

THE ORIENTAL INSURANCE COMPANY LIMITED
REGIONAL OFFICE AMBALA
Minutes of Meeting of Pre Bid/Amendment
(Procurement of IT Support Services- Annual Maintenance Contract and Facility Management Services)
Tender No.- OICL/AMRO/ITD/PC-AMC/2021/01 Dated 18.01.2020

IT Deptt.

Date- 15-02.2021

With reference to tender no. OICL/AMRO/ITD/PC-AMC/2021/01 Dated 18.01.2020, Pre bid meeting was held today at Conference Room at RO Ambala and following points were discussed in the presence of OICL officials and bidders-

S.N	Page No	Point/Section	Existing Clause	Query Sought	Reply from OICL
1	9	5.2	Bidder's annual turnover should be more than Rupees 5 Crore and Bidder should have positive Net worth (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2017-18, 2018-19 & 2019-20	Customer requested to make the turnover at least 20 crore so that reputed & experienced participant can bid.	As Per terms & condition of the RFP
2	24	3	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 mentioned below	Customer requested to cap the penalty to maximum of 5% of quarterly AMC bill.	As Per terms & condition of the RFP
3	21	Q	Termination for Insolvency	Solvency certificate of minimum 30L should be asked from the Bidder's Banker.	As Per terms & condition of the RFP
4	23	W	The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc.,	As taxes(GST) varies as per Govt discretion hence prices should be excluding GST(taxes).	Taxes extra, as applicable.
5	31	22 &23	Server Unix/ Server Windows Win 8	Qty not mentioned	Not in use
6	13	7	The Bidder should have their own service centre setup within Ambala and they should have complete tools for support/repair of computers and peripherals	Request amendment as:- The Bidder should have their own service centre setup in the State of Haryana and they should have complete tools for support/repair of computers and peripherals.	As Per terms & condition of the RFP
7	41	a	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and Hp make laserjet printers	As UPS are more than 12 years old hence OEM Back lining of UPS should be removed	As Per terms & condition of the RFP
8	13	1	Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of Three years	Request amendment as:- Bidder should be registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of Ten years.	As Per terms & condition of the RFP

9	26	b	Bid Security	As per Notifications No. F.9/4/2020-PPD Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division, 512, Lok Nayak Bhawan, New Delhi Dated the 12th November 2020 the provision of EMD should accordingly (Attached along). OR Also the bidder those are registered under MSME with the prescribed agencies are exempted from payment of EMD and should enclose the proof of their being registered with agencies mentioned in the tender document.	Exemption for eligible entities (i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate should be valid on the date of Bid Submission. It is only for Tender fee i.e Rs. 1,000 and Bid security. All the other terms & condition are same for MSME/NSIC as per RFP.
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10	26	b	Performance Bank Guarantee (PBG).	After awarding the Order to L1 Bidder, Bidder has to submit PBG, the percentage of TCV should as per notification No. F.9/4/2020-PPD by Government of India, Ministry of Finance Department of Expenditure Procurement Policy Division dated 12th Nov 2020. (Notification attached)	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 tender value (3 year).
11	31	Line item 22,23	Server Quantity not mentioned	Kindly confirm the server quantity and make model with specifications for AMC	Not in use
12	41	a	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make LaserJet Printers.	We are looking clarification if the B2B is compulsory with OEM in case of UPS and HP Printer. Can bidder manage these equipment their own with sufficient stock and repairing capability. Allow bidder to maintain this their own by having stock of spares. In that case OEM Certificate not required.	As Per terms & condition of the RFP
13	13	7	The Bidder should have their own service centre setup within Ambala and they should have complete tools for support/repair of computers and peripherals.	Kindly include bidder should have office in Ambala/Chandigarh or nearby because Resident Engineers are to be deployed at OICL, Regional Office Ambala. Bidder should have field engineer in Ambala also eligible.	As Per terms & condition of the RFP
14	13	4. of Eligibility Criteria	Bidder should have local presence and must have prior experience of successfully installing, configuring, manning and managing IT Support Services for at least three BFSI/PSU/Govt. Customers in last three financial years (2017-18, 2018-19, 2019-20). Also, provide the name, designation, contact details and address of a contact person for each reference.	Request you to please consider Prior Experience in Reputed Private Firms also and as per RFP the SOW is for AMC and FMS so request you to please amend it as "Bidder should have local presence and must have prior experience of successfully Annual Maintenance Services/ installing, configuring, manning and managing IT Support Services for at least three BFSI/PSU/Govt. and Reputed Private Organizations in last three financial years (2017-18, 2018-19, 2019-20). Also, provide the name, Designation, contact details and address of a contact person for each reference."	As Per terms & condition of the RFP
15	41	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	For the Clause, When we have to submit OEM Authorization Letter as per Appendix -6? At the time of Bidding or at the time of 1 st Invoice Raising?	As Per terms & condition of the RFP
16	13	S.No.7 of 7 (Eligibility Criteria)	The Bidder should have their own service centre setup within Ambala and they should have complete tools for support/repair of computers and peripherals.	We request you to change as the vdnoc should have the service centre in Tri City (Panchkula / Chandigarh / Mohali in place of Ambala	As Per terms & condition of the RFP

17	16	e. Submission of Bids of (9. Terms and Conditions)	Bidders shall submit the Bids online. For details please refer RFP Section 5 – Instruction to Bidders	Kindly confirm the bids will be submitted on line or manually in hard copies as required	The tender will be accepted through offline mode only.
18	16	f. Performance Security of (9. Terms and Conditions)	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	May be followed No. F.9/4/2020-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division dated 12.11.20 (4. In view of above, it is reiterated that notwithstanding anything contained in the Procurement Manuals, no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents. OR No. F.9/4/2020-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division (3. In view of all above, it is decided to reduce Performance Security from existing 5-10 % to 3 % of the value of the contract for all existing contracts. However, the benefit of the reduced Performance Security will not be given in the contracts under dispute wherein arbitration/ court proceedings have been already started or are contemplated. 4. Further, all tenders/ contracts issued/ concluded till 31.12.2021 should also have the provision of reduced Performance Security.)	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 tender value (3 year).
19	29	Resolution time	Resolution time: RO Centre and City offices – 24 Hrs (1 Working Days) Other Offices – 48Hrs (2 Working Days) .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:-	Against the resolution time is very less and penalties are at very high , we request you to change the resolution time may be change as RO Centre and City offices – 48 Hrs (2 Working Days) Other Offices – 72 Hrs (3Working Days) AND The penalty cap should not be the equipment AMC cost or should not be more than the Max Penalty Cap of 10%	Change of resolution time- RO Centre and City offices – 48 Hrs (2 Working Days) Other Offices – 72 Hrs (3Working Days).