

**Government of Punjab**  
**Punjab State e-Governance Society**  
**O/o Directorate of Governance Reforms**  
**Plot No D-241, Industrial Area, Near Quark City,**  
**Phase – 8B, Sector – 74 Mohali – 160071**

**Dated: 14-10-2018**

**Tender reference no. PSeGS/AMC/2018/3**  
**Tender for Appointment of Service Provider for the maintenance of IT equipment**  
**RESPONSE TO QUERIES**

<b>Sr. No</b>	<b>Queries by</b>	<b>Page No.</b>	<b>RFP Clause No.</b>	<b>As per RFP Clause</b>	<b>Clarification Sought</b>	<b>Reply</b>
1	M/s Aforeserve.com Limited	25	6.3.13	The contractor shall provide spare parts, assemblies and subassemblies which develop defects or breakdown during the period of maintenance contract. No refurbished or old spare part shall be used. All spare parts replaced shall be from Original Equipment Manufacturer (OEM) or its authorized supplier. While submitting the monthly repair reports, the Service Provider	There should be allowed to use the repaired or refurbished spare with equal or higher configuration and it should be OEM spare.	<b>As per RFP.</b>

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				needs to submit relevant proof that the spare part was obtained from OEM or its authorized dealer. The Service Provider shall also submit warranty certificate of the new spare part installed.		
2	M/s Aforeserve.com Limited	29	7.4.2	The maximum maintenance rates that can be quoted.	Requesting deptt. To share the Purchase invoice value for high end equipment.	<b>As per RFP.</b>
3	M/s Aforeserve.com Limited	33	7.13.2	The faults pointed out by new AMC vendor during the inspection before taking over of the equipment are to be rectified within two working days by the outgoing AMC vendor, and for any delay in rectification of faults thus pointed out, the Client can get such equipment repaired at its own level at the risk and cost of outgoing AMC vendor.	There are over 100 locations where pre AMC checkup has be done and it is not possible to complete in two days. At least 15 days should granted for this activity.	<b>Reference Corrigendum.</b>