

## ANNEXURE A

### Appendix 3: Query Format

Tender Ref. No. OICL/RO/ITD/PC-AMC/2018/01 dated 22-01-2018

S.n.	Page No.	Point/Section #	Existing Clause	Query Sought	Reply
1	NA	Tender Value	N.A.	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.	There is no defined value.
2	17	10.2 Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL.	The Tender is consist off AMC/FMS services for the same , vendor will not provided any software hence this clause is not applicable for tender need to waived off the clause.	OICL will provide all software. No software needed from Bidder.
3	36	15.6 Appendix 6: OEM's Authorization Form	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make LaserJet Printers.	Please Waive us for OEM Authorisation letter through HP besides the OEM Authorisation letter we will provide Letter of undertaking for comprehensive support of all HP Product on our company behalf.	OEM Authorisation letter is waived off for HP printers. Bidder has to give the undertaking as follows : Bidder will make arrangements at their own for genuine spares of HP printers during the whole period of AMC.
4	40	16.1 Annexure 1: Technical Specifications	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make LaserJet Printers. In case problem persists or the equipment needs to be removed to workshop for repairs, a standby should be provided within 48 hours of receiving complaint. The standby equipment provided should be of equivalent or higher specifications, so that normal job of the purchaser may not hamper. In this case, the repaired original equipment is to be installed back/permanent replacement provided within 25 days of removal.	For OEM back to back support in the case of APC we can provide the OEM letter but in the case of HP, OEM is not ready to provide the same as printer are 05-06 years are old and some model are even Obsolete, second thing as per tender SOW Fuser Unit, Teflon Pressure Roller are covered under AMC for the same also HP is not ready to provide the same in this case Please Waive us for OEM Authorisation letter through HP besides the OEM Authorisation letter we will provide Letter of undertaking for comprehensive support of all HP Product on our company behalf.	For HP Printers, refer reply to query no 3. In case of APC UPS, asset inventory is already shared with you. You have to make back to back arrangement for models for which OEM is ready to provide back to back support. For models to which OEM is not ready to provide back to back support, Bidder has to give the undertaking as follows : Bidder will make arrangements at their own for genuine spares of APC. If asked by OICL, Bidder will have to provide written communication from OEM that OEM will not provide back to back support to mentioned meodels.