


Technical Pre-Bid Queries

Tender No- TPNODL / IT / 2021-22 / 006 dated 04.05.2021

Reply to Pre-Bid Queries for Performance Based Contract for providing IT Support & Application Support Services at TPNODL

S.No.	Check Points	Doc Page No.	Clause Detail	Change request in the clause	Reply from TPNODL
1	Qualification Criteria	6	1.7.5 Bidder should be CMMI level 5 certified & ISO 9001 certified. 1.7.6 The bidder should have executed similar works (i.e. provided software professionals for management of IT service desk) for cumulative Rs. 4 crore in a year. Single order for Rs. 4 Crore or 2 orders each for Rs. 2 Crore is required to submit to meet this criteria. Copy of work order / completion certificate to be submitted in this regard. The order should not be before FY18-19.	Requesting you to remove the CMMI Level 5 in the clause and to keep CMMI level 3 certified Bidder. Requesting you to change the defined clause of 1.7.6 and kindly keep : "The bidder should have executed Infrastructure Managed Services works Orders of Rs 2 crore in a year. Single order for Rs. 2 Crore or 2 orders each for Rs. 1 Crore is required to submit to meet this criteria. Copy of work order / completion certificate to be submitted in this regard. The order should not be before FY18-19"	CMMI Level 3 certification is also permitted.
2	Qualification Criteria	6	The prices shall be for TPNODL locations in Odisha.	Requesting for location/office details where FSA need to provide support and also it required while planning and designing the solution and cost.	Not Accepted
3	Note	15			Tentative list of major offices with coordinates are provided for ready reference but not limited to this as there are other section offices which is also required support under the hierarchy of Sub division as mentioned in tender document.
4	Scope of Work & Service Level Agreement	21	This person shall also assist in handling application related support for which training would be provided by TPNODL application team. be provided by TPNODL application team.	Kindly specify/indicate the Type/name of the applications so that we can understand and make sure the accuracy and service.	It will be explained during the contract period and training would also be provided.
5	Requirements during execution of work:	68	Copy of receipt of application for license / license (if applicable).	Kindly specify/ indicate the Type/ name of the application	This may not be applicable unless it is statutory compliance.
6		5	Bidder must have service centre in Odisha	We hereby request you to please change this clause - Bidder must have service centre in Odisha or Bidder will open service centre in Odisha within 30 days after awarding the order.	Bidder shall provide undertaking to open office with in 15 days of award of contract.
7		6	Bidder should be a company registered in India with an office in Bhubaneswar, Odisha. Bidder should submit the undertaking and details of address in this regard.	We hereby request you to kindly change this clause - Bidder should be a company registered in India with an office in Bhubaneswar, Odisha. Bidder should submit the undertaking and details of address in this regard or Bidder will open office in Bhubaneswar within 30 days after awarding the order.	Bidder should be a company registered in India. Bidder shall provide undertaking to open office with in 15 days of award of contract.
8			Regarding Exemption of EMD	We hereby request you to kindly provide EMD exemption to MSME & NSIC registered vendor.	Not accepted


General Manager Contracts
TPNODL, Balasore

Offices	Latitude	Longitude
HQ	21.5113	86.8812
circle	21.48626	86.96113
circle	21.070511	86.493568
circle	21.940566	86.734744
circle	20.961103	86.113381
circle	21.635544	85.607218
MRT	21.49764	86.911571
MRT	21.9405	86.734579
MRT	21.06962	86.50554
MRT	20.85031	86.332773
MRT	21.635544	85.607218
store	21.49764	86.911571
division	21.49764	86.911571
division	21.677835	87.068121
division	21.799104	87.219184
division	21.49764	86.911571
division	21.291243	86.691151
division	21.06962	86.50554
division	21.049619	86.485781
division	21.9405	86.734579
division	21.578221	86.565799
division	22.268259	86.172624
division	20.961705	86.109601
division	20.85031	86.332773
division	20.81932	86.20065
division	21.635544	85.607218
division	22.040959	85.431599
division	21.212852	86.11515
sub division	21.49764	86.911571
sub division	21.67412	87.067616
sub division	21.671554	87.173691
sub division	21.683739	87.413167
sub division	21.458936	86.771869
sub division	21.285677	86.687453
sub division	21.335323	86.750855
sub division	21.188475	86.612495
sub division	21.330916	86.50796
sub division	20.999281	86.623352
sub division	21.126117	86.735096
sub division	20.910487	86.436445
sub division	20.910487	86.436445
sub division	20.954967	86.51932
sub division	21.939367	86.727706
sub division	21.740444	86.84953
sub division	22.073555	86.643318
sub division	21.929	86.734028
sub division	21.581467	86.562918
sub division	21.712794	86.629558
sub division	22.266924	86.173786
sub division	21.770732	85.979118
sub division	21.958744	86.06652
sub division	20.986464	86.989163
sub division	20.914623	86.22894
sub division	20.850575	86.345214
sub division	20.843504	86.431736
sub division	20.728161	86.43538
sub division	20.73358	86.10596
sub division	20.6901659	86.3459301
sub division	21.799284	85.798317
sub division	22.065823	85.656948
sub division	22.106671	85.386414
sub division	21.238561	86.305116
sub division	21.404317	85.888226