

National Institute of Electronics and Information Technology (NIELIT)
An Autonomous Scientific Society of Ministry of Electronics & Information Technology
Govt. of India

[E-Tender ID: 2020_DIT_548212_1]

Minutes of the Pre-Bid meeting against Tender Reference No. 60(5)/2018-NIELIT-HQ-Part-1 for "Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server".

With due approval of the Competent Authority, the following Tender Evaluation Committee was constituted for the tender published i.r.o. "Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server". The following Committee members were present for the Pre-Bid meeting:-

- a) Ms. Chetna Singh Rathor, JD(Tech.)
- b) Sh. Satish Chandra Kandpal, AD(Admn.)
- c) Ms. Jagjit Kaur, AD(Fin.)

2. The Pre-bid meeting was held on 05th March, 2020 at 11:00 AM in Meeting Room, NIELIT Bhawan, Dwarka, on its scheduled date and time. Representative from the following bidders/OEM participated in the pre-bid meeting -

- a) Sh. Arpit Arora, National Sales Manager , M/s Poly.
- b) Sh. Shivam Yadav, Service Sales Manager , M/s Poly.
- c) Sh. Anil Chaudhary, General Manager, M/s Gurusons Communications Pvt. Ltd.

3. Pre-bid queries received as per prescribed format through E-Mail were discussed during the meeting with the representative of the bidder and OEM who had attended the pre-bid meeting. The queries along with their replies, including the amendments in Tender Document is attached with this minutes as Annexure-I.

S. No.	RFP Page No.	RFP Rule/Clause No.	Rule Details	Query/ Suggestion/Clarification sought by bidders	Replies by NIELIT
Queries sent by M/s Gurusons Communications Pvt. Ltd through Email					
1	4	Clause No 5	General Terms & Conditions OEM shall be liable for services and non-compliance by the vendor. OEM will discharge all warranty/support responsibilities during the AMC period directly or through any service provider for the period indicated in the contract.	As per discussion with OEM, they may not be agree for this clause.	The tender clause-5 at Page 4 stands modified as under: “OEM will discharge all warranty/support responsibilities during the AMC period directly or through any service provider for the period indicated in the contract. Further, OEM will also assist in providing services in case of non-compliance by the vendor”.
2	10	Clause No 6 b)	Onsite Annual Maintenance Contract Any system which has been identified as faulty by the service provider and needs replacement, the replacement shall take place within 72 hours of lodging complaint with the OEM/ Service Provider.	In the sites of North East States of India where transport facilities & courier / postal services are very limited & takes lots of time. So we request for more time to be given for fault correction / change of equipment--- at least six days /144 hrs for smooth functioning of the equipment.	The tender clause 6b) on Page 10 stands modified as under: Any system installed at the locations except North East States and identified as faulty by the service provider and needs replacement, the replacement shall take place within 03 working days of lodging complaint with the OEM/ Service Provider. However, for any system installed at North East States and identified as faulty by the service provider and needs replacement, the replacement shall take place within 06 working days of lodging complaint with the OEM/ Service Provider.