



अखिल भारतीय आयुर्वेद संस्थान
ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

(आयुष यंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

Pre-Bid Meeting was held on 29.7.2020 at 11.00 AM

On

Tender for

"Comprehensive Annual Maintenance Contract (CAMC) of various IT infrastructure equipment and Services" at
AIIA, New Delhi

S.No.	Tender Document page number	Tender Clause	Bidder Query	AIIA Response and amendments
1	NA	NA	Should be present at time of technical evaluation	The bidder or their representative may present at time of Technical and financial bid opening only.
2	Page No. 18 and Section 21	Server Including Operating Systems	Server configuration	1-2U Rack (8 core) single CPU Intel Xeon E5-2620 v4 (2.1 GHz / 8- core/ 20 MB/ 85 W) 12 DIMMS 2x 16 GB DDR4 8 LFF (3.5 inch) Hot Plug SAS/ SATA 3x 300GB SAS 10K, 6GBPS, 2.5" RAID 0,1,5 DVD Writer x RPS inbuilt (750 W)



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				2Nos. of Server 2- 2U Rack (6 core) , dual CPU 2* Intel Xeon E5-2609 v3 (1.9 GHZ / 6- core/ 15 MB/ 85 W) 12 DIMMS 4x 16 GB DDR4 8 LFF (3.5 inch) Hot Plug SAS/ SATA 3x 300GB SAS 10K, 6GBPS, 2.5" ,with 3.5" carrier 1* Kit -Broadcom 57810 Dual Port 10Gb Direct Attach RAID 0,1,5 DVD Writer 2 x RPS inbuilt (750 W) 2Nos. of Server
3	Page No. 19 and Section 23	UTM	Firewall model	Cyberoam CR100iNG
4	Page No. 18 and Section 14	Network Video Recorder with Storage	NAS(HDD-Installed)	2 TB each(NVR)



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5	Page No. 17 and Section 1	Data Center Cum Server Room Work(Maintenance ,monitoring etc. as per requirement)	Data Center details)	Data Center Cum Server Room(Monitoring etc as per requirement)
6	Page No. 19 and Section 41.2	Battery Sets(120AH), 32 Nos		This is consumable items and will not be covered under CAMC as per clause 11 at page 13. This is deleted from Page No. 19 and Section 41.2.
7	Page No. 11 and Section 2.3, 2(a)	..."comprehensive inclusive of Operating System (OS) and all other Software support on all the systems covered under it.""comprehensive inclusive of Operating System (OS) (installation and maintenance only)and all other Software support on all the systems covered under it." ...
8	Page No. 11 and Section 2.3, 2(c)	..."Data recovery from corrupt hard disc drives using data recovery tools .."		Deleted

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9	Page No. 2 and NA	Last date and time for bid submission	As bidder says that after per-bid meeting decision publication we will start the finalization of tender submission so please extend the last date for submission.	The last date for bid submission is 27.08.2020. The detailed schedule will be uploaded on CPP and AIIA website.
10	Page No. 4 and Section 1.5	The Proposal shall be valid for a period of not less than 120 days from the Proposal Due Date (the "PDD").	Bid Validity should be reduced from 120 days to 60 days, because of many technical and financial reason of Price & Technical Validity. As discussed during the pre-bid meeting	No change

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11	Page No. 7 and Section 1.15	Rs 75000/= (Seventy five thousand)by Demand Draft from a nationalized Bank in favor of The Director, All India Institute of Ayurveda (AIIA).	Being a Government organization having valid certificate , we should be exempted from EMD	As per Government of India rule, the MSME organization may be exempted for submission of EMD on production of valid certificate
12	Page No. 14 clause 18 of Section. 2.3	The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 8 hours of reporting of complaint, the vendor will be penalized ₹15000/- per 12 Hrs and per equipment/service for items mentioned in Annexure c. The charges will be deducted from the subsequent payments	There should be adequate amount of time given by the tender from Problem reporting time and resolution time. Request you to kindly give the 24 hours of response time , during the time , there should no penalty , after that 5000/- INR should be applicable for each 12 working hours till the problem resolved	No change



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13	Page 30 and section 3.8	Payment terms and conditions : The performance of the Bidder will be monitored/assessed by the I.T. Division on quarterly basis after submission of bills by the bidder for the competed quarter	As per the term we are agreed on quarterly basis, but tender make sure if everything went well and the bidder must get the payment on given time , if tender fails to pay the service charges as per the commitment , the tenderer must give the 5% interest on monthly basis to the CAMC service provider	No change
14	Page No. 31 Section. 3.10.1	3.10.1 The Vendor will be required to submit Performance Guarantee by way of Bank Guarantee for a sum equal to 10% of the contract value within 15 working days of signing of this agreement. PBG shall be valid up to two	Due to global pandemic every organization having limited cash flow, here by request you to kindly minimize the from 10% of performance bank	No Change

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		months beyond the date of CAMC period. The performance security (Bank guarantee) shall be returned to the vendor within one months after expiry of the contract period.	Grantee to 5 % . because AIIA already releasing the payment on Quarterly basis after the review of services	
15	NA	NA	After the successful qualification of Technical Bid and Bill of material quoted, tenderer will provide any other wear & tear if needed on their own cost	Not acceptable
16	Page No. 15 clause 18 of Section. 2.3	The Vendor will arrange to provide alternatives / standbys component in case of hardware breakdowns of equipment or service and if resolution may takes more than 24 Hrs for the equipment which are not mentioned in Annexure C	NA	The Vendor will arrange to provide alternatives / standbys component in case of hardware breakdowns of equipment or service and if resolution may takes more than 24 Hrs for the equipment which are not mentioned in Annexure C . The maximum time allotted for repair and



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				replacement of equipment with equal or higher configuration is 15 days failing which respective penalty clause will be applicable
17	Page No. 16 clause 18 of Section. 2.3	The Vendor will arrange to provide alternatives / standbys component in case hardware breakdowns of equipment's and service and if resolution may takes more than 12 Hrs for equipment mentioned in Annexure C	NA	The Vendor will arrange to provide alternatives / standbys component in case hardware breakdowns of equipment's and service and if resolution may takes more than 12 Hrs for equipment mentioned in Annexure C . The maximum time allotted for repair and replacement of equipment with equal or higher configuration is 15 days failing which respective penalty clause will be applicable.

Note: All the AIIA Response and Amendments mentioned in this document are part of tender documents. The other terms and conditions will remain Unchanged.

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