

**THE ORIENTAL INSURANCE CO. LTD.**  
**Regional Office Jaipur.**

**Minutes of Meeting of Pre Bid / ammendment**  
**(Procurement of IT Support Services- Annual maintance contract and**  
**facility Management Services)**

**Tender No.: OICL/JRO/ITD/PC-AMC/2021/01 Dated 12/01/2021**

I.T. Dept

Date: 29-01-2021

With reference Tender No.: Tender No.: OICL/JRO/ITD/PC-AMC/2021/01 Dated 12/01/2021, Pre bid meeeting was held today at Conference Room at RO Jaipur and following points were discussed in the presence of OICL officials and bidders via Video Conference.

**Query 1.**

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

**Clarification given by OICL Officials:**

Bidders need to quote the basic price for AMC of IT assets asper the details mentioned in page number 25. Final quantity of assets will be fianlized only after L1 bidder will perform the asept tagging activity and accordngy the value of the tender will be finalized.

**Query 2.**

Budget provisions related to value of tender

**Clarification given by OICL Officials:**

There are no budget provisions related to tender.

**Query 3.**

Please confirm we have to follow either state govt. Minimum wages or central Govt. Minimum wages as both are diferent.

**Clarification given by OICL Officials:**

As this tender is for Rajasth Region only, the provisions of Minimum Wages Act of Rajasthan Govt are to be followed.

**Query 4.**

Assets Age and Health Status.

**Clarification given by OICL Officials:**

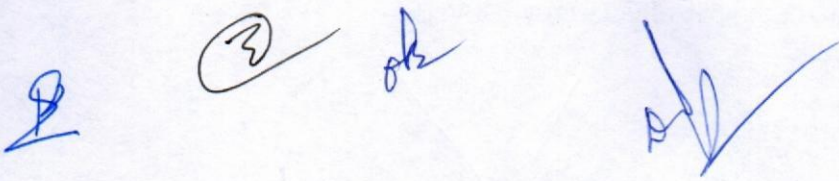
Age of assets are clearley mentioned in Bill of Material on page number 25 of RFP, all theses assets are covered under our current AMC. Health checkup will again be done by the vendor who will be declared as L1 Vendor.

**Query 5.**

Provision related to Penalty Calculations.

**Clarification given by OICL Officials:**

All our calls are registered on our centarilized Helpdesk portal called Sapphire. Penalty and SLA details will be updated in Sapphire and penalty on calls will be automatically calculated by Sapphire portal, if any.





**Query 6.**

As per the new guidelines from central government Security Amount has reduced from 10% to 3%. Also requesting to change in performance security to 3% of Yearly Contract Value and time for submission of the security should be 30 days after the receipt of notification of award from OICL

**Clarification given by OICL Officials:**

As per office memorandum of Govt Of India, Ministry of Finance (reference no. F.9/42020-PPD dated 12-11-2020), The performance security amount for the current tender is revised to 3% of the total value of contract (for 3 years).

**Query 7.**

Clarification required whether both ITIL certification and ISO 20000 certification Required

**Clarification given by OICL Officials:**

As per RFP

**Query 8.**

In Case of TFT/LCD liquid damage/panel damage should be exclude from scope of AMC. Any failure due to surge voltage/ burn in component should be exclude from scope of AMC.

**Clarification given by OICL Officials:**

As per RFP

**Query 9.** Details of Such Passive Components Required for proper planning. Physical Damage/Rat spoiled cases should not under scope of AMC.

**Clarification given by OICL Officials:**

As per RFP

**Query 10.**

Licensed Softwares Media Should be Provided by OICL

**Clarification given by OICL Officials:**

All the licenced softwares used by OICL will be provided by OICL to the vendor for AMC purpose.

**Query 11.**

As per the new guidelines from central government Security Amount has reduced from 10% to 3%. Also requesting to change in performance security to 3% of Yearly Contract Value and time for submission of the security should be 30 days after the receipt of notification of award from OICL

**Clarification given by OICL Officials**

Query already answered in query no. 6

**Query 12.**

Payment Terms Should be atleast Quarterly Payment Advance

**Clarification given by OICL Officials:**

As per RFP

**Query 13.**

Minimum Wages whether it is applicable form Central Govt or State Govt.

**Clarification given by OICL Officials:**

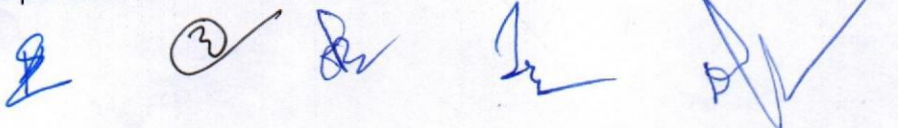
Already answered in query number 3.

**Query 14.**

Break down Penalty should be capped upto 5% of Quarterly Bill Value.

**Clarification given by OICL Officials:**

As per RFP





**Query 15.**

Back to back arrangement with OEMs/OEM certified partner for APC make UPSs

**Clarification given by OICL Officials:**

As per RFP

**Query 15.**

As per the new guidelines from central government Security Amount has reduced from 10% to 3%. Also requesting to change in performance security to 3% of Yearly Contract Value and time for submission of the security should be 30 days after the receipt of notification of award from OICL

**Clarification given by OICL Officials**

Query already answered in query no. 6

**Query 17.**

Is EMD amount is somehow linked to tender value / Budget

**Clarification given by OICL Officials:**

As per RFP

**On Page no. 12 Point no. 27 is added**

27. The bidder shall make back to back arrangement with OEM / OEM certified partner for HP make Laserjet printers **HP 4700 Colour LJP, HP 403Dn, HP 501Dn, HP 82540Dn**. 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.

**On page no. 25 Appendix 1 Bill of Material point no. 28 and 29 is added**

S. No.	Item Description	Year of Purchase	Basic Unit Price	Qty	Total Price Year 1	Total Price Year 2	Total Price Year 3
	(The following HP Scanners are currently under Warranty, OICL RO Jaipur will confirm from when or if they are to be covered under AMC)			A	$C = A \times B$	D	E
28	HP Scanjet Pro 2000 S1	2017		42			
29	HP Scanjet 200 Flat bed	2017		40			

Recommended as above before IT Committee for its approval .

AO IT

*Raj Patel*  
29/11/21

AM IT

*Bingal*  
29/11/21

Manager IT

Regional Manager IT

*Indu E*  
29/11/21

Please turn the page for IT Committee note




## IT Committee Note

Looking to the above note and need of our offices & to enable uninterrupted and smooth work in all the offices with Jaipur region, the IT Committee agrees to attached ammendment in AMC tender document Tender No.: OICL/JRO/ITD/PC-AMC/2021/01 Dated 12/01/2021 also to upload the ammendment document on the website.

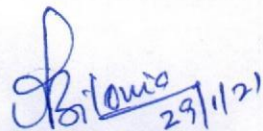
(Member IT)

  
29/1/21

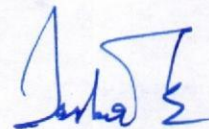
(Member Accounts)

  
29/01/21


(Member IAD)

  
29/1/21

(Regional Manager IT)



(Chief Regional Manager)

  
29/01/21