

RFP No LD/2023-24/01 DATED 11.03.2024, PRE-BID MEETING DATED 28TH March 2024, Queries raised and clarification given are as under.

Sr No.	Queries raised	Replies/clarification
1	Technical Bid Physical copy to be submitted?	Yes, duly signed and stamped physical copy of Technical Bid documents has to be submitted at address mentioned in RFP on or before stipulated Date and Time mentioned
2	Clarification regarding Payment Terms:	Details of payment terms are mentioned in scope of work, page no.93, clause no.46 in RFP document.
3	Existing Cliental Certificate to be obtained on Client Letterhead or on self-declaration:	Existing Cliental Certificate to be obtained on Clients Letterhead only.
4	Profit Before Tax (PBT) for at least 02(two) out of 03(three) financial years -is it mandatory?	Details about PBT (profit before tax) are mentioned in eligibility criteria, page no.42, clause no.3 in RFP document.
5	Non-Disclosure Agreement (NDA) and Service level agreement (SLA) has to be signed and submitted with BID documents?	Yes, all the agreement has to be signed by authorized signatory and submit with BID documents as acceptance of the RFP/Tender documents, which will be later executed by the successful Bider with applicable stamp duty.
6	Bank Guarantee is only for successful bidder & Hardware AMC is not applicable to this RFP?	Yes, Bank Guarantee will be obtained from successful bidder only, however format must be signed while submitting BID documents as acceptance of the RFP/Tender document. Hardware AMC is not applicable for this RFP.
7	Appendix C (Parameters for technical evaluation)- This is an internal marking system. Does it have to be signed by the bidders?	Please refer RFP page 48 & 49, related to parameter for technical evaluation, this is an internal marking system. Not needed to be signed by bidders.
8	The bidder must have an average turnover of minimum Rs.200 crore during last 3 financial years. (Page 42, clause 2)-Our Audited Balance Sheet	Please refer RFP page 42, clause 2, the annual turnover of the bidder from Airline ticketing service should not be less than 200 crore (which includes Ticket cost

	<p>shows turnover on the basis of the service charge earned but if we put together the ticket cost and the service charge then our turnover is more than the minimum requirement of Rs.200 crore.</p>	<p>plus applicable service charges) annually as per the audited balance sheet.</p>
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