



**Subject : - Regarding reply to bidder's pre-bid queries for tender document no. IGL/ET2/CP/CC17786 dated 29.11.2023.  
(TENDER NAME: Rate Contract of Comprehensive Maintenance of 337 No.'s of UPS for a period of two years)**

SI No.	Page No.	Section / Heading	Clause No.	Tender Description	Bidder's Query / Change Request	IGL response
1					If AMC Contract is awarded and during inspection ( Before entering into contract ) . Vendor find that UPS is beyond repairable due to non-availability of suitable Part . Will it be excluded from AMC Contract based on vendor report ??	Before inception of AMC services, on joint visit if any UPS is faulty and is beyond repairable due to non-availability of spare parts; can be excluded from AMC i.e. Tender Condition prevails.
2					2. Once UPS is taken into AMC Contract and it becomes faulty during course of its function , however vendor find it difficult to repair due to non-availability of Part. A. Will UPS be excluded from AMC Contract for rest of AMC Period ?? B. Will an opportunity be given to vendor for replacement of UPS with equivalent model+ Add on cost of required component ( Like Transformer Etc) . old UPS will become property of vendor.	UPS which are obsoleted by OEM and also having non availability of spares can be excluded from AMC after taking confirmation from OEM for the same and in rest of the cases vendor has to repair the UPS. Tender Condition Prevails.