



RFQ - Hardware and Software for PPM application Projects Pre-Bid Queries and Answers
Date : 17 January 2019

Sr. No.	Query	Answer
1	<p>We request ReBIT to clarify if AMC includes hardware replacement in case of hardware failure or is it field engineer visit and basic troubleshooting without replacement of hardware.</p> <p>In case of hardware replacement back to back contract to be signed with OEM. This can be done at the beginning of contract for 3/5/7 years in which case the payment for 3/5/7 years to be provided upfront by ReBIT To the bidder. Or AMC commercials to be shared per year after warranty expires.</p>	<p>In Warranty and AMC ,if the engineer visiting is unable to resolve the issue during troubleshooting then the successful bidder needs to replace the hardware.</p> <p>The 3 years warranty is to be included by the bidder.</p> <p>AMC commercials to be shared by vendor upfront by the bidder for four years after expiry of warranty.</p>
2	Request ReBIT to provide complete scope of work for comprehensive on-site support.	After call is logged with vendor, the basic troubleshooting to be done on-site before declaring a replacement is required.
3	Request ReBIT to confirm on date of acceptance.	Date of acceptance will be when successful POST of hardware will be conducted after delivery. Conducting POST for hardware after delivery is in scope of successful bidder.
4	Please provide scope of work for maintenance.	<p>SOW for corrective maintenance is as below:-</p> <p>Engineer visit for basic troubleshooting</p> <p>Call logging with OEM</p> <p>Transit of Servers to ReBIT location.</p> <p>Replacement of server. Packaging of faulty server and sending to OEM</p>
5	<p>What is the SLA for hardware replacement</p> <p>What is the SLA for fault repair</p>	<p>SLA for hardware replacement is 24*7*NBD</p> <p>Fault repair is within 8 hours after call logging</p>



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6	Request ReBIT to change delivery time to 8 weeks for both hardware and software.	The timeline remains the same
7	Request ReBIT to change payment terms to 70% on delivery and 30% on acceptance.	Payment terms remains the same
8	Request ReBIT to change this clause as Payment towards AMC is to be made upfront along with the hardware.	Payment terms remains the same
9	Request ReBIT to cap penalty to 5% of the order value of the item which is delayed and not on total order value.	Clause remains the same
10	Request to provide detailed scope of work for installation, configuration for MS SQL & Windows 2016.	Installation and Configuration is not in scope for the bidder. Conducting POST for hardware after delivery is in scope of successful bidder.

-Procurement Team