

PRE-BID QUERY AND CLARIFICATION-MRO1,MRO2&MRO3

Appendix 3: Query Format

Tender No.: OICL/MRO1,MRO2& MRO3/ITD/PC-AMC/2021/01 Dated 08/02/2021			
S.n.	Page No.	Point/Section #	Existing Clause
1	N A	Tender Value	General Enquiry
			Query Sought 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.
			Clarification by Oicl Officials AMC: Bidders need to Quote the basic prices for AMC -IT assets. Details are mentioned in Page no-26/(Bill of materials) 25. Final quantity of assets will be finalized only after L1 bidder will perform the asset tagging activity and accordingly tender value will be finalized. FMS: As per the tender
2	N A	Transition Period	General Enquiry
			Transition period is not defined in tender document, please let us know about the same.
			As per the tender
3	10	5. Eligibility Criteria 3. Bidder should be able to provide support at Maharashtra and Goa.	Undertaking specifying the list of support location/service centers mapped with Mumbai RO1, RO2, & RO3 as a part of the bid document and Undertaking duly signed and stamped by the Authorized signatory at stating that bidder will be able to provide the support as required in the RFP for the entire contract period at all the locations specified in the RFP.
			We are platinum partner of OEM DELL, HP, ACER and Lenovo for the supply and service of desktop, printer and scanners and providing many customer's installations, warranty support and AMC support with the help of our Resident Engineers. Field Engineers and Partners. As Goa is very small state and OICL have their only 02 DO and 09 Branches for which we can support OICL with existing staff or if tender is awarded to TCPL we will recruit the dedicated field engineer for GOA, we have 02-03 partners and OEM support there in GOA hence no need to office in GOA. Please give relaxation for the same clause.
			As per the tender(6 offices) DOs, =3 Bos=1 BC=2.No relaxation.
4	18	8.21 Taxes & Duties	The Prices Quoted by the bidder shall be exclusive of all the applicable taxes. OICL shall pay the taxes on actual.
			Need to know we have to quote either basic price + GST or only basic prices.
			Only basic Price
5	23 & 24	12. Service Level Agreement:	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:-
			We suggest some capping of penalty please do the needful for the same.
			As per tender
6	Page -18	Point No. 8.19	Minimum Wages
			Please share Minimum Wages to conclude on different skillsets of manpower.
			Minimum Wages as per the Government of Maharashtra norms
7	Page -20	Point No. D	Soft copy of the response to the technical bids should also be provided in MS excel/MIS word
			Technical bid should be PDF. How the technical documents can be uploaded in word/excel?
			As per the tender
8	Page - 12	Point no. 8	replacement of I/O ports and existing LAN Cabling
			I/O ports & cables are consumable item. Will get replace on chargeable basis.
			As per the tender
9	Page - 37	Point 14.1 : V	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs
			UPS more than 12 years old End of support model, not able get OEM support. We are capable of maintain the UPS without back to back OEM support.
			As per the Tender & Addendum 1
10	Page - 24	Penalty	Penalty per day for UPS items
			OEM not ready to accept penalty. Hence we suggest not to insist back to back support for UPS.
			As per the tender
11	Page - 39	Preventive maintenance	UPS PM activity
			Not received any confirmation from Oem
			As per the tender

12	page no 10	Eligibility criteria Point No 7	Bidder should have at least 5 resources with ITIL certification valid as on the date of bid submission or Bidder shall have ISO 20000 Certification	Assumption is resources should be available across Pan India	Maharashtra and Goa
13	page no 11	Scope of work point no 4	The Bidder shall deploy 3 Resident Engineers (3 at MRO1,MRO2&MRO3) and 3 Helpdesk Coordinators at MRO1,MRO2&MRO3, subject to acceptance by OICL. One dedicated field engineer should be stationed at GOA to service the offices of OICL at GOA. OICL may at its discretion ask the bidder to deploy additional resources,OICL will make the payment of the additional resource on the Pro-rata basis as per the Base Unit Price provided in the commercial	Is there is any screening process from customer end or vendor can deploy resources on site as per RFP terms.	Screening process by Vendor and Performance will be checked by OICL.
14	page no 18	Terms of reference TOR 8.19 Min 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.	Do vendor need to share the details to OICL along with invoices for payment clearance ?	Yes, Payslip & Bank Statement required/bank Transfer
15	page no 11	6. Scope of Work	ii. Client /Agents Management and patch update Management in OICL's PCs in coordination with Regional Officeteams for:- a. Centralised Anti-virus software (Symantec) b. Enterprise Management Solution (Saphire) c. Centralized Helpdesk (Saphire) 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 are available with OICL and OICL shall take care about the license/subscription renewal of the same. Kindly confirm	As per Tender , OICL having his own Licensed S/w.
16	page no 11	6. Scope of Work	6. Remote Call Maintenance for IT Assets mentioned in Annexure-6 installed at MRO1, MRO2 and MRO3 while working from home.	Shall the vendor use any freely available remote management tool for Remote Call Maintenance for IT Assets?	ANY DESK/TEAM VIEWER
17	page no 12	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.	Kindly share the detailed scope about LAN cabling support to be provided	CRIMPING, I/O/PORT PUNCHING, LAN-TESTING, CABLING AND TESTING FROM SWITCH TO DESKTOP .
18	page no 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.	Vendor has to ensure that 80% of the Machines shall be with latest versions/patches of Antivirus as released by OEM(Symantec). 20% relaxation shall be given by OICL on this, kindly confirm	QUARTERLY PM ACTIVITY SHOULD INCLUDE AV CHECK
19	page no 23 & 24	12. Service Level Agreement	3. Resolution time: 24 Hrs (1 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:-	Suggestion to have penalty cap of 2% on quarterly billing value.	NO CAPPING

20	page no 37 14.1 Annexure 1: Technical Specifications A Comprehensive Annual Maintenance Contract:	v. The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs.	Back-aligning of UPS with OEMs/OEM certified partner shall be based on their service policy and UPS age. This shall be confirmed by vendor at the starting of contract and requesting OICL to do the necessary amendments on this term.	As per Addendum-1.
21	page no 37 14.1 Annexure 1: Technical Specifications A Comprehensive Annual Maintenance Contract:	xiii. Any deletion of IT Asset will be done on the discretion of OICL during the contract. Billing for such excluded assets will stop from the date of intimation from OICL for exclusion xiv. Any addition of IT Asset will be done on the discretion of OICL during the contract period. Billing for such included assets will be made on pro rata basis.	Any addition or deletion of devices shall be done in the starting of Quarter only and inform to us prior to raising the quarter invoices	As per Tender.
22	page no 38 & 39 14.1 Annexure 1: Technical Specifications D Clients/Agents Management and patch update Management in coordination with Head Office teams:	The bidder shall implement /integrate/ maintain/manage /support (includes patches, updates and upgrade implementation) on all workstations across all OICL offices mentioned in Annexure-6 and keep it up to date throughout the contract period for following applications:- a) Centralised Anti-virus software (Symantec) b) Enterprise Management Solution (Sapphire) c) Centralized Helpdesk (Sapphire) at HO having partitions for individual ROS 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.	Valid license/subscription required to do the patches, updates and upgrade of the mentioned softwares. Kindly confirm license/subscription details of the same.	As per Tender , OICL having his own Licensed S/w.
23	13	7.6 As per recent GOI circular request to reduce the PBG to 3% from 10% of contract value		As per Addendum 1
24	19	9 Request to accept the bids in either soft or hard form. 13.6 All UPS's are 9-10 years old; OEM are not ready to provide support on such OLD ups's. Request to waive off this clause.		As Per Tender As per Addendum 1. No relaxation
25	33			
26	23	12 Penalty is uncapped. Request you to cap the penalty to 10%		As Per Tender, NO CAPPING