

INDIAN INSTITUTE OF TECHNOLOGY MADRAS

ELECTRICAL DIVISION – ENGINEERING UNIT

Date 12/03/2014

PRE-BID MEETING MINUTES AND CORRIGENDUM

TENDER NO. 12/2014-15/ELDB

Name of the work: SITC of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras

Companies participated

1. M/s. Uniphore Software Systems, Chennai
2. M/s. Lattice Bridge Infotech Pvt Ltd, Chennai
3. M/s. Coral Telecom, Chennai
4. M/s. Unify Enterprise Communications Pvt Ltd, Chennai

Sl. No.	Queries from contractors	Clarifications from IIT Madras
1.	Eligibility Criteria as per calendar year or financial year	Financial year
2.	Rack for hardware in BOQ	The rate may be quoted inclusive of providing rack for hardware
3.	Service Tax	Quote separately for Service Tax.
4.	Annual Maintenance charges	Maintenance charges after warranty period of two years. Quote separately for AMC rates for 5 years and it will be taken into account for consideration of lowest tenderer. Enclosed sheet may be attached in Price Bid cover.
5.	Web based application thro' internet	YES
6.	ISDN-PRI line	E1 line from existing Siemens Hi-Path PBX shall be given for this application.
7.	Whether it is stand alone system	YES
8.	Exemption of EMD for NSIC registration	Not applicable
9.	WebApps for iOS, Android	YES. Initially for these OS
10.	SMS included	YES
11.	Demonstration	It is required before implementation

**Sd-
Consultant (Elect)**

**Sd-
Executive Engineer (E)**

S.No.	Description	Qty	Unit	Rate	Amount
	MAINTENANCE CHARGES				
4	Cost of comprehensive maintenance of all components in the IVRS system for period of five years including repair / replacement of worn out items with minimum downtime and warranty & guarantee of repaired/ replaced items after completion. (The amount quoted for this item will be taken into account for deciding the lowest tender, but will be executed as a separate supplementary contract after the completion of the warrantee period)				
4a	Cost of comprehensive maintenance for the 1 st year (Rate Only)	Per	Year		
(Rate in Rupees.....)					
4b	Cost of comprehensive maintenance for the 2 nd year (Rate Only)	Per	Year		
(Rate in Rupees.....)					
4c	Cost of comprehensive maintenance for the 3 rd year (Rate Only)	Per	Year		
(Rate in Rupees.....)					

S.No.	Description	Qty	Unit	Rate	Amount
4d	Cost of comprehensive maintenance for the 4 th year (Rate Only)	Per	Year		
(Rate in Rupees.....)					
4e	Cost of comprehensive maintenance for the 5 th year (Rate Only)	Per	Year		
(Rate in Rupees.....)					

Signature of the contractor

**Sd-
Consultant (Elect)**

**Sd-
Executive Engineer (E)**