INDIAN INSTITUTE OF MANAGEMENT CALCUTTA
Computer Centre
D.H.ROAD, P.O.-JOKA, KOLKATA-700104

Corrigendum in reference to Tender No- IIMC/CC/FMS/02A/2022-23 and CPPP Tender ID No: 2022_IIMCT_708563_1 dated 25th August 2022 for SELECTION FOR VENDOR FOR "IT - FACILITY MANAGEMENT SERVICES (FMS) WITH USER SUPPORT AT IIM CALCUTTA CAMPUS"
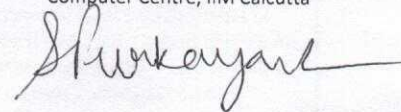
Sl. No.	Document Heading/Section No./Page No	Query rasied by the Bidder (Name)	Clause as per Tender Document	Pre Bid Query raised by the bidder received over email.	IIMC's Clarification in response to the queries raised.
1	Logging user calls by entering the record into the Web portal and giving them a trouble ticket no (TTN).	Pecon Software Limited	Help Desk Management: Page 4	The web portal is it existing or need to be developed	IIMC has its own portal which is currently being used, bidders are free to use their own portal if they wish to do the same subject to fullfillment of IIMC requirement as laid down in the tender document.
2	Backup and Restore Management	Pecon Software Limited	QOS values—Page 9	Require a detail job profile.	Please refer to NIT document page no.6. "Backup, Restore, Data Management & disaster recovery" and "Change Management"
3	The IT-FMS service provider shall furnish the following reports to IT Dept. of IIM Calcutta as per the frequency below.	Pecon Software Limited	Reports for Performance Monitoring of the Service Levels—Page 11	Is the Report system generated or manual Report to be submitted	Team lead or manager have to summarize a report based on portal report.
4	Annexure-V.(Please note that customer satisfactory report should be taken after 31st March,2022).	Pecon Software Limited	Page 12—Staturory Doc [F]	Once job has been completed, customer provide completion certificate in previous date. Chances are they will not provide again in a recent date.	**This should be read as :** The IT-FMS Provider should have successfully executed/serving at least two contracts of similar nature (IT IT-FMS Support service for IT infrastructure) within the past five years with the cumulative costing of referred contracts (two in number) to be at least Rs. 25 lakh. In which, at least one order where the bidder have maintained the Network size >= 2500 nodes, layer 2/3 network switches, Controller based Wi-Fi Aps, CAT6 cabling plant and Fiber optic cabling, security devices. The bidder should attach copies of the purchase orders / contracts and satisfactory report, which should indicate the deliverables and scope of work. The details of the same along with supporting document are to be submitted as per the Annexure-V. **(Please note that customer satisfactory report should be taken as within last five years).**
5	Bank solvency certificate of Rs. 5 Lakh	Pecon Software Limited	Page 12—Staturory Doc [H]	If we have solvency made on 15.7.2021 of 1 cr. Will it be acceptable	No Change
6	Salary of the IT-FMS personnel	Pecon Software Limited	Page 19 / 14.13 . You have mentioned Indian Govt.	Clarity for Central/State Min wages as all wages in governed under India wages Act 1948.	Please check serial no 14.13 at page no 19 of the tender document.
7	General -- Will there be roll ever on existing Manpower.	Pecon Software Limited			Not Applicable as the same is not in the tender document.

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8	Guideline for e-Tendering Page No 2	Accel IT	A hard copy of the tender document (which will be uploaded in CPP Portal) has to be either posted or dropped in the drop box which is lying in the Computer Centre, Ground Floor	Date and time for the submitting tender document	The hard copy should reach IIMC Computer Center within two days of submission of tender document in CPP Portal. Postal delays will not be entertained.
9	Marks Breakup, point No 4 & Page No 22	Accel IT	Please provide number and details of technical and administrative staff presently working in the organization with their qualification.	If the number is more than 500 hundred.	If the bidder is able to show more than 40 employees working in the organization, the highest point 15 will be awarded to the bidder subject to submission of necessary documents.
10	ELIGIBILITY CRITERIA	Diamond Infotech Pvt. Ltd	Page No. 12; Clause No 1.2. (F) Chapter-2 ELIGIBILITY CRITERIA The IT-FMS Provider should have successfully executed/serving at least two contracts of similar nature (IT IT-FMS Support service for IT infrastructure) within the past five years with the cumulative costing of referred contracts (two in number) to be at least Rs. 25 lakh. In which, at least one order where the bidder have maintained the Network size >= 2500 nodes, layer 2/3 network switches, Controller based Wi-Fi Aps, CAT6 cabling plant and Fiber optic cabling, security devices. The bidder should attach copies of	The IT-FMS Provider should have successfully executed/serving at least two contracts of similar nature (IT infra supply and maintenance service for IT infrastructure) within the past five years with the cumulative costing of referred contracts (two in number) to be at least Rs. 25 lakh. In which, at least one order where the bidder have maintained the Network size >= 2000 nodes, layer 2/3 network switches, Controller based Wi-Fi Aps / CAT6 cabling plant / Fiber optic cabling and security devices. The	No Change.

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11	ELIGIBILITY CRITERIA	Diamond Infotech Pvt. Ltd	Page No. 12; Clause No 1.2. (G) Chapter-2 ELIGIBILITY CRITERIA The IT-FMS Provider should submit all the IT-FMS client's contact details for the last 5 years and satisfactory / feedback report from their clients after 31st March, 2022. Satisfactory report, which should indicate the deliverables and scope of work. The details of the same along with supporting document are to be submitted as per the Annexure-VI.	The IT-FMS Provider should submit all the IT-FMS / IT Infra Supply and maintenance client's contact details for the last 5 years and satisfactory / feedback report from their clients. Satisfactory report, which should indicate the deliverables and scope of work. The details of the same along with supporting document are to be submitted as per the Annexure- VI.	This should be read as : The IT-FMS Provider should have successfully executed/serving at least two contracts of similar nature (IT IT-FMS Support service for IT infrastructure) within the past five years with the cumulative costing of referred contracts (two in number) to be at least Rs. 25 lakh. In which, at least one order where the bidder have maintained the Network size >= 2500 nodes, layer 2/3 network switches, Controller based Wi-Fi Aps, CAT6 cabling plant and Fiber optic cabling, security devices. The bidder should attach copies of the purchase orders / contracts and satisfactory report, which should indicate the deliverables and scope of work. The details of the same along with supporting document are to be submitted as per the Annexure-V. **(Please note that customer satisfactory report should be taken as within last five years).**