



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

RFP Reference Number: NPCI:RFP:2013-14/0022 Dated:29.11.2013 AMC FOR COMPUTER PERIPHERALS

S. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Comments
1	RFP document	9	3.1.3 / 3.1.4	Response: Within 4 hours. Resolution: Next Business Day.	Response other all OEM equipments is not available in this time frame. Please change the response time from 4hrs to 24 hrs and resolution time from NBD to 48 hrs.		No Change in terms of RFP
2	RFP document	9	3.1.12	To provide patches / upgrades of IOS during the period of AMC	This is a H/W AMC for which S/W patches are not part of scope. We can include it but this would increase the cost to a great extent as different skilled resources need to be deployed. If NPCI thinks this activity is very frequent then this high cost is justifiable else we suggest NPCI to take this activity on a on-call chargeable basis		No Change in terms of RFP
3	RFP document	13	6.8.1	Bids shall remain valid for a period of 180 days after the date of bid opening	Change to "Bids shall remain valid for a period of 60 days after the date of bid opening"	OEM is not giving price extension for 180 days at one time. NPCI can extend beyond 60 days if needed after vendors confirmation.	No Change in terms of RFP
4	RFP document	21	9.3	The bidder shall submit Performance Guarantee equal to 10% of total price of purchase order	Change to "The bidder shall submit Performance Guarantee equal to 5% of total price of purchase order"		No Change in terms of RFP
5	RFP document	21	9.5.3	Tax rates	Please make provision to allow modified billing if taxes change in future.	If Taxes increase or decrease in future we have to follow the govt orders and bill NPCI accordingly. We cannot freeze tax rate for 3 years.	No Change in terms of RFP
6	RFP document	21	9.5	Penalty for delay in services	Penalty of Rs. 50/- per day till 15 days and Rs. 100/- afterwards shall be levied if the call is not resolved within 48 hrs. or 2 business day subjected to maximum 5 % of the quarterly billing value. For parts replacement cases additional 4 days to be given to order	The mentioned Penalty rates don't cover for replacement cases where new parts need to be ordered. Also please decrease the penalty cap limit & change from PO value to quarterly billing value.	No Change in terms of RFP

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7		21	9.7.1	Payment for AMC shall be made quarterly in arrears	Change to "Payment for AMC shall be made quarterly in arrears or in advance if BG is submitted"		No Change in terms of RFP
8	RFP document	29	Annexure-4	Bidder should be a profit (profit after tax) making company in the last financial	Please change the criteria to <u>any one</u> of the following: - Bidder should have a positive networth in each of the last three financial years - Bidders should have a positive cumulative net profit over last five financial years - Bidders PBIT (Profit before Interest expense & taxes) for each of the last three financial years should be Positive - Bidder should be profitable in at least 2 years during the last three financial years.	Please alter the profitability criteria. We have made Profit before tax & interest but overall there is a loss in last FY due to one -time write-off. We can issue a solvency certificate if needed.	No Change in terms of RFP
9		12		PRINTER CANNON	Model no. not available		CANON FAX L140 Serial No-GRS15336
10		12		SAMSUNG565AR	Model no. not available		SAMSUNG565AR Serial No-9F67BAJQA00138J
11		12		HP DESKJET 0801	Model no. not available		HP DESKJET 0801 Serial No-CN17F1COVN