

Reply to Pre-bid Queries Tender Reference No. OICL/HO/ITD/AMC/2023/01 Dated 23.11.2023

S.No.	Page #	Point/ Section #	Existing Clause	Query Sought	OICL Response
1	16	1.7	AMC Start Date 1. Equipment which are under valid support services and has not been declared End-of –Support from the OEM, AMC Services shall start from the date expiry or date of issuance purchase order whichever is earlier.	We request you to kindly share the equipment-wise support start date.	Prospective bidders are requested to contact respective OEM's for support contract details and expiry dates as serial numbers are mentioned under the RFP.
2	16	1.9	The initial term for the contract will be valid till 31st July 2024	Since the RFP is for one year support, kindly confirm if last date of support will be till 31st July 24.	As per RFP
3	18	2.2 Existing inventory/setup	Desktop, Acer Veriton, M series	Kindly provide the serial numbers of these equipment.	Please refer corrigendum.
4	19	2.2 Existing inventory/setup	Server Chassis (Cisco UCS 5108)	As per RFP, Serial nos. for DC has been shared, however, serial nos. for DR location are missing. Request OICL to share the serial nos. of Server chassis for DR.	Please refer corrigendum.
5	19	2.2 Existing inventory/setup	Server (Cisco UCS B200 M4)	As per RFP, the quantity mentioned for Servers at DC is 23, however, Serial nos. are mentioned for 22 Servers and in case of DR, quantity mentioned is 13, however, serial nos. mentioned are 16. Please clarify / share correct details	Please refer corrigendum.
6	15	Eligibility Criteria	The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller	Our understanding is that AMC services (minimum 1 year) provided by bidder, during last 5 years will be considered irrespective of the Order date (PO date may be older than 5 years, but AMC services provided in last 5 years) will be considered and accepted against this criteria. Kindly confirm if our understanding is correct.	As per RFP

7	15	Eligibility Criteria	<p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years:</p> <ol style="list-style-type: none"> 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller 	<p>We request OICL to amend this criteria as follows:</p> <p>The Bidder should have an experience providing AMC Services (minimum period of one year) for any four of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years:</p> <ol style="list-style-type: none"> 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller 	As per RFP
8	15	Eligibility Criteria	<p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years:</p> <ol style="list-style-type: none"> 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller 	<p>Since AMC of all the listed components may not necessarily be under scope of a single project/order, our understanding is that orders/experience to be shown against the listed components can be from separate orders/projects from BFSI/GOVT/PSU customers. Kindly confirm if our understanding is correct.</p>	The Prospective bidder may submit multiple purchase orders against the listed components.
9	15	Eligibility Criteria	<p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years:</p> <ol style="list-style-type: none"> 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller 	<p>Kindly amend the criteria as follows:</p> <p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years:</p> <ol style="list-style-type: none"> 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers/ Proxy Appliance 4. Core / DMZ/ Distribution /SAN Switches 5. Server Load Balancer/Application Delivery controller 	As per RFP

10	37	Penalty on Availability Default	<p>Server Availability Penalty</p> <p>99.95 % = 0</p> <p>99.9 % = 1 % of TCO Value</p> <p>99.8 % = 2 % of TCO Value</p> <p>99.7 % = 3 % of TCO Value</p> <p>99.6 % = 4 % of TCO Value</p> <p>99.5 % = 5 % of TCO Value</p> <p>99.4 % = 6 % of TCO Value</p> <p>99.3 % = 7 % of TCO Value</p> <p>99.2 % = 8 % of TCO Value</p> <p>99.1 % = 9 % of TCO Value</p> <p>99 % = 10 % of TCO Value</p>	<p>We request OICL to kindly relax the penalties as follows:</p> <p>99.95 % = 0</p> <p>99.9 % = 1 % of Quarterly Value</p> <p>99.8 % = 2 % of Quarterly Value</p> <p>99.7 % = 3 % of Quarterly Value</p> <p>99.6 % = 4 % of Quarterly Value</p> <p>99.5 % = 5 % of Quarterly Value</p> <p>99.4 % = 6 % of Quarterly Value</p> <p>99.3 % = 7 % of Quarterly Value</p> <p>99.2 % = 8 % of Quarterly Value</p> <p>99.1 % = 9 % of Quarterly Value</p> <p>99 % = 10 % of Quarterly Value</p>	As per RFP
11	15	1.6 Eligibility Criteria. Point 8:	<p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years:</p> <ol style="list-style-type: none"> 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller 	<p>Please confirm if experience proof is required for single project for all 6 components. Request you to consider 2 projects' experience proof which collectively covers all 6 components</p>	<p>The Prospective bidder may submit multiple purchase orders against the listed components.</p>
12	17	2.1 Annual Maintenance	<p>3) In the event of maintenance/ repair of any unit is to be carried out at any of the workshop or location outside OICL premises, the Bidder shall make all arrangements for removal and transportation of equipment to such location and back to OICL location at their risk and cost and will hand over the systems in 100% working condition after repair/maintenance. A standby of same Make/ Model/ configuration or of higher configuration should be provided whenever such removal of installed equipment is taken away by Bidder for repair/maintenance, failing which, penalty as per provisions of SLA will be applicable. If the supplied equipment are to be replaced permanently due to the Bidder's inability to provide spares or maintain the equipment, the Bidder shall replace the equipment of same Make/ Model/configuration or of higher configuration. However, OICL may accept different make/model/ configuration at its discretion if the original make/model/ configurations are not available in the market due to obsolescence or technological up gradation.</p>	<p>Please confirm if bidder has to keep spares in case of downtime. Also please suggest if OICL would provide the space to keep the spares.</p>	As per RFP

13	19	2.2 Existing inventory/setup	FC-IP Routers Brocade MP7800 FC-IP	7800 FCIP routers have reached end of support too, hence OEMs cannot have a back to back support with Broadcom. Please advise	Please refer corrigendum.
14	20	2.2 Existing inventory/setup	Desktop Acer Veriton M series 8 8	Please share the serial numbers for getting AMC from OEM	Please refer corrigendum.
15	18	2.1 Annual Maintenance	12) The successful bidder shall provide a centralized helpdesk/ customer care centre telephone number/ email/ fax number for attending complaints. The helpdesk/ customer care centre shall operate 24*7*365.	Please confirm the count of resources and eligibility criteria of resources required at DC and DR required for 24 X 7 operations.	As per RFP
16	16	1.9 Contract Period	The initial term for the contract will be valid till 31st July 2024. Further the contract may be extended for a quarter one at a time (max. up to two times only),	Please revise the contract period for a full year. It is difficult to onboard engineers for six months. For employing any resources, we need to offer a term of 1 year or above.	As per RFP
17	17	2.1 Annual Maintenance	5) OICL will not be liable to pay any additional amounts in respect of any sort of maintenance covered under the scope of this tender during the tenure of the contract. Free on-site maintenance services shall be provided by the Bidder during the period of contract.	For deploying on site support at DC-DR, please confirm if the resources will get some laptops/desktops to manage the equipments or the bidder has to get the same	As per RFP
18	12	1.2 Notice Inviting Bids	The Deputy General Manager (IT), The Oriental Insurance Company Limited invites online bids from eligible companies / organizations/firms for Annual Maintenance Contract of data center equipment and its associated components to OICL for a period of 1 year.	In page#16 it is mentioned that "1.9 Contract Period The initial term for the contract will be valid till 31st July 2024. Further the contract may be extended for a quarter one at a time (max. up to two times only), The bidder needs to quote price for the same under Appendix 1 "Bill Of material". Kindly confirm the 1 year support period (From - To), Since the OEMs will share the B2B price for minimum 1 year period.	As per RFP
19	17	2.1 Annual Maintenance	4) The Bidder shall provide support including management and administration of software by applying software patches/ service packs and keep the solution updated or upgraded with the functionalities; compression-protocol updates etc. to latest version without any additional cost to OICL.	Updates/Upgrades for EOSL items shall be on best effort basis only.	Please refer corrigendum.
20	18	2.2 Existing inventory/setup	The existing setup at DC and DR is as given below:	Kindly share the current OEM B2B details of these devices.	As per RFP
21	36	7.1 Service Level	The SLA specifies the expected levels of service to be provided by the Bidder to OICL. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.	Kindly confirm the Response & Resolution time.	24 hrs.

22	16	1.9 (Contract Period)	The initial term for the contract will be valid till 31st July, 2024.	Kindly confirm the timeline of AMC period.(Start Date and End Date)	As per RFP						
23	19	2.2 (Existing Inventory / Set-up)	Server Chassis for Cisco Servers (Model: UCS 5108), numbers are missing for DR Location (02#)	Please provide Server Chassis Numbers for DR location	Please refer corrigendum.						
24	19	2.2 (Existing Inventory / Set-up)	Cisco Servers Counting (Model: UCS B200 M4) are mismatching for DC and DR location	Please provide the correct inventory for DC and DR for Cisco Servers (Model: UCS B200 M4)	Please refer corrigendum.						
25	20	2.2 (Existing Inventory / Set-up)	Desktop Serial Nos for Acer Veriton (Model: M Series) are missing	Please provide the Serial Nos. (08# each) for DC & DR for these desktop. Are they also covered under B2B AMC	Please refer corrigendum.						
26	23	3.2 (Other RFP Requirements)	OEM's Authorization Form – The Bidder should furnish a letter from original equipment manufacturer.	Please confirm if the MAF is required for Desktop PC also?	Please refer corrigendum.						
27	15	1.6 Eligibility Criteria	The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller	The Bidder should have an experience providing AMC Services of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU/ Private Sector in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers/ Proxy Appliances 4. Core / DMZ/ Distribution /SAN Switches 5. Server Load Balancer/Application Delivery controller	As per RFP						
28	15	1.6 Eligibility Criteria	The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller	The Bidder should have an experience providing AMC Services of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU/ Private Sector in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers/ Proxy Appliances 4. Core / DMZ/ Distribution /SAN Switches 5. Server Load Balancer/Application Delivery controller	As per RFP						
29	23	3.1.9 Payment Terms	AMC -25% of the Annual Charges at the end of each quarter	Payment terms would be yearly in advance.	As per RFP						
30	23	3.1.9 Payment Terms	<table><tr><th>Item</th><th>Payment</th><th>Documents to be Submitted</th></tr><tr><td>AMC</td><td>25% of the Annual Charges at the end of each quarter</td><td>Quarterly call reports, MIS Reports</td></tr></table>	Item	Payment	Documents to be Submitted	AMC	25% of the Annual Charges at the end of each quarter	Quarterly call reports, MIS Reports	Kindly amend the Payment Term as Half Yearly advanced	As per RFP
Item	Payment	Documents to be Submitted									
AMC	25% of the Annual Charges at the end of each quarter	Quarterly call reports, MIS Reports									

31	15	1.6 Eligibility Criteria	The bidder should have an experience providing AMC services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller	Kindly give us clarity on Project of Similar nature. Out of 6 items min component of Project executed in last 5 years	As per RFP
32	16	Project Timelines	Equipment which are under valid support services and has not been declared End-of –Support from the OEM, AMC Services shall start from the date expiry or date of issuance purchase order whichever is earlier. Equipment which are declared End-of-Support from the OEM, Bidder needs to provide AMC services on best effort basis from the date of issuance of purchase order.	Contracting with clause no 2.1, where OICL demand Back to back of OEM backlining	Please refer corrigendum.
33	16	Contract Period	The initial term for the contract will be valid till 31st July 2024. Further the contract may be extended for a quarter one at a time (max. up to two times only), The bidder needs to quote price for the same under Appendix 1 “Bill Of material	Need to check on Contract duration, as OEM extension will be for one year	As per RFP
34	17	Scope of Work	The equipment shall be under comprehensive annual maintenance contract covering all parts / components and AMC should be back to back from OEM and comprehensive in nature.	Need to check EOSL from OEM	Please refer corrigendum.
35				Some Products are already declared End of Life, so no OEM backlining will not be available. Please clarify support model of this	Please refer corrigendum.
36				some of the Product warranty/support already expired around 6 months ago. These devices are under the restriction coverage. For these devices health inspection is required. Please clarify support model of this	All devices are under working condition and under production environmnet.

37			<p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the following components and must have executed at least one project of similar nature in any BFSI/GOVT/PSU in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller</p>	<p>The Bidder should have an experience providing AMC Services (minimum period of one year) of the at least 3 (THREE) following components and must have executed at least one or multiple project of similar nature in any BFSI/GOVT/PSU in India in preceding five years: 1. Enterprise Storage System 2. Tape Library/backup Solution 3. Servers 4. Proxy Appliance 5. Core / DMZ/ Distribution /SAN Switches 6. Server Load Balancer/Application Delivery controller</p>	<p>As per RFP</p>
----	--	--	---	--	-------------------