

**Minutes of the pre-bid meeting for the Tender of Comprehensive Annual Maintenance Contract (AMC) in respect of Local Area Network (LAN), Computers and Peripherals at CWC Headquarters, New Delhi held on 08/02/2021.**

The Tender for Comprehensive Annual Maintenance Contract (AMC) in respect of Local Area Network (LAN), Computers and Peripherals at CWC Headquarters, New Delhi was floated vide Tender No. W-12011/4/2018-S M Dte/20 dated 27/01/2021. In this regard the pre-bid meeting of the committee for CAMC was held on 08/02/2021. The list of members attending the presentation is enclosed at Annexure-I. The Queries raised by the bidders and the replies finalized by the committee are as under:

Sl.No.	Bidder/Vendor	Tender Document Page No and Reference Point No.	Content of tender Document requiring Clarifications (s)	Points of Clarifications/ Relaxation	Reply
1.	Bharat IT Services Ltd	3	The Firm should be registered company under the Companies Act 1956 or The Companies Act 2013 with proper PAN/ GST number and must be more than 5 Years old	We request you to kindly change it as Bidder should submit proof for 10 years experience in Annual Maintenance Contract Services to any of the Public Sector Banks/ Private Banks/ PSUs/ Govt Department/ Gov Institutions, having expertise in maintenance of minimum of 600 PCs as AMC vendor/ Warranty services provider with minimum annual AMC payment receipts of at least Rs 25.00 Lacs in the previous financial year and should have minimum 5 other clients with wide network of branches/ offices, who are availing similar services from them Order in hand will also considered.	No change.
2.	Bharat IT Services Ltd	3	The Firm should have a minimum average annual financial turnover of Rs 75 Lakh with positive net worth during each of last three financial years. Income Tax clearance certificate/ Returns for	We request you to kindly increase the minimum value from Rs 75 Lakh to 35 crores, so that you will get good competitive bidders for service support.	No Change

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			last 03 years must be attached		
3.	Orbit Net Solutions Pvt.Ltd / Softlabs Solutions/ Krishna Computer	Page 3, Section-I, Point No.1 (vii)	The bidder must have more than twenty persons on its permanent roll / establishment (Continuously employed for more than one Year) who are competent to maintain computers with peripherals and LANs etc. The bidder shall provide the receipt of salaries, challans of payment of ESI and EPF or any other statutory compliance for last one year.	In last year, due to pandemic situations few of our staffs and few are newly joined in our company. Hence request to reduce the qty to 10 Nos.	Considering the pandemic situation, the mandatory requirement of persons on permanent roll for more than one year has been removed.
4.	Orbit Net Solutions Pvt.Ltd/ Softlabs Solutions/ Krishna Computer	Page No.14, Point No.23	Payment of Bonus to the employed staff.	Bonus payment mandatory or not.	All mandatory payments have to be done as per labour laws. The amount for Bonus may be included in the quoted amount.
5.	Orbit Net Solutions Pvt.Ltd/ Krishna Computer	Page No.20, Section-IV, Part C	The AMC includes formatting in logical form of computers data recovery and re-installation including authentic software(s) being used in the office(s)	The Data recovery is not guaranteed/ possible. We shall try to recover by using free tools	Data recovery is not mandatory, however wherever possible will have to be done by the Vendor.
6.	Orbit Net Solutions Pvt.Ltd/ Softlabs Solutions/	Page No.29, Section IV	Summary of the IT inventory of Aadhar enabled Biometric Machine,	These machines are non repairable also price of those machines are less than 5000/-, We request you to give exemptions from the RFP clause Section 4, Part-C Page No 22 Point. (i.e 5000/-	Aadhaar enabled biometric machines have been excluded. The cost of repair/replacement will be provided by CWC, however

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	Krishna Computer			clause)	coordination with OEM for the same will have to be done by the Vendor.
7.	Orbit Net Solutions Pvt.Ltd	Page No.41, Section IV (B)	Price Schedule Spare parts for repair above Rs 5000 to be provided by CWC.	Pls share us the Item make/model for the spare part required above 5000/-	Details of items enclosed in Annexure-I and Annexure-II. In case of variation in same type of spare part, average price is to be quoted.
8.	Orbit Net Solutions Pvt.Ltd/ Softlabs Solutions	Annexure-I	Details: Few Photo Copier machines ( Canon/ Kyocera) are added.	To repair/ troubleshoot those machined OEM certified engineers required. We request to remove those machines from the AMC pool and go for separate AMC.	No Change. The vendor has to coordinate with the OEM certified engineers and will bear the cost for the repairs. The vendor may quote the price accordingly.
9.	Softlabs Solutions/ Krishna Computer/Brisk Infotech Solutions	Page No.3, Section-I, point No. 1(i)	The Firm should be registered company under the Companies Act 1956 or The Companies Act 2013 with proper PAN/ GST number and must be more than 5 Years old	We are Proprietorship organization GSTIN in name of Organization with PAN number of Proprietor available/ We are the proprietorship organisation with proper PAN, GST certification. Please clarify regarding our eligibility	Proprietorship and Partnership firms are also eligible.
10.	Krishna Computer	Page No.6, Section 2, Part A, A.7	The Contractor shall abide by and comply with the Labour Laws, Workmen Compensation Act, EPF Laws, ESIC Laws, income tax and Minimum Wages Laws, Contractor Labour (Regulations Abolition Act ) or any other law in force.	Clarify for the minimum capping amount to be accepted/ applicable against each act like: Workmen Compensation Act, EPF Laws, and others referring the tender.	Compensation to be evaluated as per rule.
11.	Krishna Computer	Page 12, B5, Point 6	All benefits due to workers / employees as per the law of land are to be given to them by the employer as they are mandatory.	Clarify/ elaborate some benefits like leaves 8 Days/ 12 Days against 5days/ 6days weekly working. Also as the leaves permitted by your organization	Leaves have to be given by the contractor to the staff as per rules. However backup staff has to be mandatorily

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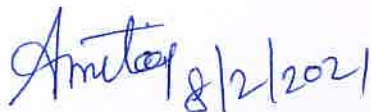
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				without any back up Staff. This clause we had referred with GEM conditions.	provided in case any staff is on leave. The Vendor should bid accordingly.
12.	Krishna Computer	Page 13, B5, Contractor's Responsibilities and Obligations, Point 10	The Contractor shall produce to the cwc the details of payment or statutory benefits like bonus, leaves, relief etc. to its personnel.	The bonus leaves, relief etc shall be clarified/elaborated with bonus in amount/percentage, leaves (CL/Medical) in numbers, relief in which manner.	The tender clause is self explanatory. All details have to provided to CWC during period of contract.
13.	Krishna Computer	Page 13, B5, Contractor's Responsibilities and Obligations, Point 12	The contractor cover its personnel for personal accident and death whilst performing the duty and the cwc shall own no liability and obligation in this regards.	Capping amount figure to take the insurance separately against this para shall be declared by your organization. specially who are no covered under ESI act. The terms and conditions or Insurance organization shall be applicable and accepted.	For employees not covered under ESIC, Medical Insurance of value not less than 10 Lacs has to be provided by the contractor. The vendor can mention the premium in financial bid at the column of ESI.
14.	Krishna Computer	Page 20 onwards; Section IV, PART C:	Preventive Maintenance ( Preventive Maintenance shall constitute the following)	It is Quarterly or Monthly Basis	Quarterly.
15.	Krishna Computer	Page No 22	The minimum qualification for the deployed AMC personnel shall be as under	Kindly Clarify the correct qualification for the mentioned category. Facility Manager/ Facility Manager (AEBAS)/ Resident Mechanic. In the category asked Semi Skilled but in qualification asked matriculate and above.	No Change as per Tender document.
16.	Krishna Computer	Page 30. Section IV, Point 7. Help Desk Services:	The vendor shall provide NMS ( Network Monitoring System) software for monitoring the network L3 and L2 manageable device and all running V-LANs.	Brief details shall be required which shall be covered utilizing NMS software. If NMS not working what is the alternate option.	The NMS software will be provided/finalized by CWC. However the vendor has to ensure the successful implementation.

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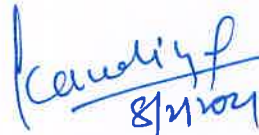
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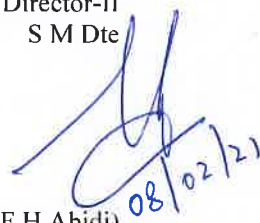
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			The software shall be hosted at LAN of CWC and shall cover all the CWC users.		
17.	Karvy InnoTech Limited	38	Penalty for delay for critical level 1, C17: Upto 45% of Contract Value.	We would like to request to change it from 45% to 10%	Penalty for delay for critical level 1, C17: Upto 25% of Contract Value.
18.	Karvy InnoTech Limited	38	Penalty for delay for critical level 2, C17 D-Point No-4: Upto 25% of Contract Value.	We would like to request to change it from 25% to 10%	Penalty for delay for critical level 2, C17: Upto 15% of Contract Value.
19.	Karvy InnoTech Limited	38	Penalty for delay total not capped	We will like to request to 10% Maximum of Contract Value .	Total Penalty not no exceed 25% of Contract value

  
(Sh. Amitoz Grover)  
ASO, Budget

  
(Sh. Ravindra Kumar)  
Assistant Director-II  
S M Dte

  
(Sh. Dheeraj Singhal)  
Assistant Director  
S M Dte

  
(Sh. A P Kandiyal)  
Deputy Director  
PCP Dte

  
(Sh. S.F.H. Abidi)  
Deputy Director  
S M Dte

## Annexure-I

List of Members present in the pre-bid meeting of the CAMC committee for the Tender of Comprehensive Annual Maintenance Contract (AMC) in respect of Local Area Network (LAN), Computers and Peripherals at CWC Headquarters, New Delhi held on 08/02/2021

Sl.No.	Name	Designation	Office
1.	Sh. S.F.H.Abidi	Deputy Director	S M Dte
2.	Sh. A P Kandiyal	Deputy Director	PCP Dte
3.	Sh. Dheeraj Singhal	Deputy Director	S M Dte
4.	Sh. Ravindra Kumar	Assistant Director-II	S M Dte
5.	Sh. Amitoz Grover	ASO	Budget

