

Corrigendum- I

(Clarification on bidder's queries)

NIT No. IIML/PUR/FMS/13/2022-23 dated 26/09/2022

Tender for "IT Facility Management Service at Indian Institute of Management, Lucknow"

SL.No	Clause no /Pg no	Clause description	BIDDER'S QUERY	IIM Reply
1	1/3.	The IT FMS for the total IT infrastructure of IIM Lucknow and Noida Campus is required. The support may consist of Hardware/ Software maintenance of all the IT items/ assets of the Institute as well as of Employee, Students, and Visitors etc.	Please confirm the approx. number of Staff and students quantity per location.	Please refer Tender Scope of work. More over total number of users will be 1500 at Lucknow and 500 at Noida.
2	12.2/8.	Complaints will be logged in at the Helpdesk and the successful bidder will have to resolve the Complaints and provide necessary updates. Complaint number shall be provided to the user when the complaint logged. Root Cause should be identified for all complaints and appropriate troubleshoot/ resolution must be provided and recorded. Delay in delivering the resolution will attract the penalty as per the following table:	Do you have any call logging tool in the current environment ?	Online Call Logging application is in progress. Currently Offline Call Logging system is being used for SLA monitoring.
3			If yes which is the existing helpdesk tool, Please confirm	
4			If not then please confirm does bidder needs to factor any tool for the same	No
5			Also confirm the number of Licenses bidder needs to provide	
6	20.1/10	15 (Fifteen) Onsite Technical Service Personnel, out of which 10 (Ten) will be for Lucknow Campus and 5 (Five) will be for Noida Campus with provision to reduce/increase the number of resources by a factor of 50% of the proposed number in the tender. After increase/decrease, contract value will be modified as per actual manpower posted. Man power rate can be derived on pro rata basis for increase/decrease.	Please confirm the tentative category wise resources bidder needs to provisioned at Noida & Lucknow campus .	Refer Tender terms
7	20.3/10	On-site User support (24 x 7 x 365 days) through the Help Desk at Lucknow and Noida Campus	Please confirm number of resources bidder needs to deploy at night shift .	Tentatively Two at Lucknow and One at Noida campus during Night shift
8	21.1/10	It is expected that at least two Administrators (Windows & Linux) will be available on-site during general working hours or as per institute need on both the sites i.e. Lucknow and Noida each	Please confirm the category wise and location service window of resources	Total two Administrators are required, one each at Lucknow and Noida Campus.
9	20.14/10	Managing approximately 500 Desktops, 25 Servers, 4 Video Conferencing setup, 400 UPS, 50 CCTV Camera, 25 Laptop etc. These devices may/ may not be under warranty/ AMC of their respective vendor. These number may increase in upcoming time.	We assume that AMC is out of scope but in case bidder also take care of Comprehensive AMC of these devices then please specify the make model too.	Comprehensive AMC of Hardware provisioning is not in Tender Scope
10	10.5.2/7	ISO /IEC 20000-3:2019 or latest as revised by the ISO for Service Management System (SMS) standard (upload certificate)	Please amend this clause as "ISO /IEC 20000-1:2018 or latest as revised by the ISO for Service Management System (SMS) standard (upload certificate)"	No Change (As per Tender Terms)
11	21./10	21. Onsite Service Personnel Qualification & Experience It is expected that at least two Administrators (Windows & Linux) will be available on-site during general working hours or as per institute need on both the sites i.e. Lucknow and Noida each. The minimum qualifications and experience of the Administrators and other technical service personnel would be as follows 1. Administrators Qualification Qualification mentioned for Technical Service Personnel AND Windows: Microsoft Certification i.e. MCSE AND/ OR Linux: Linux Certification i.e. RHCE Administrators Experience 5 Years working experience of similar support 2	We understand that bidder need to deploy minimum 4 Administrator out total 15 onsite engineers and rest can be Technical Service Personnel , please confirm.	Total two(2) Administrators and thirteen(13) Technical service Personnel.
12	27./14	27. Annexure-II Part-B: Financial BID (FOR REFERENCE ONLY): Pleas fill and upload the financial bid format of e-procure portal only:	There will be a price difference according to the location and category of resources so we request you to ask for the price breakup to the L1 bidder post opening of bid or before awarding the contract .	No Change (As per Tender Terms)
13		General	Which minimum wages is applicable - State or central	Central Govt.