



**SOUTH DELHI MUNICIPAL CORPORATION
INFORMATION & TECHNOLOGY DEPARTMENT
24thFLOOR, DR. SPM CIVIC CENTRE
J.L. NEHRU MARG, NEW DELHI-110002**

F- DIT/SDMC/2020/D-370

Dated- 11.09.2020

Subject:- RFP for COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DATA CENTER EQUIPMENTS (SERVER, STORAGE, KVM SWITCHES, JUNIPER SWITCHES/FIREWALL, LOAD BALANCER, CISCO SWITCHES, CISCO ROUTERS, CISCO SAN SWITCHES, UPS, AIR CONDITIONING, SAFETY AND SECURITY SYSTEMS, NETWORK INFRASTRUCTURE (PASSIVE COMPONENTS))

This is with reference to the Pre Bid Meeting held on 24.08.2020 at 03:00 PM in Conference hall at 6th Floor, Civic Centre regarding above mentioned subject, which was attended by 05 prospective bidders who were requested to send their queries on official email of SDMC.

Written queries received were examined in the light of the overall objectives of the RFP. Point wise replies are published for knowledge of all prospective bidders at **Annexure**.

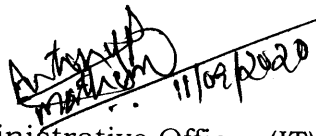
All the prospective bidders are advised to understand fully the RFP read with replies to the pre-bid queries published herewith in entirety, before submitting their bids.

This issues with the approval of Competent Authority.

To,
All concerned

Copy for kind information to:-

1. Addl. Commissioner (IT)
2. Director (IT)
3. AC (IT)


Administrative Officer (IT)

Administration
I.T. Department (ITD)
24th Floor, Civic Centre
J.L. Nehru Road, Delhi - 110002

S. No	Existing Provision in Tender Document	Query raised in Pre- Bid	Reply/Change
1	<p>Page No.- 9 . S. no. ix The bidder should have experience of successful completion of similar works of IT infrastructure maintenance with Government Departments/ PSUs during the last 7 years ending 31.03.2019. The value of work orders to be counted towards work experience shall be as under:-</p> <p>a) At least three projects of value >Rs. 55 Lakhs each; OR b) At least two projects of value > Rs. 70 Lakhs each; OR c) One project of value not less than Rs. 1.1 Crore.</p> <p>Mandatory Document:- 1. The Vendor should submit the particulars of the projects as per form A3.</p> <p>2. Copy of relevant work orders.</p> <p>3. Go live/ completion certificate from client confirming year of Go Live/Completion.</p> <p>Note:- 1. The work order for ongoing project is not valid for</p>	<p>It has been requested to MNCs and reputed private organisations in the experience criteria and has suggested the following modified criteria;</p> <p>The bidder should have successfully completed "Similar Work" of IT Infrastructure maintenance with Government organizations/ PSUs/ MNCs/ Reputed Private Organizations during the last 7 years ending 31.03.2019. The value of work orders to be counted towards work experience shall be as under:-</p> <p>a) At least three projects of value >Rs. 55 Lakhs each: OR b) At least three projects of value >Rs. 70 Lakhs each: OR c) One project of value not less than Rs. 1.1 Crore.</p> <p>Note: 1. The Work order for ongoing project can be consider after certificate from client for satisfactory performance.</p>	No Change

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	<p>experience.</p> <p>2. Consortium experience/joint Venture/sub-contracting etc. Experience for project citation for technical qualification criteria is not allowed.</p>		
2	<p>Section 5 Page No. 12 Clause no. 8 (RADWARE LOAD BALANCER)</p>	<p>We would like to highlight that the OEM (Radware) back-to-back AMC covers the below :</p> <p>a) Hardware (any Hardware related Issues like Power Supply Failure, Fan issues, Hardware Malfunctioning etc.), RMA</p> <p>b) Software Warranty (Latest Operating System, Vulnerabilities Patches, Updates, Upgrades, BUG Fixes etc.)</p> <p>c) 24 x 7 TAC Support (Toll Free Number) for any assistance related to Device Configuration Troubleshooting etc. Helpdesk Ticket can be raised by Partner / Customer directly.</p> <p>Detailed OEM Support SLA Document attached for your kind reference.</p> <p>Existing Devices (Radware AppDirectors) are Old / Legacy Platforms. Due to Technical Architectural Limitations (Old CPU/Memory etc.), these device cannot be Upgraded to Latest Software Updates which are essential considering the Latest Cyber Threats as well as low performing hardwares.</p> <p>Kindly advice if we can provide New</p>	No Change.

Anshu
 Anshu Officer (IT)
 I.T. Department, MCD
 24th Floor, Civic Centre,
 Minto Road, Delhi - 110002

		<p>Hardware (Equivalent / better than the existing AppDirector) instead of Old AppDirector extended AMC.</p> <p>SUGGESTED CLAUSE :</p> <p>Same OEM may provide Equivalent / Better Platform for the existing Devices in case of End Of Support.</p> <p>OEM to take ownership for Migration process from existing to New supplied platforms, without any additional cost implications.</p>	
3	Section 5 Page No. 12 Clause no. 8 (RADWARE LOAD BALANCER)	<p>We would like to highlight that the OEM (Radware) back-to-back AMC covers the below :</p> <ul style="list-style-type: none"> a) Hardware (any Hardware related Issues like Power Supply Failure, Fan issues, Hardware Malfunctioning etc.) b) Software Warranty (Latest Operating System, Vulnerabilities Patches, Updates, Upgrades etc.) c) 24 x 7 TAC Support (Toll Free Number) for any assistance related to Device Configuration Troubleshooting etc. <p>Detailed OEM Support SLA Document attached for you reference.</p> <p>Since the Bidder / Partner will be front ending and participating for this RFP, we highly recommend the SDMC to ask the confirmation from the respective OEM's wrt Back-to-Back AMC on OEM.</p> <p>This will ensure that the</p>	No Change.

Antony
M. K. Mani
 I.T. Department, MCD
 2nd Floor, Service Centre,
 VIT-VEP, Vellore-690019

		<p>SDMC will continue to get the OEM support in terms of Software, Hardware etc. which cannot be supplied by 3rd Party / Bidder.</p> <p>SUGGESTED CLAUSE :</p> <p>OEM Undertaking for Back-to-Back AMC PO confirmation to be provided by Bidder during the Project KicOff Phase.</p>	
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