

The oriental Insurance Co. Ltd
Regional office Bangalore
Reply for Query

S.N.	Page No.	Point / Section #	Existing Clause	Query Sought	Reply from OICL
1	20	Bid Security	Bank Guarantee (BG) / Bank Draft of Rs. 2,00,000/-while tender submission	Can we submit our MSME –Udyam (Medium) instead of BG: If required, we can submit Bid Security declaration along with Tender submission	As per terms and conditions of RFP
2	26	Bill of Material	AMC Coverage for UPS	Please confirm Battery is covered under AMC contract. Since batteries comes with a defined life, our submission to the OICL is to remove batteries from the AMC coverage.	As per terms and conditions of RFP
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1	10	4. of Eligibility Criteria	Bidder should have local presence and must have prior experience of successfully providing IT Support Services for at least three BFSI/PSU/Govt. Customers in last three financial years (2017-18, 2018-19, 2019-20).	Request you to please consider Prior Experience in Reputed Private Firms also as Most of the Projects of Highest value for Govt Dept has been done through 3 rd party or in Sub-Contracting.	As per Terms and condition of RFP
				“ Bidder should have local presence and must have prior experience of successfully providing IT Support Services for at least three BFSI/PSU/Govt. Customers/Reputed Private Organisation in last three financial years (2017-18, 2018-19, 2019-20)”	
2	10	3. of Eligibility Criteria	Bidder should be able to provide support at Bangalore, Mysore, Virajpet, Chamrajnagar, Medikeri, Hassan, Tiptur, Chickmangaluru, Mangalore(for RO BANGALORE) and Dharwad, Davangere, Bellary, Bijapur, Shimoga, Gulbarga, Udupi, Belgaum, Hospet (for RO HUBLI)	Please clarify whether it is necessary to have offices at locations Mangalore, Mysore, Hassan? We have RO at Bangalore and can arrange engineers from these locations for smooth closer of call. Also can we submit self-undertaking to establish RO at Hubli within 10 days of Award of Contract.	While it is preferred to have offices at the mentioned locations but it is not compulsory as far as TAT can be maintained.
			Bidder should preferably have offices at locations- Mangalore, Mysore, Hassan with main office at Bangalore for smooth closer of call		
			For those bidding for RO		