

Minutes of the Pre-bid Meeting held on 05-01-2021

Ref.: Tender Enquiry No. CPU/52/1219/9936

Dated: ~~05-01-2021~~ 09/12/2020

The Competent authority has constituted a Pre-bid committee vide noting on P-15/n of file no. PD/MFI/AMC/17/2020 comprising following members for Comprehensive Annual maintenance contract of MFI systems:-

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| 1. Dr. K. Sathi Devi, Sc.-F & Head NWFC | Chairperson |
| 2. Dr. Kuldeep Srivastava, Sc.- E, RMC New Delhi | Member |
| 3. Dr. Kuldeep Srivastava, Sc-E, ISSD, IMD | Member |
| 4. Shri Sunny Chug, Sc-C, ISSD, IMD | Member Secretary |

A Pre-bid meeting was held in ISSD Conference Hall, 2nd floor, Mausam Bhavan at 11:00 Hrs on 05-01-2021. The representatives from the following firms attended the meeting:

1. M/s Actech Information Systems Limited
2. M/s OA Compserve private Limited

The queries raised by the firm M/s Actech Information Systems Limited and IMD's response to these queries are as follows:

Sl N o	Tender Document			Request for Change/Query	IMD's Response
	Page No	Clause No.	Existing clause Description		
1.Arrey TM Network					
1	37	3.3 Penalty Clause	If any system remained down for more than stipulated period based on category defined in Para 2.34 under „Scope of Work“ above, then penalty shall be deducted at the rate of 0.25% per day subject to ceiling of 10% per quarter of the cost of CAMC of that system.	Penalty should be calculated only on faulty component/peripheral not on the entire system. For example One Synergie client has one CPU, three monitors and one UPS. If any Penalty should be calculated only on faulty component/peripheral not on the entire system. For example One Synergie client has one CPU, three monitors and one UPS. If any one	Accepted subject to condition that “The firm should give component wise price quote of all the system of MFI”

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08/01/2021

				monitor is down for more than the penalty period, penalty should be calculated on particular monitor only not complete system. one monitor is down for more than the penalty period, penalty should be calculated on particular monitor only not complete system.	
2	37	2.34 Response time to attend the complaint	<p>Critical faults should be rectified within 4 hours at Delhi, Kolkata, Mumbai, Pune and Chennai after fault booking. For other locations, faults should be rectified within 24 hours after fault booking.</p> <p>It should be as</p> <p><i>“Critical faults should be attended within 4 hours at Delhi, Kolkata, Mumbai, Pune and Chennai after fault booking. For other locations, faults should be attended within 24 hours after fault booking.”</i></p> <p>2.34(i) Urgent faults should be rectified within 12 hours at Delhi, Kolkata, Mumbai, Pune and Chennai after fault booking. For other locations, faults should be rectified within 48 hours.</p> <p>It should be as</p>	<p>The complaints will be attended within the due time but in case of hardware failure it will be difficult to rectify the problem within the due time. The systems are very old and having specialized components. Many times the components/parts are not available locally. These components/parts needs to be imported or dispatched from other locations which needs more time.</p> <p>In case of major hardware failure and non availability of component/part locally, the rectification time should be maximum three weeks.</p>	<p>Not Agreed. “The firm should maintain sufficient spare part at each site to minimize the delay”</p>

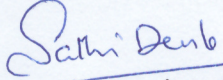
Satish Dand
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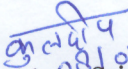
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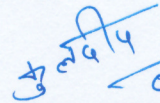
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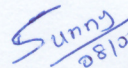
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			<p><i>"Urgent faults should be attended within 12 hours at Delhi, Kolkata. Mumbai, Pune and Chennai after fault booking. For other locations, faults should be attended within 48 hours."</i></p>		
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 (K. Sathi Devi) 11/01/2021
 Chairperson


 (Kuldeep Srivastava, ISSD)
 Member


 (Kuldeep Srivastava, RMC Delhi)
 Member


 (Sunny Chug)
 Member Secretary