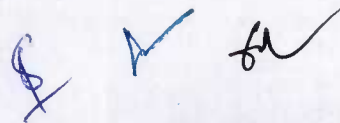


Reply to Pre-Bid Queries for tender For Procurement of IT Support Services -OICL/ROCHD/ITD/PC-AMC/2021/01

S.N.	Page No.	Point / Section #	Existing Clause	Query Sought	Reply from OICL
1	37	V	v. The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC & Uniline make UPSs and HP make LIPs. Bidder is required to submit the back-to-back arrangement certificate on the OEM Letterhead before raising the first invoice/bill to OICL and payment shall be made by OICL post receiving of the required certificate inline with the RFP requirement. For the Product for which bidder is not providing the back-to-back arrangement certificate, the bidder is required to provide the required support for the entire contract period.	Allow bidder to maintain UPS and HP Printers their own by having stock of spare and its component. In that case OEM Certificate should not required.	As per terms and conditions of the RFP
2	15	iv.	Installation of Earthing System including Earthing pits. Excavated earth pits should be filled by mixture of coke/charcoal, salt & sand up to top. The standard earthing parameters are: Phase to Neutral (PN): 220V-240V Phase to Earth (PE): 220V-240V. Neutral to Earth (NE): 0.5V -3 V	Requesting to delete this from scope of work from RFP and earthing being handle by different vendor and IT person not skilled to do this type of work.	As per terms and conditions of the RFP
3	17	7.6 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 3% 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.	Allow to Within 30 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 3% 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.	As per terms and conditions of the RFP
4	14	Point No 2 of (5. Eligibility Criteria)	Bidder's annual turnover from Annual Sales Turnover should be more than Rupees 5 Crore and a positive Net worth (measured as paid-up capital plus free reserves) in the three financial years of FY 2017-18, 2018-19 & 2019-20.	We request you to kindly increase the minimum value from Rs. 5 Crore to 20 crores or more, so that you will get good competitive bidders for service support	As per terms and conditions of the RFP
5	27	12. Service Level Agreement:	Resolution time: RO Centre and TriCity offices – 24 Hrs -1 working Day Other Offices – 48Hrs- 2 Working Days	We request you to kindly change the resolution Time as RO Centre and TriCity offices – 48 Hrs -2 working Day Other Offices – 72 Hrs- 3 Working Days	As per terms and conditions of the RFP



S.N.	Page No.	Point / Section #	Existing Clause	Query Sought	Reply from OICL
6	27	12. 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:-	There is no penalty Cap in the tender doc , we request you to , kindly make it Max 5% of Contract Value	As per terms and conditions of the RFP
7	14	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 and conditions of the RFP
8	21	8.14	Termination for Insolvency	Solvency certificate of minimum 30L should be asked from the Bidder's Banker.	As per terms and conditions of the RFP
9	14	5.1	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 and conditions of the RFP
10	14	Point 3 / Section 5	Bidder should have support locations at places near OICL locations. Undertaking specifying the list of support location/service centres mapped with Chandigarh, Punjab, Haryana (Panchkula & Pinjore), HP(Una, Amb and Chamba) locations and mapped as per Annexure 7 as a part of the bid document and Undertaking duly signed and stamped by the Authorized signatory stating that bidder will be able to provide the support as required in the RFP for the entire contract period at all the locations specified in the RFP.	Can we provide GST certificate for this.	In addition to undertaking specifying the list of support location/ service centres mapped with Chandigarh, Punjab, Haryana (Panchkula & Pinjore), HP(Una, Amb and Chamba) locations , GST certificate may also be provided.
11	14	Point 4 / Section 5	1. Undertaking from bidder specifying it's offices and the quantity of staff in all places where RO CHANDIGARH and its offices have presence.	Will Self Declaration be ok	As per terms and conditions of the RFP
12	27	Point 2 / Section 12	80% of the Machines shall be with latest versions/patches of Antivirus as released by OEM(Symantec) and bidder shall submit the report to OICL about the versions running in the PC at the end of every quarter. For every default, a penalty of 5% of the quarterly pay-out will be deducted.	Hope all patch updates from OEM will be provided by OICL Penalty Maximum capping should be define as 5% of TCV	Yes, patch updates will be provided by OICL. Penalty as per the terms and conditions of the RFP

S.N.	Page No.	Point / Section #	Existing Clause	Query Sought	Reply from OICL
13	37	Point A.5 / Section 14	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC & Uniline make UPSs and HP make LJs. Bidder is required to submit the back-to-back arrangement certificate on the OEM Letterhead before raising the first invoice/bill to OICL and payment shall be made by OICL post receiving of the required certificate inline with the RFP requirement. For the Product for which bidder is not providing the back-to-back arrangement certificate, the bidder is required to provide the required support for the entire contract period.	Please confirm the existing status of OEM Backline like any agreement /contract no.What needs to be done for the devices which are declared EOSL from OEM. There are more UPS other than APC & Uniline , do we need to do backlining for them also.	As per terms and conditions of the RFP. However in case of devices declared EOSL from OEM , the vendor need to provide the EOSL certificate from OEM and then may go for repair/resolution from non-OEM For non-APC and non-UNILine UPS , backlining is not mandatory.
14	18	Section 7.8	All the Amounts will be paid quarterly in arrears in Indian Rupees Only (INR).	Request for quarterly / Monthly advance or Monthly arrear payment terms.	As per terms and conditions of the RFP
15	19	Section 8.5	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: ☐ Non-compliance of the Bidder with Laws / Governmental Requirements ☐ IP infringement ☐ 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 and conditions of the RFP
16	23	Section 8.25	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 Total Contract Value	As per terms and conditions of the RFP
17	Page number 14	Point number 5 / section 2	Bidder's annual turnover from Annual Sales Turnover should be more than Rupees 5 Crore and a positive Net worth (measured as paid-up capital plus free reserves) in the three financial years of FY 2017-18, 2018-19 & 2019-20.	We would like to request to your AMC authorities for relaxation in prior turnover for MSME's, as per circulars issued by Govt. of India, Ministry of Finance (Circular No. F.20.2.2014-PPD(pt.) dated 25th July 2016) , as well as Ministry of Micro, Small & Medium Enterprises (Circular No. 1(2)(1)/2016-MA dated 10th March 2016) , wherein they have categorically mentioned about the relaxation in respect of "prior turnover and prior experience"	As per terms and conditions of the RFP