

## Pre-Bid Query Clarification

Tender No- TPSODL/OT/2022-23/043  
Package Name- SITC of Servers for TPSODL

Sl. No.	Detailed Reference to TPSODL Technical Document. Please specify Document No / Clause No / Page No	Page No.	Description as per Bid Document	Remarks - Query / Clarification	TPSODL Response
1.	7.3 Payment Terms	12	Post submission of an error-free and verified invoice (s) from EIC, payment shall be released within 45 days.	We request you to kindly amend this clause as: Post submission of an error-free and verified invoice (s) from EIC, payment shall be released within <b>30 days</b> .	Payment terms shall be as per Tender
2.	Scope of Work & Service Level Agreement / 7. Delivery Time	21	The devices should be delivered within 8 weeks from order issuance date and installation of the same should be done in one week from the date of intimation. (Client will intimate date to bidder for installation of equipment's).	Due to shortage of semi-conductor issue globally, the OEMs are facing issues to deliver the products in time. So we request you to kindly amend this clause as: The devices should be delivered within <b>10-12 weeks</b> from order issuance date and installation of the same should be done in one week from the date of intimation. (Client will intimate date to bidder for installation of equipment's).	10-12 weeks
3.	Scope of Work & Service Level Agreement / 2. Commencement of Warranty Period	21	a) The warranty of the equipment's carries for 5 years warranty. Vendor shall provide maintenance of the equipment's for a period 5 years as per terms and laid in this document. Conditions laid in this document.	We request you to kindly confirm the warranty period.	5 years
4.	7.2 Delivery Terms	12	Delivery to be completed within 8 weeks of issuance of RC/RO	we request TPSODL to please increase the delivery timelines from 8 weeks to 32 weeks as there is huge delay from all the OEM due to semi conductor issue	10-12 weeks
5.	7.3 Payment Terms:	139	Payment Terms	We request TPSODL to please specify the payment terms	Payment terms specified in clause 7.3 (page no-13)
6.	Acceptance criteria		Acceptance criteria	We request TPSODL to please specify the Acceptance criteria	UAT (Like spec verification etc..)
7.	Annexure VII	20	Annexure VII- SLA asked for 2 Hrs for Response and 4 Hrs for resolution time	would request to kindly increase the resolution time as 8 Hrs .	no change
8.	Section 5	21	Support for OS patch	kindly clarify the scope in details? is there any UAT setup for patch testing as commercial sheet format had no Managed services field t.	There will be UAT will be there any patch management
9.	Section 9	21	Escallation Matrix	would request if we can share the hierchy of matrix as per defined by individual organisation	Kindly share the organisation esclation matrix
10.	Section 3	23	OS Support, Virtualisation support	since the commercial ask is for server hardware, would request to kindly add the respective services in the Commercial format and should be clubbed with warranty and support .since OEM doesn't provide the support of OS and Virtualisation if not provided by them.	There will be no separate line item. Please include in the Hardware cost
11.	General		support under warranty	would request to keep SLA as provided by OEM and support window offered.	
12.	General		do we need to install and configure the OS hypervisor as well	kindly confirm	yes ( OS will be provided by TPSODL
13.				please specify	
14.	7.2 Delivery Terms	13	As per SLA , Delivery to be completed within 8 weeks of issuance of RC/RO.	The delivery would be accepted within 20-24 weeks after Receiving the RO. Due to globally Shortage of Components device Manufacring is Impact Badly. We request you to change this clause.	10-12 week
15.	7.3 Payment Terms	12	Post Submission of an error - free and Verified Invoice(S) from EIC, Payment shall be released within 45 days.	Being MSME we request you, the payment shall be released within 30 days against successful delivery and acceptance of Material.	Payment terms shall be as per Tender
16.	SCOPE OF WORK AND SERVICE LEVEL AGREEMENT 1. Configuration / Call Response Time	20	2 Hours Response Time	Supported (note, as per OEM there is no configuration related support covered under Warranty/MA, however general/standard queries can be addressed)	no change
17.	SCOPE OF WORK AND SERVICE LEVEL AGREEMENT 2. Resolution Time	17	4 hours from the time of call registration	Need to clarify this	no change
18.	SCOPE OF WORK AND SERVICE LEVEL AGREEMENT 3. Spares/Hardware Failure	17	NBD or Replacement as per the OEM support terms	As per OEM NBD Support, Part delivery with in 48 hrs.	no change