

CSIR-CENTRAL GLASS AND CERAMIC RESEARCH INSTITUTE

196 RAJA S C MULLICK ROAD

KOLKATA 700 032

TENDR NO.	P/I/AMC/17/US/DB/OTE/24-25
CPP PORTAL REFERENCE	2025_CSIR_234289_1
SUBJECT / ITEM	COMPREHENSIVE MAINTENANCE CONTRACT OF IT ITEMS FOR A PERIOD OF TWO YEARS


**PROCEEDINGS OF THE PRE-BID CONFERENCE (PBC) HELD ON 13 MAY 2025**

A Pre-Bid Conference (PBC) was held on 13 May 2025. The issues raised at the PBC and the response of the Institute are summarized below:

Sl. No.	Issues raised at the Pre-Bid Conference on 13 May 2025	Tender Document Page Reference	Response of CSIR-CGCRI
1	Clarity on time frame for release of payment.	12	Kindly refer to Clause 6 of the Tender Document. Payment can be made either on quarterly or half-yearly basis
2	Few bidders requested for specifying ISO certifications related to IT and ITeS Service of Computers, Peripherals and Networks.	18	This condition is deleted and will not be considered as an evaluation criteria.
3	M/s Accel IT Services asked for clarification of EMD exemption of MSMEs		Government instructions on the subject are as per the Public Procurement Policy (Micro and Small Enterprises)

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CSIR-CGRI  
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कोलकाता-700 032

			Order 2012. These instructions shall be applicable in the tendering process. Bidders may note that under <b>MSE category</b> , only manufacturers of goods and <b>service providers for services</b> are eligible for exemption from EMD. Traders are excluded from the purview of this provision.
4	M/s Accel IT Services requested that in place of profitability during the period of 5 years, a criterion of positive net-worth to be added.	18	The requirement of documents for profitability is removed. The following condition is hereby inserted.  <i>The net worth of the Bidder firm should not be negative on 31/03/2025 and should not have eroded by more than 30% in the last three years ending on 31/03/2025.</i>
5	M/s Accel IT Services requested to include that the bidder should provide 24X7X365 Services and also should have their own Toll free number to get prompt support.	--	This shall not be part of the evaluation criteria. However, bidders are free to offer this service in case they have such a facility.
6	M/s Netcom Infotech Pvt Ltd requested for increasing the turnover to Rs. 50 crores from Rs. 5 crores.	--	There will be no change in this parameter.

  
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 CSIR - CSIR-PAT, G-153 V, SECTOR-15, CHANAKYAN  
 110, एन.ए. रो. नएला 15 / 750 015 S. C. Noida Road  
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7	M/s Netcom Infotech Pvt Ltd suggested that skilled labour for the contract will increase the commercial value, so they requested to consider for unskilled labour part as per the last order.	--	The requirement of Service Personnel for the Maintenance Contract has been elaborated in detail at Point 7 of Chapter-2 of the Tender Document (page 23-24). It is clarified that wages for <b>skilled workers</b> as per Government of India guidelines will have to be strictly ensured by the successful bidder. No price variation clause will be entertained in case of revision of VDA.
8	Some of the bidders who attended the PBC also requested for providing Serial Number of few Servers and Switches to get information on the configuration so that they can price their bid accordingly.	--	This has been provided and is attached to this MOM
9	Due date for submission of bids	--	The deadline for submission of bids is extended by 15 days from the date of publishing of the corrigendum.
10	Others	--	<ul style="list-style-type: none"> <li>The term "Resident engineer/Site engineer" wherever mentioned in the</li> </ul>

  
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 Kolkala-700 032

			<p>Tender Document may be read as <i>Service Personnel</i>.</p> <ul style="list-style-type: none"> <li>• Points 12 and 13 under Notes for Bidders (Page 6) stands deleted.</li> <li>• Format for submitting EMD/Bid Security in the form of Bank Guarantee is enclosed with this MOM.</li> </ul>
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The Tender Document stands modified to the extent to which the response of the Institute in respect of issues raised at the PBC, is concerned.

All other terms and conditions of the Tender Document to remain unchanged.



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 196, राजा एन. सी. मुल्का रोड / 196, Raja S. C. Mullick Road  
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SERVER		
MAKE	MODEL NO	SERIAL NO
IBM	X-3650-M3	99Y0177
IBM	X-3650-M3	99Y0174
IBM	X-3650-M3	99Y0173
IBM	X-3650-M3	99Y0184
IBM	X-3650-M3	99Y0194
IBM	X-3650-M3	99T2704
IBM	X-3650-M3	99Y2371
IBM	X-3650-M4	06CXNAX
IBM	X-3650-M4	06CXXHF
DELL	POWEREDGE R620	2LQG622
DELL	POWEREDGE R630	B14FH92
DELL	POWEREDGE R630	D16P6C2
DELL	POWEREDGE R630	9LDT6C2
DELL	POWEREDGE R730	BP8P6C2
DELL	POWEREDGE R730	BP7S6C2
DELL	POWEREDGE R540	CNNMSK3
SWITCH		
MAKE	MODEL NO	SERIAL NO
CISCO	2960XR-24-2X10G	FDO2003B0C6
CISCO	2960XR-24-2X10G	FDO2003B0DY
CISCO	SG-500-24 PORT	DNI202607TA
CISCO	SG-500-24 PORT	DNI202607ZL
CISCO	Catakyst 2960 Series	FCQ1645Y24F
CISCO	C3750-12S	FDO1618Y0CZ
CISCO	Catalyst 3750-24TS	FDO1542Y0HB
CISCO	Catalyst 3750-24TS	FD01618Y0CZ
CISCO	Cisco 2800 Series	FHK1115F12P
JUNIPER	EX 2200-24 PORT	CW0212476908
JUNIPER	EX 2200-24 PORT	CW0212067428
JUNIPER	EX 2200-24 PORT	CW0214470376
JUNIPER	EX 2200-24 PORT	CW0214280795

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**FORM - 03**  
**BID SECURITY FORM**

Whereas \_\_\_\_\_  
(hereinafter called the tenderer)

has submitted their offer dated \_\_\_\_\_  
for the supply of \_\_\_\_\_  
(hereinafter called the tender)

Against the Purchaser's Tender No. \_\_\_\_\_  
KNOW ALL MEN by these presents that WE \_\_\_\_\_ (Bank Name)  
of \_\_\_\_\_ having our registered office at \_\_\_\_\_  
\_\_\_\_\_ are bound unto \_\_\_\_\_ (hereinafter called the "Purchaser")

In the sum of \_\_\_\_\_

For which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

THE CONDITIONS OF THIS OBLIGATION ARE:

(1)	If the tenderer withdraws or amends or modifies or impairs or derogates from the Tender in any respect within the period of validity of this tender.
(2)	If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity
(a)	Fails to furnish the Performance Security for the due Performance of the contract.
(b)	Fails or refuses to accept/execute the contract.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_  
(Signature of the authorized officer of the Bank)

\_\_\_\_\_  
Name and designation of the officer  
Seal, name & address of the Bank and address of the Branch

**Note:** Whenever the bidder chooses to submit the Bid Security in the form of Bank Guarantee, then he should advise the banker issuing the Bank Guarantee to immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee directly to the Purchaser with a covering letter to compare with the original BG for the correctness, genuineness, etc.