



PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

E-500, Tower E, 5th Floor, WTC, Nauroji Nagar, New Delhi -110029

PFRDA response to the Pre-bid Queries

RFP for Comprehensive Annual Maintenance Contract for IT Peripherals & IT Facilities management in PFRDA

(Reference; RFP) for Comprehensive Annual Maintenance Contract for IT Peripherals & IT Facilities management in PFRDA uploaded on website of PFRDA at www.pfrda.org.in on 3rd June, 2025)

Query at Sl. no.	Query	Response
II.4	Reconsideration of the clause requiring CMMI Level III certification under the eligibility criteria.	There shall be no exemption from any of the minimum eligibility criteria mentioned in the ATC document under Clause II. Any bidder not meeting the specified eligibility criteria shall be disqualified from the technical evaluation process.
II.6	Can the unaudited/provisional balance sheet for FY 2024-25 be submitted if the audited version is not available?	For the FY 2024-25, the bidders may submit the unaudited / Provisional Balance Sheet along with the Tender. The shortlisted bidder shall submit the audited balance sheet, within four months of awarding the contract.
IV.4	a) Whether consumable items such as toner cartridges, printer drums, and batteries are excluded from the scope of the AMC. b) If any hardware item covered under the AMC is declared obsolete or discontinued by the OEM and the parts are unavailable, whether such item will be excluded from the AMC and the replacement cost will be borne by PFRDA?	Except toner cartridges and printer drums, all other components and parts of the devices are covered under the scope of the AMC. If the AMC vendor provides an asset analysis report stating that the hardware item covered under the AMC has become obsolete or has been discontinued by the OEM, and parts are no longer available in the market, then such item shall be excluded from the AMC list
V.26.1	What should be the technical skill level of the Resident Engineers and Supervisor to be deployed at PFRDA? Should they be semi-skilled or skilled?	All Resident Engineers and the Supervisor to be deployed at PFRDA must possess technical skills and shall be classified as skilled personnel .

V.27.2 (ii)	Whether the minimum rates of wages notified by the Central Government or those notified by the Government of the National Capital Territory of Delhi shall be applicable?	The minimum rates of wages as notified by the Government of the National Capital Territory of Delhi shall be applicable
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General Manager (IT)**