

**RFP No. 302/14/2015-NFHM: REQUEST FOR PROPOSAL for
Invitation to submit the bids for procurement of Extended Warranty of EMC VNXe 3200 Storage and Dell Power Edge R630 Server for three years.**

Sr. No.	Prospective Bidders	Section	Sub Section	Query	NFAI Response
1	RAMAYA Technologies	6. Scope of Work	6.1.1. Premium Support (Extended Warranty of EMV VNXe 3200 Storage for three years) from date of award or date of applicability of AMC Agreement whichever is later required.	EMC VNXe 3200 will be End of Support from 31/01/2023. hence we request to the department to amend the clause as follows: Premium Support (Extended Warranty of EMC VNXe 3200 Storage till 31/01/2023) from date of award or date of applicability of AMC Agreement whichever is later required.	Kindly refer to the corrigendum. Duration of extended warranty has been reduced from three years to two years. Kindly read the RFP title as "Invitation to submit the bids for procurement of Extended Warranty of EMC VNXe 3200 Storage and Dell Power Edge R630 Server for two years. "
2		6. Scope of Work	6.1.1. Premium Support (Extended Warranty of EMC VNXe 3200 Storage for three years) from date of award or date of applicability of AMC Agreement whichever is later required.	After the merger of DELL and EMC, DellEMC offers the following 2 type of warranty support on storage hence we request the department to amend the clause. 1) ProSupport with Mission Critical 2) ProSupport with Next Business Day	Kindly refer to the corrigendum.
3		6. Scope of Work	Dell Power Edge R360 Server	There is a typo error in the model name of the server we request to department to change the server model name as Dell Power Edge R630	Kindly refer to the corrigendum.
4		6. Scope of Work	6.2.1. Premium Support (Extended Warranty of Dell Power Edge R360 server for three years) from date of award or date of applicability of AMC Agreement whichever is later required.	Dell offers the following 4 types of warranty support on server hence we request the department to amend the clause. 1) ProSupport Plus 4Hr Mission Critical 2) ProSupport 4Hr Mission Critical 3) ProSupport Plus NBD 4) ProSupport NBD	Kindly refer to the corrigendum.

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5		11. Commercial Bid Format	11.1.1. AMC & Warranty 11.1.2. AMC & Warranty – Non- IT Components 11.1.3. Software, Licenses and Certificates (If Any) 11.1.4. Miscellaneous/ Other (Specify)	Considering that NFAI is extending the OEM warranty support, AMC will not be applicable to this contract. By definition an AMC is signed after the end of OEM warranty period. Please also specify in details what all is implied by NFAI under these clause: 1) AMC 2) Non IT Components 3) Miscellaneous/ Other (Specify)	Kindly refer to the corrigendum.
6		5.25 Instructions to Bidders	5.25.2. The PBG shall be from a Nationalized Bank or a Scheduled Commercial Bank in the format prescribed in Annexure IV payable on demand, for the due performance and fulfilment of the contract by the bidder.	We request the department to allow bidders to submit Performance security in the form of Fixed Deposit Receipt as per General Financial Rule 2017 Rule 171: Performance Security Subsections (i) states 'Performance Security may be furnished in the form of an Account Payee Fixed Deposit Receipt from a commercial bank safeguarding the purchaser's interest in all respects' Hence request you to allow Performance Guarantee by way of Fixed Deposit.	Clause remains unchanged.
7		12. Payment Milestones	12.1. First Year 12.2. Second Year 12.3. Third Year	The department has asked for premium support in the tender. The premium support would be provided by the OEM only. The vendor have to pay upfront 100% for 3 years. Hence request you to change the payment terms to 100% upfront after renewal of support from OEM and submission proof in the form of OEM certificate/ Management console screen shot of for 3 years.	Kindly refer to the corrigendum.
8	Sujata Computers Pvt. Ltd.	Not Mentioned	Not Mentioned	Required Service Tag numbers of Servers	Kindly refer to the corrigendum.