

**Reply against Pre-Bid Queries for****Annual Maintenance Contract of 24 Intel Blade Servers hosted at Bangalore and Mumbai Data Centres of OICL
(Tender Ref. No. OICL/HO/ITD/SERVER-AMC/2021/01 dated 12/02/2021)**

| S.No. | Page No. | Clause No. | Point/Section # | Existing Clause | Query Sought | OICL's Response |
|-------|----------|------------|---------------------------------|--|---|--|
| 1 | N. A. | N. A. | Tender Value | General Enquiry | 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. | There is no such estimation/calculation for the Tender value. |
| 2 | N. A. | N. A. | Transition Period | General Enquiry | Transition period is not defined in tender document, please let us know about the same. | The Bidder has to plan the transition period in his bid accordingly. |
| 3 | 12 | 8(3) | Scope of Work | Bidder should provide 24x7 premium support or highest level of support service available from the concerned OEMs | We are partner of CISCO for the supply and service of CISCO DEVICES and providing many customer's installations, warranty support and AMC support with the help of our Resident Engineers, Field Engineers and Partners. As in Tender back to back word is not used please make it clear either its is back to back AMC and we can do it by ourself also | Please refer Page 11, Clause 8.Scope of work. |
| 4 | 18 | 10.21 | 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. | Please refer pg. 25, Appendix 1. Bill of Material. |
| 5 | 22 | 15.4 | Penalty on Availability Default | <p>Delay <= 12 hours - No Penalty</p> <p>12 hours < Delay < 24 hours - 0.5% of the total contract value</p> <p>24 hours =< Delay < 30 hours - 1% of the total contract value</p> <p>30 hours =< Delay < 36 hours - 2% of the total contract value</p> <p>36 hours =< Delay < 42 hours - 3% of the total contract value</p> <p>42 hours =< Delay < 48 hours - 4% of the total contract value</p> | <p>Penalties as per RFP are very stringent. Request you to kindly amend the same as follows:</p> <p>Delay <= 24 hours - No Penalty</p> <p>24 hours < Delay < 30 hours - 0.5% of the total contract value</p> <p>30 hours =< Delay < 36 hours - 1% of the total contract value</p> <p>36 hours =< Delay < 42 hours - 1.5% of the total contract value</p> <p>42 hours =< Delay < 48 hours - 2% of the total contract value</p> <p>48 hours =< Delay < 54 hours - 2.5% of the total contract value</p> | No Change. Clause 15.4 will remain as per terms and conditions of the RFP. |

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| | | | | 48 hours =< Delay < 54 hours - 5% of the total contract value Delay >= 54 hours - 10% of the total contract value Note: The penalty has been capped to maximum 10% of the contract value. | Delay >= 54 hours - 3% of the total contract value Note: The penalty has been capped to maximum 3% of the contract value. | |
| 6 | 39 | Annexure 4 | Non-Disclosure Agreement | Annexure 4: Non-Disclosure Agreement | Please clarify if the NDA needs to be submitted with the bid or post bid by the successful bidder only. | As per Page 21, Clause 14.1. Eligibility-cum-Technical Bid Documents NDA to be submitted by the Bidder along with Eligibility-cum-Technical Bid Documents. |
| 7 | 13 | 9.7 | Payment terms | All the Amounts will be paid quarterly in arrears in Indian Rupees Only (INR) and in case of incomplete quarter, the payment will be made on pro-rata basis. | Kindly amend the payment terms as "Annual in Advance", to align with the OEM's payment terms. | No Change. Payment Terms will remain as per terms and conditions of the RFP. |
| 8 | 8 | 2 | Notice inviting bids for AMC of 24 Blade Servers | The Deputy General Manager (IT), The Oriental Insurance Company Limited invites online bids from eligible companies / organizations/firms to undertake Annual Maintenance Contract (AMC) for Intel Blade Servers along with Microsoft Windows Server 2012 R2 OS hosted at Bangalore and Mumbai Data Centres of OICL from 01/03/2021 till 31/12/2021. | Kindly clarify if support for Microsoft Windows Server R2 OS needs to be provided directly from the OEM (Microsoft) or is the bidder expected to provide the maintenance support for the same? | The bidder needs to provide back to back support from OEM of the Blade server Hardware. |
| 9 | 22 | 15.1 | Availability | In case of non-availability of the systems, the bidder will be given 12 hours (calculated from the time of login of the failure) to repair. In case of a delay beyond 12 hours, OICL shall impose penalty as per the slab mentioned in Section 15.4 | Kindly amend the Availability clause as: In case of non-availability of the systems, the bidder will be given 24 hours (calculated from the time of login of the failure) to repair. In case of a delay beyond 24 hours, OICL shall impose penalty as per the slab mentioned in 15.4 | No Change. Clause will remain as per the Terms and Conditions of the RFP. |

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| 10 | 22 | 15.3 | Response Time and Mean Time to Restore [MTTR] | Response Time shall be 15 min and MTTR shall be 12 hours from the time of login of failure. | Kindly amend the Availability clause as: Response Time shall be 15 min and MTTR shall be 24 hours from the time of login of failure. | No Change. Clause will remain as per the Terms and Conditions of the RFP. |
| 11 | 22 | 15.3 | Response Time and Mean Time to Restore [MTTR] | The bidder shall guarantee (/expected) an uptime of 99.9% for the complete server infrastructure as a whole during AMC, which shall be calculated on monthly basis. | Kindly amend the Availability clause as: The bidder shall guarantee (/expected) an uptime of 93.34% for the complete server infrastructure as a whole during warranty and also during AMC, which shall be calculated on monthly basis. | No Change. Clause will remain as per the Terms and Conditions of the RFP. |
| 12 | 20 | 13 | Bid Security | Bid Security | <p>In continuation to the below mail, we would like to mention that as per the attached GOI / MOF notification ref : F.9/4/2020-PPD dated 12th November, 2020, in place of bid security, the bidders are now required to submit a "Bid Security Declaration" accepting that bidder will not withdraw or modify the bids during the period of Bid validity or will not fail to submit performance security for the awarded contract before the deadline.</p> <p>Hence, no provisions regarding Bid Security should be kept in the Bid Documents and only provision for Bid Security Declaration should be kept in the Bid Documents.</p> <p>In view of the above, we request for your kind confirmation so as we are able to submit our Bid accordingly.</p> | <p><u>Bid Security</u></p> <p>Govt. of India guideline vide Circular dated F.9/4/2020- PPD dated 12th November 2020, states:</p> <p>"It is reiterated that notwithstanding anything contained in Rule 171 of GFRs 2017 or any other Rule or any provision 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."</p> <p>Hence, in conformance to the above, Bidders are to submit Bid Security Declaration as per format provided in Annexure-1(A) along with Eligibility-cum-Technical Bid.</p> |
| 13 | 10 | 7 | 1 | Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of 3 years. | Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of 3 years. | No Change. Clause will remain as per the Terms and Conditions of the RFP. |

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| 14 | 10 | 3 | 2 | The Bidder should have had a minimum turnover of Rupees 50 Lacs in each of the last three financial years (2017-2018, 2018-2019, and 2019-2020). | We request you to kindly increase the minimum value from Rs. 50 Lacs to 35 crores, so that you will get good competitive bidders for service support. | No Change. Clause will remain as per the Terms and Conditions of the RFP. |
| 15 | NA | NA | General Query | Exemption for Tender fee and EMD. | Please exempt Tender fee and EMD as "Ensure Support Services India Limited" MSME certified vendor. | For Tender Fee exemption, please refer Pg. 10, clause 6, sub-clause 6 For Bid Security (EMD) exemption, please refer Pg. 21, clause 13, sub-clause 7. |

Notice for Extension of Bid Submission date

As per the request from Bidders, the Competent Authority has decided to extend the date of bid submission as per below mentioned schedule:-

| Description | Revised Schedule |
|---|-----------------------------------|
| Bid Submission End Date & Time | 03/03/2021, Wednesday at 03:00 PM |
| Date and Time of Eligibility-cum-Technical Bid Opening | 03/03/2021, Wednesday at 03:15 PM |
| Declaration of successful Bidder after Eligibility-cum-Technical Bid evaluation | To be intimated later |
| Date of Commercial Bid opening | To be intimated later |
| Declaration of L1 | To be intimated later |
| Notification of Award | To be intimated later |