

<p style="text-align: center;"><b>NEW MANGALORE PORT AUTHORITY</b>  <b>FINANCE DEPARTMENT</b>  Tender for “Comprehensive Maintenance contract of Computers/Laptops and its peripherals for a period of Three years at NMPA”  N.I.T. No.NMPA/ ITD/AMC/2024-25/01 &amp; e-Procurement TENDER ID: 2024_NMPT_824688  <b>Reply to pre-bid Query</b></p>				
Sl. No.	Clause Reference	Description (of the Clause)	Clarification Required	Reply by Authority
01	NIT (Sl. No. 6 of table) Page. No. 14	Rs.41,68,000/- (Rupees Forty One Lakhs Sixty Eight Thousand only) excluding ESI, PF and GST, for Three(3) years.	Please clarify for how many years the tender amount specified is applicable according to bid, the salary component is approximately 40lakhs per year, without spare, requested to give more details regarding the same.	Estimate amended to Rs. 1,57,35,713/- for the contract period(3 Years) Pl. refer corrigendum.
2	Page -43 BID EVALUATION CRITERIA (	Comprehensive maintenance contract of Computers/Laptops and its peripherals for a period of Three years at NMPA	The contract period is specified as 3 years in the tender document, but the BoQ does not indicate whether the price should be quoted for one year or for the entire 3 year period	Price shall be quoted for per unit per year in Column 7 of the price bid. The quoted price shall be applicable for first year of contract. For price escalation during subsequent years refer BID EVALUATION CITERIA (BEC) of PART-1

3.	Page 67 clause 3.39(Payment Wages)	<p>Payment of wages to the persons engaged by the Contractor shall not be less than the minimum wages given below:</p> <table border="1" data-bbox="622 245 1099 564"> <thead> <tr> <th>Sl. No.</th> <th>Designation</th> <th>Salary/Month</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>IT Security Engineer</td> <td>Rs. 50,000/-</td> </tr> <tr> <td>2.</td> <td>Web Designer</td> <td>Rs. 40,000/-</td> </tr> <tr> <td>3.</td> <td>Data Centre Supervisor</td> <td>Rs. 35,000/-</td> </tr> <tr> <td>4.</td> <td>Service Engineer</td> <td>Rs. 32,000/-</td> </tr> <tr> <td>5.</td> <td>Call Co-Ordinator</td> <td>Rs. 28,000/-</td> </tr> </tbody> </table>	Sl. No.	Designation	Salary/Month	1.	IT Security Engineer	Rs. 50,000/-	2.	Web Designer	Rs. 40,000/-	3.	Data Centre Supervisor	Rs. 35,000/-	4.	Service Engineer	Rs. 32,000/-	5.	Call Co-Ordinator	Rs. 28,000/-	Please Clarify whether the salary details mentioned are net salary or CTC.	CTC
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1.	IT Security Engineer	Rs. 50,000/-																				
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4.	Page 67 clause 3.39 (Payment Wages)	The wages paid shall include wages for weekly day of rest. One day in a week will be counted as a mandatory rest day (weekly off)	Kindly clarify whether this applicable for all engineers and also clarify weekly off is exclusive of Saturday and Sunday leave in month.	Data Centre Supervisors shall be on shift duty with roster-off on any day of the week. For all other employees weekly off shall be governed by scope of work clause 5(q).																		
5	Page 90 Clause 5.(m)(Scope of work (	In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.	Data can be recovered only if Hard drive is formatted or accidental deletion. Any physical damage or dead hard drive, ransomware attack will not be recovered. Ensure firewall and Antivirus have latest updates to the client systems.	Data to be recovered only if hard drive is formatted or accidental deletion in case of physical damage data recovery shall be done to the extent possible.																		
6.	Page 90 Clause 5(z)(Scope of work)	CAMC shall also cover damages due to High Voltage fluctuations, burn out of parts. Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be	Since high voltage issues are related to electrical Department and are not under our control. The replacement of spares for high voltage,	Tender Conditions shall prevail																		

		ensured by the vendor. If any such issues arise from above points, same shall be reported in writing to Officer In-charge of AMC with proofs for the same.	short circuit and lightning is not covered	
7	1 & 14 Point(6)(Estimate Cost 41,68,000/-+ GST)	Estimate Cost 41,68,000/-+ GST	Required manpower is mentioned as 10 resources in Page No. 138. Where as in Page No. 67 the minimum salary as per Minimum wages has been mentioned. As per the Minimum wages chart for 10 Resource for the period of three years total salary will be Rs. 1,26,36,000/- with applicable GST. Since the mentioned Estimate value is not clear. We request you to provide actual estimate value.	Same as Sl. No.1
8.	14 & 127 Point Estimate Cost 41,68,000/-+ GST	Estimate Cost 41,68,000/-+ GST	Material cost towards Maintaince for the tenure of three years is not considered due to Estimate value V/s Resource value is not feasible. We request you to provide Estimate value towards Material cost as per Annexure I & II.	Same as Sl. No.1
9.	63(1) Minimum Wages	Minimum Wages	Any increase in minimum wages along with ESI & PF will be paid to the Contractor by NMPA based on notification of the revision of wages issued by the ALC/ other competent authority. : Kindly clarify if there is increase in Minimum Wages post awarding of contract. NMPA	Increase in minimum wage notified by CLC will be reimbursed by NMPA.

			should consider the variation in Minimum wages act and the deference in amount should be paid by NMPA to Contractor and the same will be paid by Contractor to Employee	
10.	Page 65(3.37) MAINTENANCE OF RECORDS/REGISTERS, INSTRUCTION BOOK	MAINTENANCE OF RECORDS/REGISTERS, INSTRUCTION BOOK	Asper this statement. Successful bidder will inspect the current IT Infrastructure which is in working condition only those products will be considered towards AMC. Remaining NonWorking products will be brought into the information to Engineer Incharge. Repair and required Spares will not be in Bidder Scope on faulty products. Kindly share your confirmation for the same	Listed items in the BoQ will be handed over to the successful bidder in working condition.
11.	Page 68(3.41)(suitable substitute resource)	suitable substitute resource	The personnel have to attend the duty as per the roaster. In case any personnel is on leave or absent from duty, suitable substitute should be provided by the Contractor failing which penalty as per clause No 3.55 of SCC is applicable. We request you to remove this point. Since we have to provide Weekly Off and also Casual Leave asper Labour Act. Else Contractor will end up factoring additional Resource with applicable Costing. Which will be additional	Tender Conditions shall Prevails

			expense to NMPA charged by Contractor.	
12	Page 75(3.54)CV's with In 7 Days from the date of LOA	CV's with In 7 Days from the date of LOA	The Contractor shall submit the profile of the personnel engaged by them for the contract within 7 days from the date of Issue of LOA. We request you to revise this point from 07 days to 25 Days.	Tender Conditions shall Prevails
13			As per the bid, could you please confirm if the minimum wages provided for engineers refer to their take-home salary or CTC (Cost to Company)?	Same as Sl. No. 3
14			whether data recovery and ransomware data recovery are covered under the AMC.	Same as Sl. No. 5