

Indian Maritime University,  
Visakhapatnam Campus

Pre-bid Meeting held on 08 September 2023 at 11:00am

Clarifications in regard to queries / suggestions from prospective bidders for Comprehensive Annual Maintenance Contract (CAMC) & Facility Management Service (FMS) for Hardware, Software and Network at IMU Visakhapatnam Campuses

The following are the responses / amendments are being issued based on the queries / clarifications sought by the prospective bidders as per the bid document.

Sl.no.	Para / Clause under Reference as per Bid document	Content of Para / Clause under Reference as per Bid Document	Query / Suggestions	Revised content of para/clause
1.	<u>General Conditions</u> Clause 3.1 point C	All parts of printers including printer heads, plastic parts like sprockets, knobs, Teflon sheets, fuser assembly etc. shall also be replaced for laser mono/color and Ink jet mono/color printers.	The bidders requested to remove the plastic parts word from this point.	The Committee considered the query/suggestions and the clause was revised as "All parts of printers including printer heads, parts like sprockets, knobs, Teflon sheets, fuser assembly etc. shall also be replaced for laser mono/color and Ink jet mono/color printers."
2.	<u>General Conditions</u> Clause 3.1 point D	Whatever be the reason for failure of the equipment (electrical/ mishandling or any other reason maybe), service provider should take the responsibility to replace the defective part (it may be a consumable or non-consumable item), failing which penalty will be imposed.	The bidders expressed their concern with respect to maintenance & replacement of items due to electrical failure/mishandling.	The Committee considered the query/suggestions and the clause was revised as "Whatever be the reason for failure of the equipment (apart of electrical/mishandling), service provider should take the responsibility to replace the defective part (it may be a consumable or non-consumable item), failing which penalty will be imposed."

3.	<b><u>Network management services</u></b> Clause 3.6.7 point B	<b>The work under this includes maintenance and replacement/splicing &amp; joining of faulty Optical Fiber Cable (OFC)</b>	<b>The bidders requested for clarification on charges to be quoted with respect to replacement/splicing &amp; jointing of faulty OFC.</b>	<b>The Committee clarified that as and when required, IMU-VC will bear the splicing charges.</b>
4.	<b><u>Network management services</u></b> Clause 3.6.7 point F	<b>Service provider should maintain sufficient number of power adapters/POEs and other Wi-Fi related consumable items to attend Wi-Fi related problems</b>	<b>The bidders requested for clarification on consumable items to attend Wi-Fi related problems.</b>	<b>The Committee clarified that bidder should maintain POE injectors with adapters to resolve the Wi-Fi related issues.</b>
5.	<b><u>Resident Engineer</u></b> Clause 4.1 point E	<b>The wages (per month) payable by the bidder should not be less than the Minimum Wages for Zone 'B' as prescribed and revised from time to time by Ministry of Labor &amp; Employment, Government of India. No increase in amount, other than the minimum wages in the present rate as increased by GoI will be considered by the IMU-VC. Manpower salary should pay as central Government Minimum Wages</b>	<b>The bidders requested for clarification on this clause.</b>	<b>The Committee clarified that (Zone 'B' skilled category) Minimum wages as prescribed by Ministry of labor &amp; employment, Gol will be considered. Amendments/revision in minimum wages as issued by Ministry of labor &amp; employment, Gol will also be considered. No increase in amount, other than the minimum wages (Existing/Revised) will be considered by IMU-VC.</b>
6	<b><u>Annexure-6</u></b> Sr. No. 2	<b>The bidder shall be a reputed Indian/Multinational Company/firm with primary business in Information Technology; and it must be either an Original Equipment Manufacturer or Authorized System Integrator(s) of the Principle OEM, in India.</b>	<b>One of the bidder suggested to omit this criteria from Pre-qualification.</b>	<b>The Committee clarified that IMU-VC require OEM Authorization certificate to check the vendor strength.</b>
7	<b><u>Annexure-6</u></b> Part C Sr. No. 1	<b>ISO certifications: 22301:2019, 20000-1-2011, 9001:2015, 27001:2013.</b>	<b>The bidders requested to provide a clarification on number of certifications required.</b>	<b>The Committee clarified that at least two out of four certifications should be produced by the bidders.</b>

8	<b>Technical Evaluation criteria</b> <b>S.No. B</b> <b>Bidder`s experience</b>	<b>IT integration/Managed projects</b> <b>(sub clause:1,2,3)</b>	<b>One of the Bidder requested to consider including private establishments in addition to public entities.</b>	<b>The Committee clarified that the weightage is provided for IT integration/Managed projects for both public &amp; private entities/ institutions. ClauseB-1, refers to Government/Public organizations. Clause B-2, refers to both Government/Public &amp; private educational institutions/Universities. Clause B-3, refers to both public&amp; private institutions containing the following</b> <b>(a) Server &amp; Storages.</b> <b>(b) Data Center Disaster Recovery</b> <b>(c) Backup</b>
9	<b>Technical Evaluation S.No. E</b> <b>Certified Service Engineers</b> <b>(Sub clause:1 &amp;2)</b>	<b>Manpower Strength</b> <b>1) Certified Service Engineers across India</b> <b>More than 200</b> <b>More than 100</b> <b>More than 50</b> <b>2) Certified Service Engineers at Vizag branch</b> <b>More than 60</b> <b>More than 40</b> <b>More than 25</b>	<b>One of the Bidder requested to reevaluate the criteria for the number of certified engineers.</b>	<b>The Committee considered the query/suggestions and the clause was revised as</b> <b>“1) Certified Service Engineers across India</b> <b>More than 100</b> <b>More than 50</b> <b>More than 25</b> <b>2) Certified Service Engineers at Vizag branch</b> <b>More than 50</b> <b>More than 30</b> <b>More than 20”</b>

There being no more doubts / clarifications, the pre-bid meeting ended.