

Tender Ref. No. OICL/RO/ITD/PC-AMC/2021/01 dated 07/01/2021 for AMC and FM Services for IT Hardware items

Query/ clarifications

S. N.	Page No.	Point/Section #	Existing clause	Query Sought	Reply from OICL
1	29	Penalty	Penalty will be charges to the Maximum of Unit Purchase Price of that Machine	This will be maximum AMC value charged by us during that quarter or Maximum 5% of AMC Value of that Quarter	As per terms & condition of the RFP
2	22-23	Applicable Law	the Bidder During the Period of contract shall pay wages not less that Minimum Wages	Kindly Clarify Minimum Wages of Which Government applicable State or Central.	As per State Govt.
3	42	Onsite Resources	Bidder Shall Deploy minimum 1 RE & 1 Help Desk coordinator at RO subject to Acceptance by OICL.	Category of Manpower need to Specify like 1: High Skill 2: Skill 3: Semi Skill 4: Helper	As per terms & condition of the RFP
4	16	Performance Security	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	1: As Bank is paying to Vendor Quarterly so BG should be charged as per Yearly Contract Value. 2: As per new Government Notification PBG supposed to be 3% of yearly contract Value (Notification Enclosed for References)	As per Office memorandum dtd 12th Nov 2020, Performance security shall be equal to 3 percent of the value of the contract.

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5	corrigendum 2 point no. 2	Exemption for Tender Fee & Bid Security	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.	Exemptions not clear	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.
6	29	Resolution time:	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.	I request you to please fix a maximum penalty of 10% of the AMC value of that machine.	As per terms & condition of the RFP
7	29	14. 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 want to clarify the maximum limit of Penalty, because there is no capping defined.	As per terms & condition of the RFP
8	17	9 i	All the Amounts will be paid quarterly in arrears in Indian Rupees Only (INR).	We request to change to Monthly arrear payment terms.	As per terms & condition of the RFP

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9	18	10 f	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents	Bidder should indemnify only direct damages with 10% maximum capping of Total Contract Value.	As per terms & condition of the RFP
10	24	10 aa	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Liability should be 10% of TCV	As per terms & condition of the RFP
11	26	11 b	Bid Security in the form of Bank Guarantee (BG) / Bank Draft of Rs. 2,00,000/- Rupees Two Lakhs Only) favouring 'The Oriental Insurance Company Ltd' valid for 180 days from the last date of submission of Commercial Bid should be submitted.	As per new Government guidelines, we have to submit Bid Security Declaration instead of EMD.	As per terms & condition of the RFP