

Clarifications to bidder queries for NIB 13 dated 12.09.2019 for Maintenance contract of Printers for two years

M/s Hue Services Pvt Ltd

Sl No	Tender Specifications	Bidder's Queries	NEEPCO's reply
1.	<p>The bidder must be an experienced Contractor who have successfully executed at least 3(three) similar orders in India during last 3(three) years prior to date of opening of the bid, out of which at least two should be in Government/Public Sector Undertakings. The bidder should furnish copies of detailed orders and also performance certificates from the customers which indicate the dates of award of the work and also indicate that the work is executed/is being executed to the satisfaction of the customer.</p>	<p>The bidder must be an experienced Contractor who have successfully executed at least 3(three) similar orders in India during last 3(three) years prior to date of opening of the bid, out of which at least two should be in Government/Public Sector Undertakings. The bidder should furnish copies of detailed orders and also performance certificates from the customers which indicate the dates of award of the work and also indicate that the work is executed/is being executed to the satisfaction of the customer.</p> <ul style="list-style-type: none"> <li>• The similar nature here means about the value of the contract, the total number of assets (Printers – Similar Make/ Model) and experience in Power Distribution/production sector for better understanding of the working environment of NEEPCO</li> </ul>	<p>Bid condition prevails. Supporting documents are to be submitted.</p>
2.	<p>Bidder should have Services Set-Up(s)/Service Center in Shillong/Guwahati. Details of such Services Set-Up(s)/Service Center(s) indicating complete address, names of persons and contact details shall have to be furnished. In case service is rendered through Authorised Service</p>	<p>Bidder should have Services Set-Up(s)/Service Center in Shillong/Guwahati. Details of such Services Set-Up(s)/Service Center(s) indicating complete address, names of persons and contact details shall have to be furnished. In case service is rendered through Authorised Service Provider, the bidder shall furnish a certificate indicating the name and place of Service Set-</p>	<p>Bid condition prevails. Supporting documents are to be submitted.</p>

	<p>Provider, the bidder shall furnish a certificate indicating the name and place of Service Set-up(s)/Service Center(s) of the Service Provider as in Appendix - XI</p>	<p>up(s)/Service Center(s) of the Service Provider as in Appendix - XI</p> <ul style="list-style-type: none"> <li>• Bidder should have Services Set-up(s)/Service Center in Shillong/Guwahati for last 5 years(trade license to be furnished along with the technical bid documents). Details of such services Set-Up(s)/Service Center(s) indicating complete address, names of persons and contact details shall have to be furnished. In case service is rendered through Authorised Service Provider, the bidder shall furnish a certificate indicating the name and place of Service Set-up(s)/Service Center(s) of the Service provider as in Appendix - XI</li> </ul>	
3		<p>Bidder must have valid ISO 9001:2008, 10002:2014, ISO 20000-1:2011 and 27001 certifications. These certifications certifies the below mentioned credentials of a company which a vendor should have to successfully provide support.</p> <p>ISO 9001:2008 : Maintenance, Support, Sales, Networking &amp; System Integration of IT Products.</p> <p>ISO 10002:2014: The Customer Complaint Handling Management System Standard.</p> <p>ISO 20000-1:2011: The Information Technology Service Management System Standard.</p>	<p>Bid condition prevails.</p>

4.		<p>Engineer(s) should be paid minimum wage (Central/State wages act) of as per labor law and their PF &amp; ESI/ Medi claim number has to be provided.</p> <p>It is the duty of a principle employer to assure that the employees of its vendor are being paid minimum wages. Also there is a chance of frequent manpower change which may lead to instability of work.</p>	<p>Bid condition prevails.</p>
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Deputy General Manager(IT),

IT department, Shillong.