Clarifications/ Amendments to the REC Tender Number REC/IT/100/2008/1 Dated 10th January 2008 For "Providing On-site Facilities Management Services and AMC for IT Infrastructure of REC at its Corporate Office, Core 4, Scope Complex, 7 Lodi Road, New Delhi -110 003 for a period of one year"

S. No.	Original Clause/ Clarifications Sought in the Pre-Bid	Clarifications/ Amendments
1	Clause 4.1(b) – "If any equipment and product/ system is down beyond 2 (Two) hours, penalty will be charged per hour per system at the rate of Rs 50/- per hour."	Clause 4.1(b) - If any equipment and product/ system is down, the complaint is to be attended within 2 (Two) working hours and should be rectified/ replaced with stand by arrangement with in 4 (Four) hours (i.e. FN calls – AN, AN Calls – Next Day FN), so that work does not suffer. Any delay in any of the above parameters will be charged per hour per equipment and product/ system at the rate of Rs 50/- per hour.
2	Clause 4.1(c) – "In case the engineer is absent then Rs 500/- per day per engineer or helpdesk executive shall be deducted if no alternate arrangement for the absentee is provided by the vendor."	Clause 4.1(c) - In case an engineer / helpdesk executive is absent without prior intimation, the bidder will arrange to provide alternate arrangement for the same with in 2 (Two) hours of reporting the same. Any delay beyond the period will attract penalty of Rs 500/- per day.
3	To keep the batteries of UPS out of AMC	Addendum Price Schedule Note 4: The first replacement of batteries will be done at the cost of RECL and subsequent replacement will be done by the bidder. Revised Price Schedule Table II "Support for FMS Operation and Annual maintenance of the Desktop network Resident technical staff" Annexed along with revised Total Cost of Ownership (TCO). Addendum: Clause 3.9 (iii) - The L1 bidder will also have to match the price of UPS Battery with the lowest quote price for this line item in the price schedule. REC will buy directly from the L1 bidder without going through any further tender.
4	In case of any physical damage to the LAN components (passive) REC should provide the passive component to be replaced.	Addendum 4.7 Miscellaneous XX1: In case of any physical damage (due to REC) to the LAN components (passive) REC will supply the material and the bidder has to lay/ install & maintain the same.
5	To include an overall cap/ limitation on the penalty amount per month or per quarter.	No Capping / Limit to the penalty amount hence no corrigendum

Annexure to Pre Bid Clarifications

2. Table II

Support for FMS Operation and Annual maintenance of the Desktop network Resident technical staff

S.No.	Item Description (A)	Unit (B)	Tentative Quantity (C)	Total Price in INR (all inclusive) D= B * C
1	Cost of AMC and FMS for One year (At least 3 resident Engineers and 1 helpdesk official)		NA	
2	Rate Per Additional Engineer	Per Month	1	
3	Rate for holidays (Sunday & Gazatted) (From 09.00 AM. To 06.30 PM.)	One Man Day	12	
4	Rate for duty beyond prescribed duty hours/per person	Per Hour	50	
5	Onsite Comprehensive AMC of One Desktop	Per Desktop	102	
6	Onsite Comprehensive AMC of One Server	Per Server	4	
7	Onsite Comprehensive first Level Support of One Desktop under third party warranty maintenance	Per Desktop	217	
8	Onsite Comprehensive AMC of One UPS	Per UPS	102	
9	Onsite Comprehensive first Level Support of One UPS under third party warranty maintenance	Per UPS	217	
10	Onsite Comprehensive AMC of One Printer	Per Printer	66	
11	Onsite Comprehensive first Level Support of One Printer under third party warranty maintenance	Per Printer	104	
12	Onsite Comprehensive AMC of One Router	Per Router	1	
13	Onsite Comprehensive AMC of One Switch	Per Switch	10	
14	Onsite Comprehensive AMC of One Firewall	Per Firewall	1	
15	Onsite Comprehensive AMC of One LAN Node	Per Node	323	
16	Anti Virus, Spyware, Malware, Adware one year licensed software (kindly specify make/model etc)	Per License	210	
17	15 min backup battery as per 8 above with one year warranty	Per Battery	102	
		Total (2)		

Addendum Price Schedule Note 5: The quantities indicated in Table II are indicative and to arrive at LQ1bidder. However, these are not guaranteed and may vary (subset / superset) and the payment shall be made on actual basis only.