

S. No.	Page No.	Point/Section	Existing clause	Query Sought	Reply from OICL
1	Pg. 11	Section 5, Point 4	Eligibility Criteria : Bidder must have successfully completed /executed at least three contracts for AMC of IT Assets during last three financial years (2020-21, 2021-22 & 2022-23) with BFSI/PSU/Govt. Customers.	Kindly amend the clause as : Eligibility Criteria : Bidder must have successfully completed /executed at least three contracts for AMC of IT Assets during last seven years with BFSI/PSU/Govt. Customers.	As per Terms and Conditions of the RFP
2	Pg. 11	Section 5, Point 5	Bidder should be having AMC in hand for an average of at least 1400 assets comprising of Computer Hardware peripherals/IT Infrastructure for the last 3 financial years (2020-21, 2021-22 & 2022-23) with BFSI/PSU/Govt. Customers.	Kindly amend the clause as : Bidder should be having AMC in hand for an average of at least 1000 assets comprising of Computer Hardware peripherals/IT Infrastructure for the last 7 years with BFSI/PSU/Govt. Customers.	As per Terms and Conditions of the RFP
3	Pg. 12	Section 6, Point 2	Onsite Facility Management Services for assets under AMC as per list given in Annexure-6, assets under OEM/Supplier warranty and onsite support to employees of HO (NBCC, Oriental House & Scindia House) and OSTC while performing their duties from home in Delhi/NCR. Onsite support to OICL employees working from home in Delhi/NCR may be done on best effort basis.	For onsite support to OICL employees working from home, could you elaborate on the existing infrastructure? Whether any specific tools need to be considered while providing onsite support to OICL employees working from home? Whether any specific protocols need to be adhered to while providing onsite support to OICL employees working from home?	Onsite support will be provided by 3 REs deployed at NBCC: 1. NBCC 2. Oriental House 3. Scindia House Onsite Support for OSTC Faridabad will be provided by 1 RE deployed at OSTC Faridabad. All the assets will be available in locations mentioned in Annexure-6. Onsite support to OICL employees working from home in Delhi/NCR may be done on best effort basis.
4	Pg. 13	Section 6, Point 4	The Bidder shall deploy 4 Resident Engineers (3 at NBCC Building and 1 at OSTC Faridabad) and 1 Helpdesk Coordinator at Head Office (NBCC Building) subject to acceptance by OICL. OICL may at its discretion ask the bidder to deploy additional resources, OICL will make the payment of the additional resource on the Pro-rata basis as per the Base Unit Price provided in the commercial (Table-2).	Is there flexibility in the deployment of resident engineers and the helpdesk coordinator? Are there provisions for scaling up or down based on the evolving needs of OICL, and how would the pricing adjust accordingly? Are there specific education criteria, certifications, skillsets expected from the resident engineers and the helpdesk coordinator?	As per Terms and Conditions of the RFP
5	Pg. 13	Section 6, Point 7	Quarterly Preventive Maintenance Activity in all the Offices of HO. PM activities should be planned before each quarter start and details shall be shared with the OICL team.	Is there a standardized checklist or specific areas of focus expected during the quarterly preventive maintenance activities?	Yes, the standardized checklist will be shared with the L1 Bidder.
6	Pg. 13	Section 6, Point 9	Office wise earthing parameters Voltage (P-N, P-E and N-E) should be measured with the help of meter during Preventive Maintenance activity of UPS. In case earthing parameters are beyond permissible limits, the same should be discussed with HO for issue resolution. The standard earthing parameters are: Phase to Neutral (PN): 220V-240V Phase to Earth (PE): 220V-240V Neutral to Earth (NE): 0.5V -3 V	Could you clarify the process and responsibilities if earthing parameters fall outside the specified limits during preventive maintenance? Is there a predefined protocol or escalation path for such occurrences?	As per Terms and Conditions of the RFP

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7	Pg. 12	Section 6, Point 2 (v)	Coordinate with OEM/ Supplier for support for items under warranty.	How much involvement and permission will the bidder have in working with the original equipment manufacturers (OEMs) or suppliers for the items covered under warranty?	AMC vendor has to coordinate with OEM for any issue including troubleshooting, logging calls to OEM and closing the calls, Parts replacement, Software installation, upgradation etc., Preventive or breakdown maintenance, Installation of parts replaced by OEM, any Software issues pertaining to the mentioned IT Assets are included in the Scope of AMC.
8	Pg. 11	Section 5, Point 7	Bidder must be CMMI level 3 certified company and the certificate should be valid as on date of submission. The Certificate will be checked with the authorities for genuineness of the same.	We are an ISO certified organization and have capabilities to maintain AMC/FMS contracts, but you have asked for CMMI level 3 certification which is not much relevant for the required services, it will also limited the competition and also have the additional financial implications due to this clause since it is nothing to do with IT security and IT services aspects. So, it is our sincere request to please remove this clause from the eligibility criteria.	As per Terms and Conditions of the RFP
9	Pg. 11	Section 5, Point 7	Bidder must be CMMI level 3 certified company and the certificate should be valid as on date of submission. The Certificate will be checked with the authorities for genuineness of the same.	Sir, we are an MSME company and we provide the AMC service at Canara Bank, State Bank of India, and UCO Bank, Union Bank of India, Punjab National Bank, etc. We request that you kindly remove this clause	
10	Pg. 11	Section 5, Point 7	Bidder must be CMMI level 3 certified company and the certificate should be valid as on date of submission. The Certificate will be checked with the authorities for genuineness of the same.	We want to participate in the bid of AMC for desktop and Laptop but in the ATC you have asked for a CMMI level 3 Certificate, I just want to inform you that this certificate is used for software purposes. Request you to remove this clause for better participation.	
11	Pg. 11	Section 5, Point 7	Bidder must be CMMI level 3 certified company and the certificate should be valid as on date of submission. The Certificate will be checked with the authorities for genuineness of the same.	We would like to inform you that CMMI certification is broadly used in software development processes. ISO certifications are self-sufficient for fulfilling the required nature of services. Hence our request to please revoke this term and give us a fair chance to participate in this bid.	
12	Pg. 11	Section 5, Point 7	Bidder must be CMMI level 3 certified company and the certificate should be valid as on date of submission. The Certificate will be checked with the authorities for genuineness of the same.	We would like to inform you that CMMI certification is broadly used in software development processes. ISO certifications are self-sufficient for fulfilling the required nature of services. Hence our request to please revoke this term and give us a fair chance to participate in this bid.	
13	Pg. 11	Section 5, Point 7	Bidder must be CMMI level 3 certified company and the certificate should be valid as on date of submission. The Certificate will be checked with the authorities for genuineness of the same.	We understand that CMM Level 3 is for the Software Development Companies, and it is not required for Hardware IT Services. Hence request you to kindly remove this from the Eligibility Criteria.	

[Handwritten signature and initials]