



**West Bengal State Electricity Distribution Company Limited**

**(A Government of West Bengal Enterprise)**

**(IT & Communication Cell)**

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CIN: U40109WB2007SGC113473

**Memo no.: WBSEDCL/IT&C/33.10(i)/ 485**

**Date: 24.09.2024**

**NOTICE**

Sub: Clarifications notice i.r.o. received Prebid queries against Tender No: WBSEDCL/IT&C/33.10(i)/430  
Dated:06/09/2024.

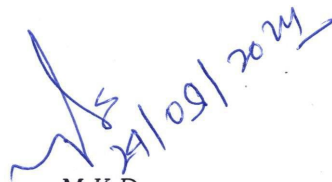
Some queries received from the prospective bidders. Response from WBSEDCL have been given in the below mentioned the clarification of the queries please refer The committee discussed the queries and after threadbare discussion the following clarifications have been :

Sl. No.	Name of bidder	NIT Clause No.	NIT Page No.	Clause Details as per NIT	Query/Clarification/ Suggestion	WBSEDCL's Remarks/ Clarification
1	M/s KAIZEN IT SERVICES PRIVATE LIMITED	Clause 1 of SOW1	23	Bidder will be responsible for AMC/ATS support for the period as mentioned on annexure-IV i.e. from 16/02/2025 to 15/02/2028.	All the equipment's warranty / AMC end date is required. What will happen in case support end date for different equipment's are not same	As per RFP
2		Clause 2 of SOW1	23	Bidder will be fully responsible for arranging back to back OEM support for all the hardware & Software as mentioned in Annexure-IV throughout the AMC-ATS contract period.	No Software details mentioned in the RFP, In case any ATS is running then - contract ID is required for renewal	As per RFP
3		Clause 3 of SOW1	23	if OEM M/s CISCO do not confirm HW support from any date within the contract period, bidder will be responsible to arrange comprehensive annual maintenance support of Firewall for the remaining unsupported period to maintain the SLA strictly as mentioned in the NIT. It is also bidder's responsibility to arrange the support for security SW of Firewall for the entire contract period from the OEM back to back..	How does Security SW support will be arranged in absence of OEM back to back	As per RFP
4		Clause 4 of SOW1	23	If any equipment has declared the EOS, bidder will be fully responsible to arrange exceptional support from OEM.	How bidder can arrange support from OEM for EOS equipment. Bidder can support the equipment's only on best effort basis	As per RFP

5		Clause 11 of SOW1	24	bidders are responsible for monitoring/ management/ replacement/ installation/ reinstallation/ configuration/ modification of installed HW & SW as per the business requirement of WBSEDCL.	Is there any onsite manpower required. If yes, WBSEDCL will arrange ITSM and monitoring tool or arrange access to any shared tool?	As per RFP
6		Clause 1 of SOW 6	28	Expertise team Structure:	as per RFP - minimum one manpower is required. please confirm if there is any contractual obligation on manpower availability, location / service window wise (24 X 7)	As per RFP
7					Duty Roster for 24*7 Manpower: Could you please share information about the duty schedule for the staff needed to work around the clock, every day of the week?	As per RFP
8					Minimum Wages Policy: Is there any minimum wages policy the vendor must adhere?	As per RFP
9					Manpower Recruitment Policy: Is it necessary for manpower to be recruited from the bidder's payroll or can it be outsourced from third-party organizations?	As per RFP and SLA needs to be maintained
10					Dedicated/ Shared Manpower: Is it necessary for vendors to engage dedicated staff or is it acceptable to engage shared resources from other projects?	As per RFP and SLA needs to be maintained
11					Statutory Document Submission: Will vendors need to include any statutory documents related to manpower along with their quarterly billing?	As per RFP

12	M/s TCS	Clause GTC.13.1 and GTC 13.3 under the Terms of payment GTC13	21	<p>GTC.13.1. No advance payment will be made.</p> <p>GTC.13.3. The AMC-ATS charges shall be paid by WBSEDCL on quarterly basis at the end of each three monthly periods from the date of initial start of AMC-ATS Service.</p> <p>The payments will be made after deducting LD/penalties if any, based on the SLA and other MIS reports.</p>	<p>This payment term will result a negative cash flow till mid of the project duration, since cash outflow to respective OEMs occurs yearly in advance. Hence, we request to amend the payment term as annually in advance.</p>	As per RFP
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All other terms and conditions of the existing tender will remain unchanged.

  
M K Das  
Chief Engineer, IT&C Cell  
WBSEDCL