

S.No	Section No / Reference No.	Clarrification Sought	EdCIL Reply
Bidder : Groovy Communications India Pvt. Ltd			
1	Chapter VII	Cosmetic/Plastic Parts like Printer belt, Teflon Paper of Printer, Socket of Printer, Logic card, Lamp of Scanner, Printer Band, Printer head, Tray, Daisy Wheels, Printer roller, Tray & door, Transparency film, Magnetic media, Plastic covers, Knobs, Tractor rods, Hard disk, Fuser Assembly, Printer Knobs, Online buttons, Gears, CPU along with Mother Board, FDD, HDD, RAM, DVD, SMPS, Monitor Picture Tube, Logic Card, Prism/Lamp, VGA Cable (Computer, Printer, Power) Panel, scanner, laptop screen, Keyboard, CPU, Camera, Bluetooth, Wi-Fi etc. Shall not cover any physical damage, rat bitten and burning parts under Comprehensive maintenance Contract.	Agreed
2	Chapter VI	For better quality of services you can ask for Latest ISO certification i.e. ISO 20000.	Please refer Clause.5 of Chapter-VI
3	Chapter VI	Company should be in existence over 10 to 15 years in Delhi location for reliable services from reputed firms	Please refer Clause.3 of Chapter-VI
Bidder : Kommineni Infotech Pvt. Ltd			
1	Chapter VI	As per sub para 6 of page 21 i.e. The Firm should be authorized Service Provider to execute maintenance of at least any one of the companies like HP/Lenovo/ACER/Samsung/Sony/Dell, etc.. Since we are duly supported by HP vide their ASP letter 26-09-2016, please permit us to submit the tender form with the above referred document.	Agreed, Documentary evidence to be provided as per Clause 6 of Chapter-VI
2	Chapter VII	We request you to include the Printer Tape and Printer Head also in the consumable items as mentioned in page No 23 chapter VII under the head Corrective Maintenance.	Not agreed