

Appendix 3: Query Format
Tender Ref. No. OICL/RO/ITD/PC-AMC/2022/01 Dated 13.04.2022

S.No.	Page No.	Point/Section #	Existing Clause	Query Sought	Reply
1	N. A.	Tender Value	General Query	Tender Value is not Defined in tender document. Please let us know the tender value which can help to vendors for estimation/Calculation of AMC Expenses & FMS Expenses.	As per RFP
2	13	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 - 4, which shall be equal to 15 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. Failure by Bidder to submit the Performance security will result in invocation of Bid security held by the Company (OICL).	As per the Government Guide Lines Performance Security Should be 10% of the Total Value of the contract.	As per RFP
3	13	9.2 Offline Submissions	1. Hard Copy of Commercial Bid In a sealed envelope as per format mentioned in Appendix-1 Bill of Material. 2. Original copy of the power-of-attorney. 3. Annexure 5: Non-Disclosure Agreement	Only Following 3 Documents has to be Submitted Offline . 1) Commerical BID Appendix 1 Bill of Material 2) Original Copy of the Power of attorney 3) Non Disclosure Agreement.	As per RFP
4	30	13.5 Appendix 6: OEM's Authorization Form (UPS).	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make LaserJet Printers.	Please Waive off the OEM Authorisation letter through APC .Most of the UPS are 12 to 15 years old & is End of Life. We are Providing Support for APC UPS at OICL Mumbai, Pune Chennai & Delhi Locations through Local Vendors without any Challenges.	As per RFP
5	18	8.19 Minium Wages	The Bidder during the Period of the Contract Shall pay wages not less that minlum wages Prescribed by Government from time to time to the Personal enaged by him in this Contract.	Pls Clarify the Minimum Wages of Gujarat State or Central has to be followed.	Gujarat
6	11	6. Scope of Work	3. Service Desk Management at HO. Service calls will be recorded and monitored through centralized Helpdesk portal (Sapphire) Installed at OICL HO.	Assume the license/subscription of the centralized Helpdesk portal (Sapphire) shall be taken care by OICL, kindly confirm.	Confirmed
7	11	6. Scope of Work	8. Maintenance of Local Area Network (LAN), which includes reconfiguration of network switches, maintenance & replacement of I/O ports and existing LAN Cabling.	Clarity required on the scope of maintenance & replacement of I/O ports and existing LAN Cabling.	As per RFP
8	22	12. Service Level Agreement:	1. Conditions: The bidder has to ensure that all the complaints lodged by the company are attended to and rectified within the shortest possible time. Sufficient spares need to be maintained by the bidder at appropriate locations to address any equipment related problem within the stipulated resolution time frame desired by OICL.	Details of site stock to be maintained and location details also.	As per RFP
9	22	12. Service Level Agreement:	2. 80% of the Machines shall be with latest versions/patches of Antivirus as released by OEM (Symantec) and bidder shall submit the report to OICL about the versions running in the PC at the end of every quarter. For every default, a penalty of 5% of the quarterly pay-out will be deducted.	Kindly confirm the upper cap of penalty imposed.	As per RFP
10	22	12. Service Level Agreement:	3. Resolution time: RO Centre and City Offices - 48 Hrs (2 Working Day) Other Offices- 72 Hrs (3 Working Day) 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:-	Kindly confirm the upper cap of penalty imposed.	As per RFP
11	34	14.1 Annexure 1: Technical Specifications	xi. AMC would also cover maintenance of patches/bug fixes (available from the original software vendor) for Operating System, Antivirus, and other software under use or OICL Procures during the contract period.	Assume OICL are having the license/subscription of all OS and other softwares mentioned to download the patches and updates, kindly confirm.	As per RFP
12	35	14.1 Annexure 1: Technical Specifications	vii. The Bidder, on its own expenses will arrange all PCs and Phone lines to be used by Helpdesk coordinators and Resident Engineers.	Assume that OICL will arrange only seating space for resources and all other HW, SW, Communication infra has to be arranged by the vendor, kindly confirm.	As per RFP
13	30	13.5 Appendix 6: OEM's Authorization Form (UPS).	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make LaserJet Printers.	B2B UPS OEM should be APC or any UPS OEM. We suggest to allow other UPS OEM's also to be able to participate in the bid. There has to be a competition among OEM's as well. Keeping only one OEM will lead to monopoly and price escalation to third parties. There will not be any change in the SLA as per the tender. The other OEM will also provide the same level service as APC.	APC OEM only

