

Tender No. OICL/RO/ITD/PC-AMC/2022/01 Dated 04.03.2022

S.No.	Page No.	Point/Section #	Existing Clause	Query Sought	OICL 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.	Refer Our Discussions during Pre Bid Clarification Meeting
2	20	9.1 BID Security .	BID Security of Rs:- 2,00,000/-	We Bharat IT Services Limited is registered with Ministry of Micro, Small & Medium, We fall under Medium Category with UDYAM-UP-28-0002318 dated 25.08.2020 (Certificate enclosed) benefit of Exemption of EMD is Applicable to Medium Category . Pls Confirm.	Exempted.
3	32	13.6 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 document required.
4	18	8.19 Minium Wages	The Bidder during the Period of the Contract Shall pay wages not less than minimum wages Prescribed by Government from time to time to the Personal engaged by him in this Contract.	Pls Clarify the Minimum Wages of Gujarat State or Central has to be followed.	State Government.
5	11	6. Scope of Work 2. i	Support for installation/reinstallation/uninstallation of Operating System, Device drivers, configuration of computer peripherals, Adobe Reader, Open Office, MSOffice (Licensed Version), Hindi Typing Software, INLIAS configuration, and any other software required in office PCs for OICL functioning.	Assume that all the mentioned OS / softwares are available with OICL and OICL shall take care about the license/subscription renewal of the same. Kindly confirm	We confirm.
6	11	6. Scope of Work 2. i	Client /Agents Management and patch update Management in OICL's PCs in coordination with Head Office teams for:- a. Centralised Anti-virus software (Symantec) b. Enterprise Management Solution (Sapphire) c. Centralized Helpdesk (Sapphire) at HO. d. Biometric Solution (Secugen) e. Data Loss Prevention (DLP) Solution f. Network Access Control (NAC) g. Mail Microsoft Exchange h. Enterprise Content Management (EMC - Documentum) i. Any other application required for OICL functioning.	Assume that all the mentioned softwares/solutions are available with OICL and OICL shall take care about the license/subscription renewal of the same. Kindly confirm	We confirm.
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 document.
8	13	7.6 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 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.	Kindly confirm the period of PBG for 1 year or 3 years and also would like to recheck PBG % revised with 3% as per Govt of India. Pls check.	As per RFP document.
14		7.12 Extension of the Contract	The AMC Contract may be extended for a further period up to one year (maximum) on pro-rata basis price negotiated up to max. 10% of the expiring contract value on mutually agreed terms between OICL and Bidder.	Assume this will be applicable after 3 years of contract. Kindly confirm.	As per RFP document.



10	14	8.1 Contract Commitment	OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of two years.	Kindly confirm the support period. Contradiction to the statement in page#8, 2. Notice inviting bids for purchase of IT Support and FM Services. The Chief Regional Manager, The Oriental Insurance Company Limited invites bids from eligible companies / organisations/firms to provide 'IT Support Services' for 'IT Infrastructure' and 'Software' in OICL Regional Office for a period of 3 years with effect from 01st April 2022 to 31st March 2025.	Three Years as per RFP document.
11	23	12. Service Level Agreement: 1.	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.	RO Permits as per RFP document.
12	23	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 document.
13	23	12. Service Level Agreement: 3.	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 document.
14	36	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 softwares under use or OICL Procures during the contract period.	Assume OICL are having the license/subsripction of all OS and other softwares mentioned to download the patches and updates.	we have as per per RFP document.
15	36	14.1 Annexure 1: Technical Specifications	xvi. The Bidder will keep 10% spares in stock for PC & Its sub Component, Printers and Its sub component at Head Office to meet day-to-day requirement for speedy complaint resolution.	Only at Head Office required?	Regional Office Vadodara.
16	37	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.	As per RFP document.
17	18	8.19-Minimum Wages	The Bidder during the period of contract shall pay wages not less than minimum wage prescribed by Government from time to time to the personnel engaged by him in this contract.	confirm applicable as per state Govt or central Govt min wages.	State Govt.
18	10	section-5- Eligibility Criteria	14.- Undertaking from bidder specifying their offices and the quantity of staff in NCR Delhi.	confirm applicable location whether NCR Delhi or Vadodara	Vadodara
19		EMD and Tender fee		MSME (Micro) and start-ups are exempted/relaxed from paying EMD and tender fee for any tender. I am enclosing an official document published by the ministry of MSME	Exempted.
20		Prior experience and turn-over		MSME (Micro) and start-ups are exempted/relaxed from prior experience and turn over criteria of the tender clause. I am enclosing an official document published by the ministry of MSME.	Exempted.



21	Genreal Query	MSME (Micro) and start-ups are exempted/relaxed from any unreasonable clause which bares them to qualify technically. I am enclosing an official document published by the ministry of MSME. Unreasonable clauses such as ISO certificate, OEM authorized service provider, office presence in the city etc	As per RFP document required.
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