

Subject: Minutes of Meeting / Clarification for query raised by bidder

Name of work :- Tender for AMC (Annual Maintenance Contract) of computers, printers, Laptops, Networking & EPABX Intercom system, etc at Dahej SEZ Ltd, Ta: Vagara, Dist: Bharuch (FOR A PERIOD OF ONE YEAR)

Ref.: Tender Notice no.: 04/2021-2022

Date & Time of meeting: 11.30 AM, 27.07.2021

Place of meeting: Dahej SEZ Ltd., Admin. Bldg, Dahej SEZ (Part-1), Dahej, Ta: Vagara, Dist: Bharuch

Sr. No.	Query raised by bidder	Reply / Clarification
1	We hereby request you to kindly wave off the tender fees as already we have paid for this Tender earlier which was scraped. Kindly review your decision.	As per tender terms & condition, tender fees is non-refundable.
2	If any issue comes into the HDD (Hard disk) of PC and Laptops data recovery would not be under our Scope. Kindly confirm.	It is requested to quote the rate including data recovery as per tender terms & conditions.
3.	For any technical Software issue in PC and laptops remote support would provide to us for solving the problem. Kindly confirm the same.	It is not possible to provide remote support. It is requested to visit at site for any issue / problems after intimation by DSL as per tender terms & conditions.
4.	If one party has got AMC contract of some corporate company before one month Of 5 to 10 time's higher value than your tender value than what will be your stand. Kindly confirm the same.	<ul style="list-style-type: none">• Rate to be quoted by bidder as per tender terms & conditions.• Decision to award the work will be decided after opening of price Bid.
5.	In your tender you have asked for dealer certificate but as far of our knowledge it is required in Procuring of new PCS / LAPTOPS not in AMC. Kindly clarify	As per tender terms & conditions, dealer certificate is mandatory

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6.	As per your tender for any fault in Printers / PC / Laptops standby replacement to be provided By us until new spares would be provided by DSL. Kindly confirm in how many days the new Spares would be provided. Kindly confirm.	DSL will procure the Spares / Material from authorized dealer and hence bidder quoted for bid shall be aware the time required.
7.	For replacement of new spares for fixing whose responsibility would be there ours or the new spares supplier? Kindly confirm.	<ul style="list-style-type: none"> In case of replacement of any parts, it is the sole responsibility of agency appointed by DSL for AMC work. Guarantee / warranty given by manufacturer / spare supplier is to be attained by agency/contractor appointed by DSL. If AMC agency fails to provide the satisfactory services then Dahej SEZ will execute the work through other agency from local market and cost for the same will be deducted from due payment of AMC agency.
8.	If any one party has been allotted the contract if he is not able to provide services than you will deduct The invoice which is raised from another vendor. If the security deposit amount is totally erased than kindly confirm The order would be placed on L2 or it would be scraped. Kindly confirm.	<ul style="list-style-type: none"> DSL reserved the right to take suitable decision to continue / terminate the contract. If L1 bidder fails to provide service after award of work then DSL will invite the tender for work.
9.	If the contract is terminated from your side for any reason the security deposit would be refunded or not Kindly confirm.	Please refer tender terms & conditions.
10.	Is there any specific visit defined by DSL for AMC?	AMC agency must visit once in a quarter i.e. one time in 3 months. Complain call is not counted as the quarter visit.


 29.7.2017
 CEO, DSL