

Reply against Pre-Bid Queries - Tender Reference No.: OICL/HO/ITD/SAP-AMC/2022/01 Dated 05/04/2022
for AMC of SAP Based Investment Management System

S No	Page No	Point / Section	Existing Clause	Query Sought	OICL Reply
1	13	2.2/7	The Bidder should provide any additional software, hardware and middleware required for ticketing tool without any additional cost to the OICL.	To be suggested from Oriental on scope since this is other than application support.	As per terms and conditions of the RFP
2	17	2.4	Migration	Only coordination activity to be considered here from SI. Migration to be carried out from other Vendor; not in scope of SI responsible for SAP AMS.	The understanding is correct. However, coordination with the migration vendor includes end to end application testing, functioning of all the required features/modules post migration etc is the responsibility of the SAP AMC Bidder.
3	12	Section 1.6 Eligibility Criteria, Point No 5	Bidder should be providing Application Management Support services for SAP Treasury and related FI Module to at least one BFSI Client in India having net worth more than Rs.1000 Cr. in last three financial years (2018-19, 2019-20 and 2020-21).	Is 3 years applicable for AMS or for Network. Can we have relaxation in the number of years.	Bidder should be providing Application Management Support services for SAP Treasury and related FI Module to at least one BFSI Client in India having net worth more than Rs.1000 Cr. in any of the last three financial years (2018-19, 2019-20 and 2020-21).
4	13	Section 2.1	Infrastructure for SAP based Investment Management System	Share the landscape details in the format "existing inventory" tab	Please be guided by the RFP. Further details will be shared with the successful Bidder
5	13	Section 2.1	Infrastructure for SAP based Investment Management System	Provide the latest EWA Report for ECC, BW and Fiori DEV and PRD systems	Please be guided by the RFP. Further details will be shared with the successful Bidder
6	13	Section 2.1	Infrastructure for SAP based Investment Management System	Share the monthly DB growth details for the systems for last six months	Please be guided by the RFP. Further details will be shared with the successful Bidder
7	13	Section 2.1	Infrastructure for SAP based Investment Management System	Share the resource utilization statistics for previous months (CPU and Memory) for application servers	Please be guided by the RFP. Further details will be shared with the successful Bidder

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8	13	Section 2.1	Infrastructure for SAP based Investment Management System	Confirm the number of active users in Production and the maximum concurrency expected	25
9	13	Section 2.1	Infrastructure for SAP based Investment Management System	Please specify the locations from where users will be accessing the SAP systems. How do users access SAP?	SAP systems in OICL is accessed by user dept. from HO, New Delhi
10	13	Section 2.1	Infrastructure for SAP based Investment Management System	Specify the system integrated with ECC and BW. Provide details in interface tab	Please be guided by the RFP. Further details will be shared with the successful Bidder
11	13	Section 2.1	Infrastructure for SAP based Investment Management System	Is the new hardware on premise or cloud options being evaluated	On Premise
12	13	Section 2.1	Infrastructure for SAP based Investment Management System	Do you have VPN configured in the current setup?	Yes. Forticlient VPN has been provided to all the required SAP users.
13	17	Section 2.4	49. The Bidder shall coordinate with the vendor responsible for migrating the application services at OICL's primary data center (Bengaluru) and disaster recovery site (Navi Mumbai) from the existing hardware to new hardware as OICL is in the process of procurement of new hardware and AMC services through open tendering process.	Share the current backup policies for the system. (Backup type, frequency)	Please be guided by the RFP. Further details will be shared with the successful Bidder
14	17	Section 2.1	49. The Bidder shall coordinate with the vendor responsible for migrating the application services at OICL's primary data center (Bengaluru) and disaster recovery site (Navi Mumbai) from the existing hardware to new hardware as OICL is in the process of procurement of new hardware and AMC services through open tendering process.	How frequently do you have backup-restoration tested	Please be guided by the RFP. Further details will be shared with the successful Bidder
15	17	Section 2.1	49. The Bidder shall coordinate with the vendor responsible for migrating the application services at OICL's primary data center (Bengaluru) and disaster recovery site (Navi Mumbai) from the existing hardware to new hardware as OICL is in the process of procurement of new hardware and AMC services through open tendering process.	How's log replication configured in DR?	Please be guided by the RFP. Further details will be shared with the successful Bidder

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16	17	Section 2.1	49. The Bidder shall coordinate with the vendor responsible for migrating the application services at OICL's primary data center (Bengaluru) and disaster recovery site (Navi Mumbai) from the existing hardware to new hardware as OICL is in the process of procurement of new hardware and AMC services through open tendering process.	Please specify the RTO and RPO of the DR system	Please be guided by the RFP. Further details will be shared with the successful Bidder
17	17	Section 2.1	49. The Bidder shall coordinate with the vendor responsible for migrating the application services at OICL's primary data center (Bengaluru) and disaster recovery site (Navi Mumbai) from the existing hardware to new hardware as OICL is in the process of procurement of new hardware and AMC services through open tendering process.	When was the last DR drill performed	Please be guided by the RFP. Further details will be shared with the successful Bidder
18	62	Section 10.1 Point 7	Bidder is required to utilize the existing ticketing tool Solution Manager (SOLMAN) configured for ticket logging and detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc. The Bidder should provide any additional software, hardware and middleware required for ticketing tool without any additional cost to the OICL.	What all functionalities are configured in Solution Manager	Please be guided by the RFP. Further details will be shared with the successful Bidder
19	62	Section 10.1 Point 7	Bidder is required to utilize the existing ticketing tool Solution Manager (SOLMAN) configured for ticket logging and detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc. The Bidder should provide any additional software, hardware and middleware required for ticketing tool without any additional cost to the OICL.	What does this mean specifically?	Please be guided by the RFP. Further details will be shared with the successful Bidder

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20	62	Section 10.1 Point 14	"The Bidder shall provide and implement from time to time, the Updates/Upgrades/New releases/New versions of the software. The Bidder should ensure upgrades, updates & patches of the SAP Solution and tools to OICL as and when released by SAP Solution OEM"	In AMC, only minor SAP and DB upgrades/updates are included. Major version changes or Migration to HANA etc are not covered	Please be guided by the RFP. Further details will be shared with the successful Bidder
21	63	Section 10.1 Point 22	The coverage of maintenance support	Do you have any tool for Monitoring?	Please be guided by the RFP. Further details will be shared with the successful Bidder
22	63	Section 10.1 Point 22	The coverage of maintenance support	How many tickets are logged in on a monthly basis	Please be guided by the RFP. Further details will be shared with the successful Bidder
23	13	Section 2.1	Infrastructure for SAP based Investment Management System	Oracle 11g is already outdated. Do you have plans to upgrade to latest and should it be a part of the initial scope	Please be guided by the RFP. Further details will be shared with the successful Bidder
24	17	Section 2.4 Point 52	The Bidder shall be required to migrate the data from different systems which are currently installed at existing DC and DR sites to the new hardware.	Why is S/4 Hana not considered as ECC will near end of Life in next 3 years	Please be guided by the RFP. Further details will be shared with the successful Bidder
25	12	1.6 Eligibility Criteria, S.No. 1	Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of five years.	We are a LLP and are keen to participate in this RFP. We request OICL to please include LLP and Partnership Firms under LLP Act 2008	The bidder should be a Company / Partnership Firm/LLP having its registered offices in India. Bidder should be in operation in India for minimum of five years.

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26	31	6.3 Commercial Bid Documents	Bidder needs to submit signed and stamped Bill of Material as per format mentioned in Appendix-2 Bill of Material in Hard Copy in separate sealed envelope. Total Amount in bill of material should match with the total Amount mentioned in the GEM Portal.	We request OICL to please confirm if we need to submit in physical form, a Masked Bill of Material, or the fully filled Commercial Bill of Material. We would like to highlight that since the entire bid submission is online, a commercial bid submitted in physical form could possibly result in rejection of the bid, if it is opened with the the other 3 physical documents (NDA, Integrity Pact, & Power of Attorney). We request OICL to amend this clause to submission of physical hard copy of commercial bid by the selected bidder post opening of commercials online.	As per terms and conditions of the RFP
27	32	6.6	No. of SAP Certified Consultants in India in Treasury and FI vertical.	Can the requirement be modified to providing profiles of Consultants with "SAP certification in Treasury and/or FI vertical"	As per terms and conditions of the RFP
28	39	Annexure- 2 - Technical Experience Details and Reference Form	Please attach completion certificates/citations/notification for each reference provided.	As these are large AMS contracts, we will not be able to submit completion certificates as these are ongoing in nature. We request OICL to please allow us to submit copy of Purchase Order and Contract with an email citation from our clients regarding the work we have done.	The Bidder may submit citations from the client regarding satisfactory ongoing support/job completion.

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29	19	3.2 (8)	OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract	Request customer to clarify that this will happen only prior to the submission of bid and the Bidder will be given an opportunity to revise the quotation accordingly. No change in quantity shall be undertaken post submission of the bid and award of contract.	As per terms and conditions of the RFP
30	19	3.2 (8)	During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period	Request customer to delete this clause . The contract prices are fixed. There will not be any revision of the prices subsequently, except for increase due to inflation.	As per terms and conditions of the RFP
31	20	3.8	Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.	Request customer to clarify that the remedies provided herein shall be the sole and exclusive remedies available to the Customer.	Please be guidede by the RFP.

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32	23	4.13	If the Bidder fails to perform its duties, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Request customer to modify the clause to the effect that the LD percentage is calculated on the involve value of the respective quarter and not the entire contract value.	As per terms and conditions of the RFP
33	23	4.14	OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part:	Request customer to clarify the 30 days notice is a cure period during which if the bidder rectifies the default then the termination provision will not be imposed and there will be no liability.	As per terms and conditions of the RFP
34	23	4.14	In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.	Request customer to make this clause subject to the following: 1.This clause shall be imposed only in case of material breach of contract. 2. A cure period must be provided before invoking this clause. 3. The liability under this clause must be limited to 50% of the excess amount incurred by the Customer over and above the estimated contract value for the undelivered portion of services.	As per terms and conditions of the RFP
35	23	4.17	Termination for convenience	Request Customer to delete this clause.	As per terms and conditions of the RFP
36	35	7	SLA penalties for availability of solution	Request customer to limit the overall penalties up to 10% of the quarterly invoice. 30 % is considerably high.	As per terms and conditions of the RFP
37	35	7	SLA penalties for resolution	Request customer to limit the overall penalties up to 10% of the quarterly invoice.	As per terms and conditions of the RFP

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38	35	7	SLA penalties for transition: 0.5 percent of the of the totalcost of ownership for every week of delay or part thereof	Request customer to clarify how the cost of ownership will be calculated. Also request customer to cap this to 5%.	The Contract value will be the total cost of ownership. All the terms and conditions will be as per RFP.
39	43	9.6 - Annexure 6	Performance security	Request customer to include the following int he Bank Guarantee text. 1. Our liability under this guarantee shall not exceed Rs_____ (in words). 2. This Bank guarantee shall be valid up to _____ & and, unless a suit for action to enforce a claim under this guarantee is filed against us within one year from the date of expiry of guarantee, all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after 3. We are liable to pay the guaranteed amount or any parts thereof under this Bank guarantee only and only if you serve upon us a written claim or demand or before _____.	As per terms and conditions of the RFP

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40	59	9.14 - Annexure 14	<p>The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	<p>Request customer to delete this clause, The pricing is dependent on various variables. This cannot be committed.</p>	<p>As per terms and conditions of the RFP</p>
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41	NA	NA	Price Adjustment	<p>X.1. To accommodate for price increase in the economy the charges/pricing shall be adjusted annually, starting on the first anniversary of the Effective Date and on each subsequent anniversary during the term of this Agreement. X.2. The Parties acknowledge that not all Charges, and in some cases only part of a Charge, will be subject to adjustment for inflation. For this purpose, the Parties may define a sensitivity factor for each of the Charges, so that the applicable adjustment is calculated only for relevant Services or parts of the Services. To the extent no such sensitivity factor has been specified, the adjustment shall be applied for one hundred percent (100%) of the relevant Charge. X.3. The index to be used to calculate the adjustment of the Charges shall be CPI Index (Urban+ Rural) as issued by Govt of India or Reserve Bank of India or Labour Bureau of India. The index used shall be the most recent published version covering the full year preceding the anniversary of the Effective Date. In the event that the index is not published anymore, or substantially changes its content and format, the Parties will determine in good faith a substitute index that materially corresponds to the previous index. X.4. The applicable adjustment shall be</p>	As per terms and conditions of the RFP
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				<p>determined by Atos no later than thirty (30) days after each anniversary of the Effective Date (or as soon as practically possible in case considering the publication dates of the relevant index), using the formula set forth below, and applied to the first invoice following that date the adjustment has been determined and retroactively as of the applicable anniversary of the Effective Date. X.5. Calculation formula and example: Formula: current Service Charge * (1 + (index increase compared to previous year * sensitivity factor)) = new Service Charge Example with current Service Charge of 100, annual inflation at 4.6% and sensitivity factor of 75% (i.e. 75% of the Service Charge is subject to indexation): $100 * (1 + (4.6\% * 75\%)) = 103.45$</p>	
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42	12	1.6 Eligibility Criteria	Bidder should be providing Application Management Support services for SAP Treasury and related FI Module to at least one BFSI Client in India having net worth more than Rs.1000 Cr. in last three financial years (2018-19, 2019-20 and 2020-21).	Request to kindly modify clause as follows: Bidder should be providing Application Management Support services for SAP Treasury and related FI Module to at least one BFSI Client in India having net worth more than Rs.1000 Cr. in last three Seven financial years (2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21)	As per terms and conditions of the RFP
43	20	3.9 Payment Terms	1.Payment for each quarter shall be made on submission of the Quarterly Invoice by the vendor and the payment process for a completed quarter will be initiated at the beginning of next quarter.	The Bidder request the Purchaser to make changes to the said clause as below " Monthly Payment for each quarter — shall be made on submission of the Quarterly Monthly Invoice by the vendor and the payment process for a completed quarter Month will be initiated at the beginning of next quarter Month payable within 15 days from the Invoice date	As per terms and conditions of the RFP
44	20	Other Payment Terms	3.The Bidder recognizes that all payments to the Bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones/ deliverables/ activities set out in the project plan and therefore any delay in achievement of such milestones/ deliverables/ activities shall automatically result in delay of such corresponding payment.	Request the Bidder not to link any subsequent agreements with Main agreement payments and deliverables. Each agreement payment needs to be made once the deliverable of the said agreement has been achieved	As per terms and conditions of the RFP
45	20	Other Payment Terms	6.All the payments becoming due during each of the quarters of the contract period will be paid at the end of the respective quarter.	Does this mean the Purchaser would release payment in the end of Quarter of service of the respective quarter ?	Your understanding is correct.

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46	66-67	10.2 Appendix 2: Bill of Material , Note	7. If OICL shifts the Head Office premises to a new location, the successful Bidder shall provide respective services from the new location at no extra cost to OICL.	In case the Head office premises is shifted to new location within existing city limits then no additional charges. In case the City limits are changed the cost impact can be mutually discussed and additional price given to the vendor.	As per terms and conditions of the RFP
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47	66	10.2 Appendix 2: Bill of Material	Taxes	<p>We recommend OICL to consider following Tax related point in RFP:1. Taxes. The charges specified under this Proposal are final and conclusive charges. These charges are exclusive of all taxes, levies and duties as may be applicable to the Services being rendered by Atos under this Proposal, including without limitation state and local sales and other taxes, which are paid by or are payable by Atos. Any applicable taxes shall be charged extra. If there is any change in taxes due to changes under applicable law, the additional taxes as applicable to Atos shall be borne by the Customer. The following clauses shall be applicable:a) The Price/ fee quoted in this Agreement are exclusive of GST and any other taxes as may be applicable.b) Upon receipt of advance, the Atos shall provide the Advance Receipt Note (as per the provisions of GST legislation).c) In case the Customer is eligible for any exemption or lower rate of tax, the customer is responsible to provide the requisite details, documents, declarations or undertake any prescribed compliances for the purpose of tax exemptions/ lower tax rates at the time of Purchase Order. In absence of this, no tax exemption/ lower rates would be extended. Further, in case of</p>	As per terms and conditions of the RFP
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				<p>any incorrect/ incomplete/ non-compliance on behalf of the customer and because of which a demand is made on Atos by the tax authorities, the Customer shall be immediately liable to pay the applicable taxes/ amounts (including interest, penalty and associated litigation cost) if any upon notification by Atos.d) In case a proforma or draft invoices are issued to the Customer for approval, post which a final invoice would be issued, the approval should be provided within 7 days. If the Customer doesn't respond within 7 days, it would be deemed that the customer has accepted the proforma or draft invoice. No Correction in invoice would be entertained once the invoice is raised.Address provided by the Customer for the purpose of billing would be treated as 'Location of service recipient'/ address on records as envisaged under GST legislation. It is responsibility of the Customer to provide the correct address. In case of any tax or related demand due to failure of the Customer to provide the correct address, the same will be borne by the Customer</p>	
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The Competent Authority has extended the Bid submission date from 02/05/2022 (03:00 PM) to 06/05/2022 (03:00 PM)