



**Subject : - Regarding reply to bidder's pre-bid queries for tender document no. IGL/ET2/CP/CC17821 dated 13.12.2023.
(TENDER NAME: Comprehensive AMC of surveillance systems installed at IGL locations for a period of 01 year.)**

SI No.	Page No.	Section / Heading	Clause No.	Tender Description	Bidder's Query / Change Request	IGL response
1	7	6		Bidder Evaluation Criteria (BEC)	We request for addition of OEM Authorization Letters of major equipments viz Cameras, VMS & RWS certifying that OEM's will provide necessary support of spares and services to the Bidder & IGL	Tender Conditions Prevail
2	34	16		Payment Terms	We request for change in payment terms to 100% payment shall be released on monthly basis upon submission of Invoices.	As per the payment terms in GCC (16.0), payments can be released against monthly invoices. Tender Conditions Prevail
3	58			Scope of Work	We request for quarterly preventive maintenance schedule to be included.	The contractor is responsible for maintaining the CCTV system and ensuring 100% availability. All necessary maintenance activities should be scheduled and executed by the contractor. Tender Conditions Prevail
4	58			Scope of Work	Since Batteries are consumable items, we request for exclusion of them from the AMC cover.	Tender Conditions Prevail