

Replies to the Queries

Sl.No.	Page No.	Item Name	Content in Tender document / conditions as per Tender	Query Clarification sought / modification requested with reason / changes required / clause to be considered	Reasons for requesting the amendment	Remarks
Bidder 1						
1	52	Bid Preparation and Submission 6.3	An EMD amount of Rs.25,00,000 Twenty Five Lakhs should be paid by way of Demand Draft or Banker's Cheque drawn in favour of "The Chief Electoral Officer and Principal Secretary to Government, Public (Elections) Department" payable at Chennai. The Demand Draft or Banker's Cheque should be submitted along with other eligibility criteria documents in Cover- A. The bidder may also submit an irrevocable bank guarantee valid for one year from any bank in favour of 'The Chief Electoral Officer and Principal Secretary to Government, Public (Elections) Department'.	According to our knowledge and belief that the Companies which are registered under NSIC/MSME are exempted from the payment of EMD/Tender fee while participating in Tenders. In fact, this facility/benefit is provided to the Small Scale Industries with a view to uplift the Small Scale Industries which are registered under NSIC/MSME.	we request you to kindly allow us to participate in the said Tender without the payment of EMD/Tender fee as our Company is registered under NSIC/MSME by appreciating the said facts and oblige.	Tender Condition will remain the same
Bidder 2						
2	49	Eligibility Criteria Technical Eligibility 5.5	The Bidder or the Lead Member of a JV/consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year (i.e.March, April and May 2021)	In page no.49 in technical eligibility 5th point it is asked as lead members should have at least 1500 members on its current payroll with last three months PF and ESI	My query is in case of consortium all partners put together can have 1500 members i.e. lead bidder and the consortium all together combined can be 1500 members.	The Lead Member should have at least 1500 persons on its current payroll so Tender Condition will remain the same
Bidder 3						
3	94	General Conditions of Contract D-34 34.1,34-2,34-3	Working Hours, Overtime, Leave,etc.	1. The Hardware that are been to mentioned has to be the same or can be equivalent to the mentioned models? 2. If the Programmers are working over time, will they be paid accordingly? 3. In case of medical leaves, how would you consider or would you expect a replacement.	-	1.Tender Condition will remain the same 2.Tender Condition will remain the same 3. Tender Condition will remain the same
Bidder 4						
4	49	5. Eligibility Criteria	2. The Bidder or the Lead Member of a JV/consortium must have an annual turnover of Indian Rupees Sixty Crores for each of the past four audited Accounting Years (2016-17,2017-18, 2018-19 and 2019-20).	Considering the value of the project, we request you to amend the Annual Turnover as Rs.100 Cr.	-	Tender Condition will remain the same
5	50	5. Eligibility Criteria	8. The Bidder or the Lead Member of a JV/consortium should have ISO 9000 series certification or higher	Considering the scope of work defined in RFP, we request you to include CMMI Level 3 or above certification.	-	Tender Condition will remain the same
6	50	5. Eligibility Criteria	10. The Bidder or any one member should have worked with minimum 5 large size IT corporate companies in past 10 years.	The scope of this RFP warrants for AMC of 32 Servers, 600+ PC , 500+ Printers valued Rs. 2 cr.only for Government offices. We request you to remove this clause to enable the participation of prospective bidders like us.	-	Tender Condition will remain the same
7	51	5. Eligibility Criteria	12. The Bidder/any one of the consortium partner should have worked minimum 10 Government /PSU projects in Tamil Nadu for AMC of Computers.	Considering the tentative project value of Rs.66 cr., Computer part is only Rs. 1 cr., which is equivalent to 1.5% of the project value. We request you to amend this clause as 3 Government / PSU projects in India for AMC of Computers	-	Tender Condition will remain the same

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8	50	5. Eligibility Criteria	11. Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC. or state government certification and affiliation Certificates of NSDC	We request you to amend as Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government projects Here the objective is, the vendor training capability of Human resources. So we request you to remove affiliation with NSDC. Since this will limit the participation of prospective bidders like us.	-	Tender Condition will remain the same
9	37	3.2: SCOPE OF WORK: TASK 2	3.2.2 The Service and cost of consumables: AMC service shall be provided at site and shall cover replacement /repair of defective parts and necessary manpower for corrective/preventive maintenance of the computers and its peripherals. The maintenance besides servicing shall also include replacement of all parts such as mother boards, hard disk keyboard, mouse, Network Card, CD-ROM drive etc. The system maintenance will not include the cost of consumables, fuser assembly, toner cartridge, CDs and DVDs and batteries.	Kindly clarify which Server, Computer, Printer's components are eligible for reimbursement while replacement on AMC.	-	Tender Condition will remain the same
	39	3.2.6 AMC rate, Escalation, Payment and Penalty	Payment: Any expenditure incurred by the Agency towards parts/ consumables not covered by the contract will be reimbursed by the Department periodically.			
10	8	TENDER NOTICE -7	Each tender should be accompanied with an EMD amount of Rs.25,00,000 (Rupees Twenty Five lakhs only) by way of crossed DD or Banker's Cheque or irrevocable Bank guarantee (as per Appendix-3) for one year	As per this clause, EMD can also be submitted in the form of BG as per Appendix 3. Whereas in Appendix 3 (Pg.135), in the 1st para, it is mentioned as under: M/s._____ having its office address at _____ (hereinafter referred to as "Successful Bidder") against Letter of Acceptance reference _____ dated __/__/____ of Chief Electoral Officer. Hope the above format is towards Performance BG to be submitted after Award of contract. Pl. clarify and provide the format for EMD BG	-	Tender Condition will remain the same
Bidder 5						
11	49	Eligibility Criteria Technical Eligibility 5.5	The Bidder or the Lead Member of a JV/consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year (i.e.March, April and May 2021)	-	Made request for the bidder or any member of a JV/consortium should have at least 500 persons on its current payroll.	Tender Condition will remain the same
12	50	Eligibility Criteria Technical Eligibility 5.11	11. Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC. or state government certification and affiliation Certificates of NSDC	Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC	Made request for Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 200 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC.	Tender Condition will remain the same

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Bidder 6						
13	49	Eligibility Criteria Technical Eligibility 5.5	The Bidder or the Lead Member of a JV/consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year (i.e.March, April and May 2021)	Since the the required deployment is around 500 persons, we are suggesting to reduce the current payroll to 1000 persons	-	Tender Condition will remain the same
14	49	Eligibility Criteria Technical Eligibility 5.5	The Bidder or any one Member of a JV/consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year (i.e.March, April and May 2021)	Due to COVID 19 even central government insist to work with 30% employess during the mentioned months. So we are suggesting for the post COVID months regarding the PF,ESI.	-	Tender Condition will remain the same
15	50	Eligibility Criteria Technical Eligibility 5.11	11. Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC. or state government certification and affiliation Certificates of NSDC	Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill trainingand trained minimum 500 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC.	Whether NSDC certificate is mandatory?	Tender Condition will remain the same
16	51	Eligibility Criteria Technical Eligibility 5.12	The Bidder/any one of the consortium partner should have worked minimum 10 Government/PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate	we requesting to reduce the 10 Government/PSU projects to 5 Government/PSU projects	-	Tender Condition will remain the same
Bidder 7						
17	49	Eligibility Criteria Technical Eligibility 5.1	Be The Lead member must be a registered company (under the Indian Companies Act) operating in India for at least the past 5 years. JV/Consortium partner must be a Company or firm (Register under Indian Companies Act or Indian Partnership act) operating in India for at least the past 5 years. Please attach a copy of the Registration Certificate.	Be The Lead member must be a registered company (under the Indian Companies Act) operating in India for at least the past 5 years. JV/Consortium partner must be a Company or firm (Register under Indian Companies Act or Indian Partnership act) operating in India for at least the past 5 years. Please attach a copy of the Registration Certificate.	-	The Query is not specific. However tender condition will remain the same
18	49	Eligibility Criteria Technical Eligibility 5.2	The Bidder or the Lead Member of a JV/consortium must have an annual turnover of Indian Rupees Sixty Crores for each of the past four audited Accounting Years (2016-17, 2017-18, 2018-19 and 2019-20). Please attach a certificate from the Chartered Accountant or the Annual Report of the past four audited years	The Bidder or consortium jointy must have an average annual turnover of Indian Rupees forty Crores for each of the past three audited Accounting Years ,(2018-19 ,2019-20 & 20-2021). Please attach a certificate from the Chartered Accountant or the Annual Report of the past four audited years.	-	Tender Condition will remain the same
19	49	Eligibility Criteria Technical Eligibility 5.3	The Bidder or the Lead Member of a JV/consortium must have a Positive Net Worth in at least three years in the preceding five audited accounting years. Please attach a certificate from the Chartered Accountant or the Annual Report for those three audited years showing Positive Net Worth.	The Bidder or consortium members must have a Positive Net Worth not less then 10 Cr in as on Bid submission date. Please attach a certificate from the Chartered Accountant or the Annual Report for those three audited years showing Positive Net Worth.	-	Tender Condition will remain the same

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20	49	Eligibility Criteria Technical Eligibility 5.4	Should not hold any sanction / black-listing by any government / quasi government agency or any MultiLateral Donor Body (World Bank, ADB, JICA, etc.) persisting on the last due date of receipt of tender Please attach a self-declaration stating the above.	Should not hold any sanction / black-listing by any government / quasi government agency or any Multi-Lateral Donor Body (World Bank, ADB, JICA, etc.) persisting on the last due date of receipt of tender Please attach a selfdeclaration stating the above.	-	The Query is not specific. However tender condition will remain the same
21	49	Eligibility Criteria Technical Eligibility 5.5	The Bidder or the Lead Member of a JV/consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year (i.e.March, April and May 2021)	The Bidder or any one Member of a JV/consortium should have at least 300 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year (i.e.March, April and May 2021)	-	Tender Condition will remain the same
22	49	Eligibility Criteria Technical Eligibility 5.6	The Bidder or any one member of a JV/consortium should have at least 50 persons who are engaged in IT / Systems Development and Maintenance Activities. Please attach a self-declaration with this regard from the Human Resources Head / Director / other equivalent senior leadership position.	The Bidder or any one of the consortium should have at least 50 persons who are engaged in IT / Systems Development and Maintenance Activities. Please attach a self-declaration with this regard from the Human Resources Head / Director / other equivalent senior leadership position.	-	The Query is not specific. However tender condition will remain the same
23	49	Eligibility Criteria Technical Eligibility 5.7	The Bidder or any one Member of a JV/consortium should have executed projects in the last five years that require AMC for at least 300 devices such as Computers, Printers at the same time, with at least one project having at least 150 devices. Please attach relevant project citations mentioning the project title, the value of the contract, the contract duration, the number of personnel deployed, and project work order /completion certificates. If the project is in continuation, it should have started at least 1 year ago and a certificate with this regard from the organization for whom the service was offered should be attached.	The Bidder or any one Member of a JV/consortium should have executed projects in the last five years that require AMC for at least 300 devices such as Computers, Printers at the same time, with at least one project having at least 150 devices. Please attach relevant project citations mentioning the project title, the value of the contract, the contract duration, the number of personnel deployed, and project work order /completioncertificates. If the project is in continuation, it should have started at least 1 year ago and a certificate with this regard from the organization for whom the service was offered should be attached.	-	The Query is not specific. However tender condition will remain the same
24	49	Eligibility Criteria Technical Eligibility 5.8	The Bidder or the Lead Member of a JV/consortium should have ISO 9000 series certification or higher. Please attach copy of certificate highlighting the expiry date ofthe certificate.	The Bidder or the Lead Member of a JV/consortium should have ISO 9000 series certification or higher. Please attach copy of certificate highlighting the expiry date of the certificate.	-	The Query is not specific. However tender condition will remain the same
25	49	Eligibility Criteria Technical Eligibility 5.9	The Bidder or the Lead Member of the consortium should have executed at least one contract with a single client (Private or Public Companies) with more than 150 employees outsourcing in last five years. Please attach the relevant project citation, the value of contract, the contract duration, the number of personnel deployed and project work order / completion certificates.	The Bidder or the Lead Member of the consortium should have executed at least one contract with a single client (Private or Public Companies) with more than 150 employees outsourcing in last five years. Please attach the relevant project citation, the value of contract, the contract duration, the number of personnel deployed and project work order / completion certificates.(Remove)	-	Tender Condition will remain the same
26	49	Eligibility Criteria Technical Eligibility 5.10	The Bidder or any one member should have worked with minimum 5 large size IT corporate companies in past 10 years. Please attach copy of project details done in past 10 years	The Bidder or any one member should have worked with minimum 5 large size IT corporate companies in past 10years. Please attach copy of project details done in past 10 years. ((Remove)	-	Tender Condition will remain the same

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27	49	Eligibility Criteria Technical Eligibility 5.11	Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and must have affiliation with NSDC.	Bidder or any one member of the consortium / JV should have more than 5 years' experience in providing skill training and trained minimum 500 candidates in last 3 years with Central or State Government certification	-	Tender Condition will remain the same	
28	49	Eligibility Criteria Technical Eligibility 5.12	The Bidder/any one of the consortium partner should have worked minimum 10 Government/PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate	The Bidder/any one of the consortium partner should have worked minimum 10 Government/PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate (Remove)	-	Tender Condition will remain the same	
29	49	Eligibility Criteria Technical Eligibility 5.13	The Bidder or any one Member of a JV/consortium should have minimum 5 OEM Partnership on association in last 5 years. Please attach relevant certificate	The Bidder or any one Member of a JV/consortium should have minimum 5 OEM Partnership on association in last 5 years. Please attach relevant certificate	-	The Query is not specific. However tender condition will remain the same	
30	49	Eligibility Criteria Technical Eligibility 5.14	The Bidder / JV /Consortium partner should have valid PAN and Goods and Services Tax (GST) Registration. The Bidder / JV /Consortium partner should enclose the Registration Certificate for Goods and Services Tax (GST). Submit GSTR-3b for the last 3 months and Tax paid form (i.e.March, April and May 2021) Please attach the copy of relevant documents.	The Bidder / JV /Consortium partner should have valid PAN and Goods and Services Tax (GST) Registration. The Bidder / JV /Consortium partner should enclose the Registration Certificate for Goods and Services Tax (GST). Submit GSTR-3b for the last 3 months and Tax paid form (i.e.March, April and May 2021) Please attach the copy of relevant documents.	-	The Query is not specific. However tender condition will remain the same	
Bidder 8							
31	49	Eligibility Criteria Technical Eligibility 5.10	The Bidder or any one member should have worked with minimum 5 large size IT corporate companies in past 10 years. Please attach copy of project details done in past 10 years	We ourself is an IT development company competing with other major IT companies for various projects. Since we are in the software development segment we have more Government departments as clients. Hence, the criteria of " bidder should have worked with minimum 5 large size IT corporate companies in past 10 years may be amended as large size IT corporate comapnies or Government departments.	-	Tender Condition will remain the same	
32	49	Eligibility Criteria Technical Eligibility 5.12	The Bidder/any one of the consortium partner should have worked minimum 10 Government/PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate	Bidding Company may be allowed to submit AMC of computers in 10 Government Departments/PSU projects anywhere in India or any State. We are operating on PAN India basis and branches in all over India. We request you to accept the experience/credentials of AMC of Computers in Government Departments of other State also.	-	Tender Condition will remain the same	
			G.Ramesh, Manager, ELCOT (Member)			T.Vanitha, Joint Director, TNeGA. (Member)	Anne Joseph, Addl. CEO & Addl. Secy. To Government. (Chairman)