

CLARIFICATION NO: 02
AGAINST TENDER ENQUIRY NO: PROC-SERVICES/CB/SYSTEM-3220/2018
HIRING SERVICES / SUPPORT FOR HARDWARE INFRASTRUCTURE OF MAXIMO (PLANT
MAINTENANCE APPLICATIONS)

With reference to subject mentioned tender enquiry and further to clarifications sought by few of our prospective bidders the following clarifications is hereby communicated to all prospective bidders for their review and preparation of bid accordingly.

	Clarification	Reply
1	MS operating system support will be limited to new operating system installation/ troubleshooting only. OS administration will be responsibility of OGDCL.	Bidder will be responsible for OS installation , troubleshooting and administration as and when required basis.
2	In RFP you have not mention fault call response time & resolution time but have given matrix with various service levels requirements in RFP. Kindly provide required response/resolution time.	In severe level bidder resolution time will be 8 hours , In serious level resolution time will be 12 hours and in minor level resolution time will be 24 hours.
3	Lenovo is not covering below mentioned Rack items in SLA, Therefore support of these items will be covered by Business Partner. 18 IBM Keyboard w/Int. Pointing Device USB – UK English 166 RoHS Part no. 94Y6206 1 19 DPI 32amp/250V Front-end PDU with IEC 309 IEC 309 P+N+G Part no. 39Y8934, Serial number X68MC06, X68MC5Z1 2 20 DPI Universal Rack PDU (UK) Part no. 39Y8957, Serial number X68MC4R, X68MC5Y 2	Support must be from Lenovo or IBM.