

REPLY TO PRE BID QUERIES

Page No.	Point / Section #	Existing Clause	Query Sought	Requests	REPLY
44	Annexure 1 (Technical Specification) S.No A. Comprehensive Maintenance Contract	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make Laser Jet Printers	In case of back to back arrangement with OEMs / OEM certified partner for APC make UPS , the clause should be changed as " the Bidder shall make back to back arrangement with OEM only " . And in case of HP Laser Jet Printers , the OEM i.e. HP never agree to take the AMC services for the products which are old more than 5 years . then in that case there will be no use of back to back arrangements without support of OEM , however you can take the undertaking from the bidder that : bidder will make the arrangements at their own for genuine spares of HP laser jet printers during the whole period of AMC .		For APC UPS , Back To Back arrangement is mandatory . For HP printers said undertaking will be applicable .
19	10.2 Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	The Tender is consist off AMC/FMS services for the same , vendor will not provided any software hence this clause is not applicable for tender need to waived off the clause.		OICL provides all Software
23	10.23 Taxes & Duties	The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.	kindly clarify the given prices will be with GST or without GST,		without Tax . Concerned bid submission will not be inclusive of tax component
33	15.1 Appendix Bill of Mate	Quantity not mention	Provide the Qty, we have to see our costing for commercial		This has been clarified in corrigendum 2 , check the link

26	11.2 Bid Security		Request you to consider NSIC (National Small Industries Corporation Ltd.) registered Companies for EMD Exemption.		Exempted for MSME/NSIC. The onus of proof under SMSE/NSIC rests with the bidder and OICL IT Committee decision on acceptable/rejection is final and binding on the bidder. Waiver should be claimed and agreed well before the last date of the application and agreed by OICL in writing and the exemption should be placed alongwith tender documents wherever the application fee/tender EMD deposit is mentioned
40	15.6 Appendix 6 OEM's Authorization Form	Bid Security in the form of Bank Guarantee (BG)/ Bank Draft of Rs. 200000/- favouring 'The Oriental Insurance Company Ltd' valid for 180 days from the last date of submission of Commercial Bid should be submitted	Need clarity for which items OEM Authorization letter is required		For APC UPS, Back To Back arrangement is mandatory . For HP printers said undertaking will be applicable .
15	8, Scope of work	No point mention on Consumable exclusion/ Inclusion	Need clarity of Consumable parts like Printers Heads, Nobs, drums, Fuser assemblies, Toners, UPS and Laptops Batteries etc		Chargeable . UPS batteries and printer cartridges issues are handled at OICL level only .
14	7	Eligibility criteria:-	The Bidder should have valid ISO 27001:2013 and 20000-1:2011 Certificate, for providing maintenance and facility management services for information technology infrastructure .	As the Scope of RFP covers Service Contract and only ISO 20000-1-2011 is required for Server delivery, So we request you to change ISO 9001 in place of 27001-2013.	No Change as per RFP
15	4	Scope of Work	The Bidder shall deploy minimum 1 Resident Engineer and 1 Helpdesk Coordinator at Regional Office subject to acceptance by OICL.	Are these engineers meant for the central location or will be covering the other locations also.	1 resident engg and 1 helpdesk engg for Regional Office and 1 Resident engg. for Agra location (Check Corrigendum)
15	13	Scope of Work	Office wise earthing parameters Voltage (P-N, P-E and N-E) should be measured with the help of meter during PM activity and office wise Statement should be submitted to HO. In case earthing parameters are beyond permissible limits, the same should be discussed with RO for issue resolution.	Request you ,please confirm that if earthing found faulty, who we will take corrective action of same.	this will be done at OICL Level

11	14.5	Service Level Agreement	This contract includes the Anti-virus software support on the systems covered under this contract. Any problem related with System Virus will be attended and rectified by the AMC Vendor. NIC will provide & update anti-virus software as and when required.	Please confirm are antivirus to be upgraded from central location or location wise or by visiting the equipments physically	Antivirus is upgraded from Central location but sometimes it has to be done manually by engg., it can be downloaded from our FTP server.
17	9.6	Performance Security	Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Appendix - 5, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of contract period in the form of a bank guarantee from a nationalized/scheduled bank as per the norms laid by the RBI.	As the term of contract is going to be for 3 years, we request you to consider the Performance bank guarantee equivalent to ACV value instead of Total contract value. Vendor can be asked to submit the PBG before expiry of period.	No Change as per RFP
21	1.25	Technological Advancements	The hardware and software proposed as part of this contract a. should not reach end of support during the period of contract b. should not have been announced End of Life/Sales In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/software at no cost to OICL	As this is service contract, So vendor please clarify the replace the END of Support life hardware/software term	Clause removed
20	1.26	Guarantees	Bidder should guarantee that all the software provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.	Please clarify the mentioned point	OICL provides all Software
Pg 30	14. Service Level Agreement:	SLA	RO Centre and City offices – 48 Hrs (2 Working Days) Other Offices – 48Hrs (2 Working Days).	It is assumed that mentioned resolution time is applicable on the assets which are under comprehensive maintenance. In case of warranty assets bidder need to provide only skills support.	For assets under warranty, skill support is required.

Pg 30	14. Service Level Agreement:	SLA	<p>If the breakdown call is not resolved within the resolution time of the bidder provides no standby equipment, penalty will be charged as per the rates below to the maximum of unit purchase price of that machine:-</p>	<p>Please confirm if we need to provide standby, in case of any hardware failure in warranty assets. Please cap the penalty upto maximum 10% of total order value.</p>	<p>No Standby for items under warranty , refer pg 34 Table-2 , facility management services</p>
Pg 14	Eligibility Criteria	Turnover	<p>Bidder's annual Turnover should be more than 15 crore</p>	<p>To amend limit to 5 crore in previous Three Financial years</p>	<p>NO Change as per RFP</p>
Pg 30	Penalty		<p>to make Penalty for DTP/Entry level laserjet printer/MFP/Scanners Rs. 100/ per day beyond SLA period</p>		<p>No Change as per RFP RFP</p>
Pg 30	Penalty		<p>There should be a capping of penalty upto a maximum of 10% of Qtrly AMC Cost</p>		<p>No Change as per RFP</p>