

## Reply to Pre-Bid Queries

S.No	Page No.	Point / Section #	Existing Clause	Queries	OICL Replies
1	12	Section 6. Availability of tender document, SNO-2	The RFP document will be available for sale at the above address on all working days from 26th March 2018 to 27th April 2018 between 11:00 AM to 03:00 PM on payment of non-refundable Tender Fee of Rs.1,000/- inclusive of all taxes by crossed Demand Draft/ Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi.	Request you to consider NSIC (National Small Industries Corporation Ltd.) registered Companies for Tender Fee Exemption.	Exempt for eligible entities i.e. MSME/NSIC, as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission
2	23	Section 11.2 Bid Security	Bid Security in the form of Bank Guarantee (BG) / Bank Draft of Rs. 2,00,000/- (Rupees Two Lakhs Only) favouring 'The Oriental Insurance Company Ltd' payable at New Delhi valid for 180 days from the last date of submission of Commercial Bid should be submitted.	Request you to consider NSIC (National Small Industries Corporation Ltd.) registered Companies for EMD Exemption.	Exempt for eligible entities i.e. MSME/NSIC, as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission
3	13	Section-7, Eligibility Criteria- Sno-2	Annual Turn Over more than 20 Cr.	Request for considering Relaxation in Turn Over being the MSME Company. Documents attached	As per the RFP Terms and Conditions
4			General Query	<p>As per the GOI guidelines , all central ministries and public sector units will have to float e-tenders for procuring goods and services exceeding Rs 2 lakh, a move aimed at bringing transparency in government purchases.</p> <p>At present, e-procurement is mandatory for purchases of Rs 5 lakh or more. Government procures goods, services and work contracts.</p> <p>OICL Is still calling for manual bids. Request you to verify once again and accordingly do the needful.</p>	Please refer the Section 11.1-Procedure for submission of Bids
5	13	Section 7. Eligibility Criteria,Section 2	Bidder's annual turnover should be more than Rupees 20 Crore and Bidder should have positive Net worth (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2014-15, 2015-16 & 2016-17.	Is the annual turnover of more than Rupees 20 Crore valid for each year from 2014-15, 2015-16, & 2016-17 or average annual turnover for last 3 financial years should be more than 20 Crore.	The Bidder's Annual turnover should be more than Rupees 20 Crore in the each of the three financial years viz. FY 2014-15, 2015-16 & 2016-17 <b>and</b> Bidder should have positive Net worth (measured as paid-up capital plus free reserves) in the each of the three financial years viz. FY 2014-15, 2015-16 & 2016-17.
6	14	Section 8. Scope of Work , Point No. 5	Remote Call Maintenance using ultra VNC (part of EMS Sapphire) for offices mentioned in the section 3 PCs from HO.	Understading the Training & the tool will be Provided by the OEM/OICL	OICL will assist the bidder in understanding the tool, however the responsibility for getting the requisite knowledge lies with the bidder

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7	16	Section 9.6 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 10 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 the term of contract is going to be for 3 years, we request you to consider the Performance bank guarantee equivalent to ACV value instead of Total contract value. Vendor can be asked to submit the PBG before expiry of period.	As per the RFP Terms and Conditions
8	14	Section 8. Scope of Work , Point No. 8	Office wise earthing parameters Voltage (P-N, P-E and N-E) should be measured with the help of meter during Preventive Maintenance activity of UPS and office wise statement should be submitted to HO	Request you ,please confirm that if earthing found faulty, who we will take corrective action of same.	Bidder is required to provide the report stating the status of the earthing and all the faults identified including parameters, OICL will rectify the faults in the earthing. However , bidder is required to provide assistance, if any, to the OICL for rectification.
9	22	Section 10.27 - Repeat Order	Repeat order clause shall be applicable for 180 days from the placement of original PO.	Please elaborate the Point for Complete understanding	As per the RFP Terms and Conditions
10	27	Section 14. - 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.	We understand the Licenses supply is not under the Scope and the vendor is suppose to upgrade Systems with the Version of Licenses made available, please confirm	Your Understanding is correct
11		General Query		Before the Start of the Contract the inspection of the hardware are not mentioned, please confirm on the same	As per the RFP Terms and Conditions
12	Page - 14	Point#8.7	Maintenance and replacement of IO ports and lan cabling	Clarification on payment for replacement of passive components like IO port/Lan cables etc	In case OICL decides for replacement of passive components like IO port/Lan cables etc., payment for replacement shall be made on actuals after acceptance of the components by OICL and after due submission of relevant documents.
13	Page- 27	Point#14.3	Resolution time - 24 hours( 1 working day)	Request for amendment : Critical assets(Server/10KVA UPS/Switch/Isolation transformer etc. - 24 hours resolution Other non-critical assets - 48 hours resolution	As per the RFP Terms and Conditions

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14	Page-31	Note -2	Bidder agrees that there is no limit on the quantities that can be altered under this contract	Request for amendment : upto 10% reduction of quantity will be acceptable, beyond this will have cost implication	As per the RFP Terms and Conditions
15	Page-40	Annexure-1, Point#X	All the parts.....visible components	Request for amendment : Burnt components or parts/any kind of breakage/rodent damage/Liquid damage of TFT screen will be out of AMC scope	As per the RFP Terms and Conditions
16	40	16.1 Annexure 1: Technical Specifications Clause -A (Comprehensive Annual Maintenance Contract) point no.V	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs. Bidder is required to submit the back-to-back arrangement certificate on the OEM Letterhead before raising the first invoice/bill to OICL and payment shall be made by OICL post receiving of the required certificate inline with the RFP requirement. For the Product for which bidder is not providing the back-to-back arrangement certificate, the bidder is required to provide the required support for the entire contract period.	In case of back to back arrangement with OEMs / OEM certified partner for APC make UPS , the clause should be changed as " the Bidder shall make back to back arrangement with OEM only " and certificate of same will be submitted within pre-qualifying/technical bid of tender	Bidder to submit the MAF from the OEM/OEM Certified Partner along with the Technical Bid, however bidder is required to submit the back-to-back arrangement certificate(Back Lining Certificate) on the OEM /OEM Certified Partner Letterhead before raising the first invoice/bill to OICL and payment shall be made by OICL post receiving of the required certificate inline with the RFP requirement.
17	10	3. Notice inviting bids for purchase of IT support and Facility Management Services.	The Chief Manager (IT), The Oriental Insurance Company Limited invites online bids from eligible companies / organisations/firms to provide 'IT Support Services' for 'IT Infrastructure' and 'Softwares' with effect from 01st July 2018.	Requested you to provide us the details of Digital Certificate Type of (DSC) to be used for online bidding	Requirement of DSC for submitting the bid online is : Valid Digital Signature Certificate Signing and Encryption (Class II or Class III).
18	14	8. Scope of Work , Clause -2 , point -II	Data Loss Prevention (DLP) Solution	Required clarification of scope for vendor for these services, in this case data recovery will be within scope of coverage (Yes/No), kindly clarify	As per the RFP Terms and Conditions