

Queries from the Vendors regarding the Tender/PRSC/2019-20/0004 for Facilities Management Services (AMC) for IT Equipments.

The essence of the AMC services for PRSC is immediate resolution of the problem ensuring no adverse impact on PRSC's day to day work and delays whatsoever.

S.No.	Queries	Answer
1	How many manpower is required by PRSC for day to day repair and maintenance work of IT Equipments @ PRSC site.	The vendor has to assess the requirements as per list of items provided OR Vendor can visit PRSC and assess the requirement, ensuring fulfilment of all the job conditions to the utmost satisfaction of PRSC.
2	You have to Quote required with all hardware parts comprehensive under AMC (without consumable parts) Or only skill support....	Quote for both i.e. AMC With Parts and AMC Without Parts , may be submitted separately in different envelopes super scribing " Quotes with Parts " and " Quotes without Parts ". Decision of PRSC will be final in this regard.
3	What would be the AMC payment mode, quarterly/half-yearly/yearly advance basis or any other?	Mode of payment shall be quarterly basis subject to successful completion of the completed quarter. In case of any pendency, 10% of the payable amount shall be deducted, which will be paid in conjunction with amount payable in the next quarter subject to the resolution of the pendency/pending job.
4	As per clause no. 3 at page 7, i.e. "The strength or number of manpower can be decreased or increased, depending upon the requirement of PRSC from time to time". Manpower deployment is not clear; is it to be deployed on corrective/preventive maintenance complaints or full time basis during working hours.	The manpower deployment has to be assessed by the vendor to fulfil the following requirements: 1) The complaint has to be addressed on immediate basis but not later than two hours from the registering of complaint by Email/Phone on the same day. 2) The complaint has to be resolved on the same working day or in exceptional cases by next day positively, as agreed upon.
5	Any EMD and tender document fee waiver for MSME organization as per central government initiative.	Not applicable for this tender.

Note: In case the vendor has any other query the same may be discussed on 6th November 2019 at the time of Opening of Technical Bid.

