Centre with 20 or more IT racks each' or 'one contract of Maintenance of Data Centre with 40 or more IT racks each' during the last 5 (Five) years. At least one of the Data centre in these need to be Tier-III/Rated-3 or above compliant as per TIA-942 or equivalent standards. "	See the Corrigendum

Nikom Infra Solutions	2	56	5.3	The existing about 7 years old 3 banks of 120 Nos each of 200 Ah and 2 banks 20 Nos of 12V/65AH SMF batteries of Amron make provides back up to UPSs need to be replaced with in 2 months of commencement of the contract as per specifications tabulated below.	Please change this clause to " The existing about 7 years old 3 banks of 120 Nos each of 200 Ah and 2 banks 20 Nos of 12V/65AH SMF batteries of Amron make provides back up to UPSs need to be replaced with in 3 months of commencement of the contract as per specifications tabulated below " as 2 months is less than sufficient.	See the Corrigendum
Nikom Infra Solutions	3	57	5.3	OEM Warranty - 2 years The cost of battery replacement will be paid only once as per provisions ontained in this tender. Maintaining the health of battery to have sufficient backup capacity for ensuring SLAs in this tender will be sole responsibility of DCIMA and any replacement of battery for ensuring the same will be responsibility of DCIMA and DoT shall not reimburse/pay any bills on account of this replacements.	As per our understanding the bidder has to provide battery warranty for 3 years, whereas OEM Warranty for the battery is asked for 2 years in the battery specifications in the RFP. Kindly change this to " OEM Warranty - 3 years " for both types of batteries.	The OEM warranty prescribed in tender arebased on industry standards
Nikom Infra Solutions	4	54	33	Interested bidders who like to visit the Data Centre may contact DoT along with details of officials. Maximum of three officials may be permitted from each company. Such requests shall reach DoT before 12 days from Last date of submission of tender.	You are requested to keep a gap of minimum 20 days between date of uploading of corrigendum by DoT and Last date of submission of tender.	See the corrigendum
Nikom Infra Solutions	5				Please clarify that at the time of commencement of contract, all the equipment in the scope of contract shall be in working condition.	All the system is currently in working condition.
Nikom Infra Solutions	6	28	4.7	Sub-contract	As this is a work of AMC and O&M, please remove this clause as there is less control on manpower of sub-contractor than bidder's own resources, which may deteriorate performance and SLAs. The manpower deployed should be on bidder's own payroll.	See the corrigendum on 5.2.4
Nikom Infra Solutions	7	51	5.1(11)	The successful bidder shall be responsible for the periodic maintenance, repair and replacement of all faulty equipment's/cable as per scope of work specified in the tender. e) Adequate onsite & offsite spare parts/ component must be maintained by the Bidder to ensure that the uptime commitment as per SLA is met to provide the services. It is important for the Bidder to have back-to-back arrangement with all OEMs. The Bidder would be required to provide a copy of the respective agreement signed with the respective Original Equipment Manufacturer (OEM) within two months of signing the contract. Sub components used for maintenance shall be from OEMs only.	Back-to-back signed agreement with OEMs are not required to be submitted as it is the responsibility of bidder to maintain the SLAs and uptime as per the contract. Penalties for not providing the same as per the contract are also applicable on the bidder. So please change the clause to " The successful bidder shall be responsible for the periodic maintenance, repair and replacement of all faulty equipment's/cable as per scope of work specified in the tender. e) Adequate onsite & offsite spare parts/ component must be maintained by the Bidder to ensure that the uptime commitment as per SLA is met to provide the services. Sub components used for maintenance shall be from OEMs only. " We request either change the clause as above or make penalty applicable for respective OEMs also.	Back to back agreement is required in important equipments . See the corrigendum
Nikom Infra Solutions	8	15	3.13 (4)	Bidder should be ISO:9001 , and ISO:14001 Certified	Please change the clause to " Bidder should be ISO:9001 , ISO:14001 and OHSAS 18001 Certified. " OHSAS Certification is for Health and Safety standards.	This certification do not have any direct relevance in the present tender
Nikom Infra Solutions	9	64,69	6.3.2, 6.3.9	Penalty	If penalties are applicable for deviations in humidity and temparature, they shpuld not be applicable separately for PAC for Server Room and UPS Room	See the Corrigendum
IBM				Extend the bid submission date by 20 Days .		No changes in this regard is envisaged at this point. Please see the CPP portal or dot.gov.in for further information in this regard
Raised during Pre-bid				Applicability of Central or State Minimum wages		Please see the relevant clauses in Minimum wages Act. This department function under Central Government