



FERTILISERS AND CHEMICALS TRAVANCORE LTD

CLARIFICATIONS ON QUERIES RAISED BY VENDORS

Queries raised by bidders

Sl. No	Query and Reply
1	<p>Query: Is it possible to shuffle the employees to different locations.</p> <p>FACT Reply: Normally when we post/assign a set of service personnel to a division/location, we don't shuffle them for better familiarity of the location and offices. But in emergency situations, it can be done.</p>
2	<p>Query: 1 employees in total as per the tender. Can we deploy more and assign team on rotational basis, as it is 24*7*365 ? (we will be billing only for 11 Employees)</p> <p>FACT Reply: That is possible ..In case one employee has to take urgent leave, a suitable substitute who knows the work and location is required. So more personnel who have knowledge about location and nature of work who can be immediately assigned job is welcome. Round-the-clock shift is only in CSC, Head office where we require 6 personnel.</p>
3	<p>Query: Any kind of initial training given from client FACT on their internal software's (already mentioned about training but needs to confirm on what extend)</p> <p>FACT Reply: Normally a diploma person with good basic PC,peripherals and networking skills will be able to pick up within a week. Personnel should know crimping, continuity testing etc..Configuring SAP, mail clients etc. can be learnt quickly.</p>
4	<p>Query: Tool set will be provided by client (As it is mentioned (Point 2.10) as we need to do soldering, Crimping, continuity testing)</p> <p>FACT Reply: Basic tool set like screw driver should be with the personnel. Crimping tool will be provided.</p>

5	<p>Query: Will there be a reduction in the number of employees (Point 2.14 – vendor can make changes in the number of employee during the project)</p> <p>FACT Reply: Normally there won't be reduction.. But sometimes more personnel will be required based on actual need.</p>
6	<p>Query: Any Travel allowance provided by client for travelling to other offices (Point 2.15 – employees needs to attend faults at other locations – Wellington Island etc)</p> <p>FACT Reply: Company vehicle will be provided for attending calls to far locations like Willingdon Island , Palluruthy etc. No travel allowance will be provided.</p>
7	<p>Query: Only staffs with ESI/PF can be assigned for the project, is this mandatory..</p> <p>FACT Reply: YES .Only staffs with ESI/PF can be assigned for the project. This will be mandatory..</p>
8	<p>Query: Replacement for staff within 7 days (point 3.4) – (will we get more time for replacement)</p> <p>FACT Reply: More time shall not be allowed.</p>
9	<p>Query: Commencement of Work within one week after the receipt of work order. (Total of 11 employees , We have 15 service Engineers assigned for different projects. But we need dedicated engineers to assign for FACT. So the time period 1 week from the receipt of work order is too less. Will we get a time extension of 4 week from the receipt of work order.</p> <p>FACT Reply: 4 weeks will not be possible. Maximum one week to 10 days.</p>