

Answers for the queries raised by prospective bidders regarding  
Tender No. 3(15)/2004-CERT-In Vol (VIII) (Part File)

<u>S No.</u>	<u>TENDER CLAUSE</u>	<u>PROSPECTIVE BIDDER'S QUERY</u>	<u>REPLY/ CLARIFICATION</u>
1	<p>Tender Clause No: 64</p> <p>(b) In Case of Software: 90% of payment shall be made by CERT-In, MeitY after delivery and satisfactory completion of installation, commissioning, testing and acceptance of the software and equipment as well as receipt of pre-receipted bills in duplicate. Bidder may submit the bills after all the software and equipment are installed, commissioned, tested and accepted. Payment may be made by CERT-In, MeitY after all the software and equipment are installed, commissioned, tested and accepted. Balance 10% payment will be released after expiry of warranty of one year or against Performance Bank Guarantee of the amount equivalent to 10% of quoted price, which should be valid for the 60 days beyond the duration of the warranty period.</p> <p>(c) In case of Hardware : 90% payment shall be made by CERT-In, MeitY after delivery and satisfactory completion of installation, commissioning, testing and acceptance of the equipment as well as receipt of pre-receipted bill in duplicate. 10% payment would be released after expiry of the warranty period of 36 months or 100% on satisfactory completion of installation, commissioning, testing and acceptance of the equipment if the firm submits the Performance Bank Guarantee of the amount equivalent to 10%, of quoted price, which should be valid for the 60 days beyond the duration of the warranty period.</p>	<p>Request for the amendment</p> <p>In Case of Software &amp; Hardware: 90% payment after delivery &amp; 10% after installation&amp; commissioning along with submission of PBG.</p>	No Change

2	<p>Tender Clause No: 62</p> <p><b>DELIVERY &amp; INSTALLATION</b> All the items must be delivered and installed/commissioned within 8 weeks of placement of the Purchase Order. Any delay by the supplier in the performance of delivery of items shall render the supplier liable to imposition of liquidated damage as per the respective Clause (next)</p>	<p>Request for the amendment</p> <p>All the items must be delivered and installed/commissioned within 12-14 weeks of placement of the Purchase Order</p>	<p>No Change</p>
3	<p>Tender Clause No: 24</p> <p>The bidder should be ISO 9000 and ISO 27000 Quality certified. Documentary proof should also be Submitted in this regard.</p>	<p>Request for the amendment</p> <p>The bidder should be ISO 9000 / ISO 27000 Quality certified. Documentary proof should also be submitted in this regard.</p>	<p>The bidder should be ISO 9000/9001 Quality certified. Documentary proof should also be submitted in this regard.</p>
4	<p>Tender Clause No: 24</p> <p>The bidder should be ISO 9000 and ISO 27000 Quality certified. Documentary proof should also be Submitted in this regard.</p>	<p>The bidder mentioned "As we recognize you asked for quality certificate and ISO 9001 is related to quality whereas ISO 27000 certificate not related to quality standard certificate. In consideration we request for the amendment in the RFP clause i.e. the bidder should attach quality management system Standard certificate i.e ISO 9001 (copy of valid certificate should be attached along with technical bid)"</p>	<p>The bidder should be ISO 9000/9001 Quality certified. Documentary proof should also be submitted in this regard.</p>
5	<p>Tender Clause No: 57</p> <p>Technical hands-on workshop for 5 CERT-In officials for 5 days on supplied solution to be arranged by bidder and to be provided at bidder expenses with no additional cost to CERT-In.</p>	<p>Please clarify whether training to be provided by OEM or System Integrator (SI).</p>	<p>Technical hands-on workshop for 5 CERT-In officials for 5 days on supplied solution to be arranged by bidder ( Training to be delivered by bidder and/or OEM and/or arrangements of bidder with any other reputed 3rd party agency) and to be provided at bidder expenses with no additional cost to CERT-In.</p>
6	<p>Tender Clause No: 61 (a)</p> <p>All the items must be quoted with minimum one year onsite warranty period; or above, if so supplied by the OEM. Warranty period shall commence from the date of completion of – supply, successful installation &amp; commissioning and acceptance by CERT-In; 45 days after the date of complete delivery, if installation is somehow delayed by CERT-In only; whichever is later.</p>	<p>Please clarify whether warranty for equipments is for 1 year or 3 years.</p>	<p>All the Hardware items must be quoted with minimum Three (3) years onsite warranty period; or above, if so supplied by the OEM, in line with the BOQ. All the items must be quoted as per BOQ. Warranty period shall commence from the date of completion of – supply, successful installation &amp; commissioning and acceptance by CERT-In; 45 days after the date of complete delivery, if installation is somehow delayed by CERT-In only; whichever is later.</p>

7	Tender Clause No: 20 The Cumulative turnover of the bidder should be a minimum of Rs.25 Crores for each year through sales of Hardware and Software for the last two financial years. Documentary proof of the same should be provided in the technical bid.	Whether turnover to be provided is cumulative or for each year.	The turnover of the bidder should be a minimum of Rs.25 Crores for each year through sales of both Hardware and Software for the last two financial years. Documentary proof of the same should be provided in the technical bid.
---	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------