



(An ISO-9001-2008 organization)
(CIN: U91110MH1928GAP00)

Responses to Pre-bid queries
On RFP for
Procurement of
Personal Computers and Peripherals

Based on pre-bid meeting for clarification on written queries held on 15th July 2016.

(Ref No: PCP/16-04)

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Sr. No.	Document Reference	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark (if any)	IIBF's Response
1	7. Minimum Eligibility Criteria	7	7.6	The Bidder should facilitate direct support at the Mumbai and Kolkata	Direct support will be provided in Mumbai and third party support from authorized vendor will be provided in Kolkata. However, whole SLA responsibility in Mumbai and Kolkata will be own by us.		Clause 7.6 stands modified as under "The Bidder should facilitate direct support at the Mumbai and Kolkata Office, In the absence of direct support, the Bidder may provide third party support from authorized vendor, however SLA responsibility will be owned by the Vendor"
2	17. Supply, Installation and Commissioning (Completion of Project)	16	17.2	Bidder shall implement the complete solution (hardware, software, customized etc) within 4 weeks from the date of purchase order	For Kolkata, request you to change the implementation time to 6 weeks.		Clause 17.2 stands modified as under: " Bidder shall implement the complete solution (hardware, software, customized etc) <u>within 6 weeks</u> from the date of purchase order.
1	7. Minimum Eligibility Criteria	7	7.6	The Bidder should facilitate direct support at the Mumbai and Kolkata	For Kolkata services will be provided by HP directly or through their authorised partners M/s xxx Corporation Kolkata		Clause 7.6 stands modified as under "The Bidder should facilitate direct support at the Mumbai and Kolkata Office, In the absence of direct support, the Bidder may provide third party support from authorized vendor, however SLA responsibility will be owned by the Vendor"