

Information required for Bidder evaluation

Details should be submitted point wise:			
S No	Description	Documents Needed	Bidder Response
1	General Information		
	Name of the Bidder		
	Name of the contact person for all RFP responses		
	Telephone No. of the contact person		
	Email list of the contact person		
	Year of Incorporation	Please provide certificate of incorporation and commencement of business	
	List of Key Personnel	Please provide list	
2	Geographic Scope		
	Name the city where your head office is located in India?	Please attach relevant document	
	Name the city where your support offices are located in India?	Please attach relevant document	
3	Service Provider Specific Experience		
	Number of qualified engineers on the Servers Technology proposed	Please attach a declaration in this regard	
	Call to Resolution time		
	What is the committed resolution time for reported problem/ issue ?		
	1. Hardware failure resolution time		
	2. System functionality/ configuration resolution time.		
	The Bidder should have minimum of 5 years of Local Presence in India & should have sales/support office (headquarter) in Gurgaon & Hyderabad.	Please attach relevant document	
	The Bidder or its OEM should have all levels of support – L1/L2 & L3/L4 (advance support engineering, continuous engineering, preferably R & D) in India	Please attach relevant document	
	The Bidder should be profit making entity for last 5 years	Please attach the copy of the balance sheet for last 5 years	
	Should have experience of supporting customer with distributed locations.	Please attach relevant document	
	The Bidder or its OEM should have local Support center with 24*7 service facility in Gurgaon & Hyderabad with well trained manpower & spares for the proposed solution	Please attach the relevant document alongwith the address of the service facility	
	The Bidder or it's OEM should not be subject to any ongoing bankruptcy cases	Please attach a declaration in this regard	
	Quality and Productivity Analysis		
	Is there any kind of Quality Certification acquired by your organization?	If Yes, then please provide the copy of the certification	
	Please mention if there is any record of Data theft during the last 3 years	If Yes, then please provide the record	
	Please mention if there is any legal dispute in services during the last 3 years	If Yes, then please provide the record	
4	Agreement & Compliance		
	Do you have clear understanding and compliance with the RFP and requirement submission?		
6	Delivery		
	Delivery Time and Installation time	Provide detailed schedule	
7	Technology		
	Differentiate the product you are proposing in terms of how it is faring in comparison to other similar products in the market.		
	Please provide the information on Proposed Server's performance on well known benchmarking systems.		
8	Spare Parts Availability		
	How long Spare Parts will be available for, for the servers proposed?		