

Sl. No.,	Section of the Document	Clause No.,	Contractor Query	IIT Kanpur Response
1	Annexure - B	5	Certain Software & Hardware mentioned Annexure - 1 have been declared as end of support from respective OEM. For a example Windows 2008 R2 server/ INT-IP2 Board. Please clarify if such Software need to be upgraded to the latest available as per OEM recommendation. Under the Scope of this tender. As per our understanding all new Cables, MDF, Data PDE switches, necessary casings and accessories required for the expansion will be provided by institute.	If it is essentially required to run the services. Yes
2	Annexure - B	10		Yes
3	Annexure - B	22	Our Technical team (excluding Operators) will be available during Normal working hour i.e., 9 AM to 6 PM Monday to Saturday at site. But Will be Available round the Clock in case of major break downs. Please Confirm our understanding.	Yes
4	Annexure - B	25	Please Confirm, If uniform is necessary for all team members while reporting at the site.	No Comment.
5	Annexure - B	30	We will submit Security deposit of 5% of one year contract value (AMC + AOM combined value) and renew it in every year, please confirm our understanding is right.	Bank Guarantee should be for entire contract period on total amount of (AMC and AOM).
6	Annexure - B	43 & 44	Please Confirm the maximum liability of the Contractor towards the institute under all Penalties, Payments and other sections.	The same would be on actual base ie. the amount, the institute has paid for the lapses on the part of the contractor.
7	Annexure - B	48	Please Clarify the list of items, which are covered under this clause.	Items of theft or losses can not be pre-ascertained.
8	Annexure - B	55, 56, 57 & 58	Please Clarify the Scope of the Contractor in case the Equipment mentioned in Annexure 1 are damaged due to Fire, Act of God, Flood, Over Voltage & Current, Stray Voltage & Current etc.	In case of any natural calamities, the faulty device will be replaced by institute, however, replaced device will be covered under AMC after the expiry of the warranty.
9	Annexure - B	66	Our Understanding is that maximum of 10% of Annual operation charges will be levied in case of breach of above target. Please Confirm	The said understanding is presumptive. The clause is quite clear in it self.

Pangurthy
13.11.19.

DEAN
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