



HPSEDC/CC/Excise/Tablets/2K19-

**Corrigendum-I
Regarding Tender No.: HPSEDC/CC/Excise/Tablets/2K19-**





HPSEDC published e-Tender Notice for procurement of 370 Nos. Tablets for Excise & Taxation Department, H.P. in the daily English newspaper "Indian Express" and "The Hindu". Pre-bid meeting was held on 30/01/2019 in HPSEDC, Conference Hall.

After pre-bid meeting, following tender document clauses may be read as under:

Sr. No.	Section/ Clause /Sub clause/ page No	As per tender document	May be read as:
1.	Section-3, Clause 3.5.2 Performance Security, Page-30	The successful bidder shall at his own expense deposit with HPSEDC, within eight (08) working days of the date of signing of the contract, an unconditional and irrevocable Performance Bank Guarantee(s) (PBGs) as per the format specified in Annexure-III of the RFP from a scheduled National Bank acceptable to HPSEDC, payable on demand, for the due performance and fulfilment of the contract by the bidder. Performance Bank Guarantee of 10% of Gross Bid Value shall be given valid for 15 months from the date of supply/ installation.	Within 8 days of 'Notification of Award of the Contract', the Supplier shall furnish Performance Security to the Purchaser @5% of the order value valid for 15 months to safeguard the purchaser against timely delivery of ordered equipments and to ensure proper after-sales service during the warranty period.
2.	Section-4, Clause 4.1 After Sale Service, Page-39	In case of off-site support (return to bench), the Supplier or Authorised Service Provider (ASP) of the OEM will open a service centre at least in Shimla in Himachal Pradesh exclusively for the maintenance of Tablets supplied under this tender. In case of on-site support the supplier or Authorised service provider of OEM will provide on-site support to end user Next Business Day (NBD). Similarly, the supplier of	In off-site support (return to bench), the Supplier or Authorised Service Provider (ASP) of the OEM will open a service centre at least in 10 districts in Himachal Pradesh for the maintenance of Tablets supplied under this tender. Similarly, the supplier of Tablets shall keep at least 1% equipment as spare, to provide immediate replacement, with the service centre during the warranty period. It will be desirable that minor functional

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		<p>Tablets shall keep at least 1% equipment as spare, to provide immediate replacement, with the service centre during the warranty period, It will be desirable that minor functional problems of these equipment are taken care of by the service centre only. In case of major & specific problems, respective vendors will have to rectify the defect within the time-limits prescribed in Para 4.2.2 below, otherwise must have to replace with the new one. Apart from the service centres set up by supplier in Himachal Pradesh for providing services during warranty period, the supplier will extend these services on other parts of the country through their own or of OEM's authorised service provider located in nearby location.</p> <p>The Supplier shall provide call centre/ service centre details to the end users and the same shall be printed/ pasted on the bottom of the Tablet.</p> <p>The Supplier shall facilitate an issue tracker application for SLA management and link of the same shall be provided in HPSEDC and Excise Department portals. The service centre engineers/ end users shall be enabled logging of the calls through web based tracking system, IVR and by telephone calls.</p>	<p>problems of these equipment are taken care of by the service centre only. In case of major & specific problems, respective vendors will have to rectify the defect within the time-limits prescribed in Para 4.2.2 below, otherwise shall have to replace with the new one. Apart from the service centres set up by supplier in Himachal Pradesh for providing services during warranty period, the supplier will extend these services on other parts of the country through their own or of OEM's authorised service provider located in nearby location.</p> <p>The Supplier shall provide call centre/ service centre details to the end users and the same shall be printed/ pasted on the bottom of the Tablet.</p> <p>Tracker/ complaint No. will be provided by the concerned service centre to the end customer. So, any other tracker application software will unnecessary increase the cost of the tablet. Hence this para may be deleted.</p>
3.	Section-4, Clause 4.2.2 (i) Service Centre (Return to Bench/ Off-site support, Page-40	In case of Off-Site support (Return to bench support) the Service Centres in the State shall be manned by qualified Engineers as per Clause 4.1(v) above and one call coordinator. It will be equipped, with sufficient inventory of spares as per ABC Analysis. The supplier will provide prompt	In Off-Site support (Return to bench support) the Service Centres in the State shall be manned by qualified Engineers. It will be equipped with sufficient inventory of spares as per ABC Analysis. The supplier will provide prompt after sales support and shall attend any complaint not later than 24

		<p>after sales support and shall attend any complaint not later than 24 hours. Any minor hardware defect or defect related to systems software in the Tablet should be resolved latest by the next day hours from the date of handing over the Tablet at the Service Centre. In no case should this period exceed 36 hours even if backup is to be taken. Major defect which needs replacement of critical part/component and which is/are not available in the inventory (despite otherwise keeping reasonable inventory as per RFP) with the Service Centre has to be repaired/replaced within 60 hours. If an equivalent Tablet is provided for use , penalty may not be imposed. If defect is not rectified within the time stipulated as above penalty of Rs 50/- per day will be imposed beyond the stipulated period (The maximum penalty will not exceed 10% of the order value). During the warranty period, this penal clause will be enforced by ensuring that the supplier gives a Performance Security by way of Bank Guarantee to the Purchaser.</p>	<p>hours. Any minor hardware defect or defect related to systems software in the Tablet should be resolved latest by the next day hours from the date of handing over the Tablet at the Service Centre. In no case should this period exceed 36 hours even if backup is to be taken. Major defect which needs replacement of critical part/component and which is/are not available in the inventory (despite otherwise keeping reasonable inventory as per RFP) with the Service Centre has to be repaired/replaced within 60 hours. If an equivalent Tablet is provided for use, penalty may not be imposed. If defect is not rectified within the time stipulated as above penalty of Rs 50/- per day will be imposed beyond the stipulated period (The maximum penalty will not exceed 10% of the order value). During the warranty period, this penal clause will be enforced by ensuring that the supplier gives a Performance Security by way of Bank Guarantee to the Purchaser.</p>
4.	Section-4, Clause 4.2.2 (ii) On-site support, Page-41	<p>In case of on-site support (to be provided by supplier) the service call will be attended by the qualified service engineer by Next Business Day (NBD). Any minor hardware defect or defect related to systems software in the Tablets should be resolved latest by the next business day hours of handing over the Tablet to the Service Engineer at user site. In no case should this period exceed 36 hours even if backup is to be taken. Major defect which needs replacement of critical part/component and which is/are not available in the inventory/with the engineer</p>	<p>Clause deleted, as offsite warranty at service centres is required.</p>

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		(despite otherwise keeping reasonable inventory as per RFP) which has to be repaired/replaced within 60 hours by the engineer. If an equivalent tablet is provided for use, penalty may not be imposed. If defect is not rectified within the time stipulated as above penalty of Rs 50/- per day will be imposed beyond the stipulated period (The maximum penalty will not exceed 10% of the order value). During the warranty period, this penal clause will be enforced by ensuring that the supplier gives a Performance Security by way of Bank Guarantee to the Purchaser.	
5.	Section-4, Schedule-III, Fact Sheet For Tables, Sr. No. 20, Page-49	Warranty: One Year Warranty	One Year OEM (carry-in) warranty

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