

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENACE CONTRACT (CAMC) OF
COMPUTER SYSTEMS AND ITS PERIPHERALS AND ELECTRICAL SUPPORT**

MINUTES OF PRE-BID MEETING HELD ON 15.011.2017.

SI No	Question	Clarification
1.	Distilled water for UPS Batteries	Refilling of distilled water in tubular type batteries is covered under CAMC. Refer para No. 8 sub para (d) of Annexure 'E' of tender document
2.	Head office in Bengaluru	Head office or branch office should be in Bengaluru
3.	Exemption for deposit of EMD	Exemption of tender fee & EMD will only be given to MSME/NSIC registered bidders. Valid registration certificate to be submitted along with technical bid in hard copy.
4.	Printer head not in supply for HP office jet 276dw printer.	Necessary certificate to be produced from OEM for non availability of spares. Printer to be replaced of the same brand and compatible with the same cartridge/toner.
5.	Down time penalty charges	Sunday or other holidays within first 24 hours will not be taken into account for penalty clause. If the call is pending after 24 hours any holidays thereafter will be included for calculating the down time. (ESIC Offices, Hospitals/Dispensaries have different working days/hours and holidays)
6.	Replacement of UPS Batteries	If the batteries are out of warranty and beyond economical repair, the agency will replace the battery with same type and as per the rate list on approval of this office on each occasion. Refer para 13 of Annexure 'F' of tender document
7.	UPS battery ratings	For 2/3 KVA UPS- Tubular/SMF 12V 120AH

Date: 16.11.2017

Sd/-

Additional Commissioner & Regional Director
ESIC, Karnataka