

## PRE-BID MEETING MINUTES

**Bid Title: Customized AMC/CMC for Pre-owned Products – Desktops, Laptops and Peripherals**

**Bid Number: GEM/2026/B/7143105**

**Date: 06-02-2026**

**Venue: Hybrid (Webex + Physical) – NHSRC Conference Hall**

**Chair: PAO, NHSRC**

**Participants: NHSRC Officials & Prospective Bidders**

### Queries Raised & Clarifications

Sl. No.	Query	Response/Clarification
1.	Is MAF (Manufacturer's Authorization Form) is Mandatory?	OEM (Original Equipment Manufacturer) Authorization Certificate/MAF required for replacement parts. If unavailable, bidder must submit an undertaking ensuring genuine parts.
2	Do we need to follow Delhi Govt. minimum wages Rule?	NHSRC has been set up under the National Rural Health Mission (NRHM) of Government of India. All kinds of remuneration and social security of provided manpower to NHSRC is under the purview of hired agency. We need 5 Manpower, who has the qualification as per mentioned below.  (a) Graduate with Diploma in IT Support (b) 5 years of Experience in IT Hardware & networking Support
3	Is CAMC cover Burn and Physical Damage?	CAMC should cover maintenance and replacement of parts, including burnt or physical damage.
4	What will be the working hours of Resident Engineer?	Normal working hours (9:00 AM to 5:30 P.M), however, in case of requirement Resident Engineers may be asked to work additional hours and may need to work on Saturday, Sunday and on holidays. <b>There will be no additional payment.</b>
5	Tender submission last day.	It is being extended for 1 week, i.e. 25 <sup>th</sup> Feb 2026.

