

1.3 Appendix 3: Query Format

S.N.	Page No.	Point / Section #	Existing Clause	Query Sought	Reply to Bidders
1	28	14. Service Level Agreement: ii) Resolution time:	If the breakdown call is not resolved within the resolution time and 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	There is no penalty Cap terms mentioned in tender document, we are requested you to kindly make it Max 5% of Contract Value	As per Terms and Conditions of RFP
2	15	1.6 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.	Performance Security from 10% to 3% of the value of the contract., CVC also new guideline for circular for same	As per office memorandum of Govt. of India, Ministry of Finance (Ref. no. F.9/4/2020-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.
3	40	1.52 A. Comprehensive Annual Maintenance Contract:	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC, Numeric & Uniline make UPSs and HP make LaserJet Printers.	We have also repair capability to support UPS/Printers, it is requested you to kindly consider the terms of without B2B for UPS/Printers	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC.
4	Page 15	1.6	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.	We would like to draw your attention to the recent circular from the Government of India – Ministry of Finance regarding reduction in percentage of Performance Security to be submitted for all existing tenders/contracts and those concluded until 31.12.2021. Our request to consider change as per Government Guideline 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.	As per office memorandum of Govt. of India, Ministry of Finance (Ref. no. F.9/4/2020-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.
5	12	7. Eligibility Criteria:- Point 5	Bidder must provide minimum one reference of Bidder's clients who have made purchase of IT Services (AMC / FM Services) in excess of Rupees Ten Lakhs (single order) for multi locations in the state during the last financial year (2019-20).	If bidder has not get any order in last financial year but he has so many orders in previous years so the Bidder is not eligible for Tender. We are serving OICL in so many states including OICL HO also. We are requesting your to please asking 10 Lacks order from anywhere from India or can demand from last 3 years in CG State. We have 42 Laks order of STATE BANK OF INDIA AO RAIPUR for the period 01.07.2018 to 30.06.2019 so as per your clause we have order value of 10 laks of multiple locations in CG. Kindly please consider the same.	As per Terms and Conditions of RFP