

Reply to pre-bid queries tender no : OICL/RONAGP/ITD/AMC/2021/01 dated 24/02/20121					
Tender No.: OICL/RONGP/ITD/AMC/2021/01 Dated 24/02/2021					
S.n.	Page No.	Point/Section #	Existing Clause	Query Sought	Reply from OICL
1	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 & FMS Expenses.	There is no such estimation/calculation for the Tender value .
2	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	18	8.21 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.	Kindly quote basic price without taxes
4	23 & 24	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:	We suggest some capping of penalty please do the needful for the same.	No change.As per terms and conditions of RFP

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5	10	1. 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	1. Undertaking from bidder specifying their offices and the quantity of staff in and around Nagpur 2. Copy of original PO / Contract OICL may at its discretion ask the bidder to provide the name, designation, contact details and address of a cont	We are maintaining the Project of LIC and IDBI for Maharashtra, Goa and Gujarat Region. I am attaching List of deployed engineers also IN nagpur region we have a team of approximate 10 engineers, who are maintaining all the areas of LIC small small branche	No list of deployed engineers attached
6	25	13.1 Appendix 1: Bill of M	UPS 10 KVA - APC- 2007 -10 nos. Ext. charger for 10 KVA UPS- 2007-11 nos. Isolation Transformer for 10 KVA UPS - 2007 -11 nos. UPS 5 KVA – APC-2007 - 07 nos. External Charger for 5 KVA UPS -2007 - 08 nos. Isolation Transformer for 5 KVA UPS- 2007 - 08 no	10Nos. 10 KVA UPS and 07 nos. 05 KVA UPS are 14 years old Assets, basiclaly electronic product life is 05-06 years, as these are UPS can be exteneed to 10 years but as per tender terms and condition vendor has to maintain these UPS through APC back to ba	No change.As per terms and conditions of RFP
7	38	Mandatory Technical Rec	i. The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs. Bidder is required to submit the back-to-back arrangement certificate on the OEM Letterhead before raising the first invoice/bill to OICL and paymen	As i have expaling the point above please give some relaxation for maintenance of too much OLD UPS.	No change.As per terms and conditions of RFP

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1	Page - 18	Point No. 8.19	Minimum Wages	Please share Minimum Wages to conclude on different skillsets of manpower.	As per the existing rate laid down by State labour and employment Department and as per Latest Circular of the Chief Labour Commissioner, New Delhi vide circular order no. F. No.1/36(3)/2019-LS-II Dtd. 23/09/2019 for - Area B
2	Page - 38	Point 14.1 ; V	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs	Back-aligning of UPS with OEM/ OEM certified vendor shall be based on their service policy and UPS age. This shall be confirmed by vendor once get alignment.	As per terms and conditions of RFP
3	Page - 38	Point 14.1 ; V	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs	As per Comprehensive AMC Policy APC by Schneider Electric . if the UPS CAMC is not in continuation after the warranty expires. The first 45 Days of CAMC taken, No call will be booked by APC Toll Free for Replacement of UPS/Spares or Routine call .However	As per terms and conditions of RFP
4	Page - 38	Point 14.1 ; V	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs	If ups is dead before C-AMC taken No Support will be provide by APC for Dead UPS. Kindly confirm on this.	As per terms and conditions of RFP
5	Page - 24	Penalty	Penalty per day for UPS items	OEM not ready to accept penalty. Kindly ammend the same or share OEM confirmation on this.	As per terms and conditions of RFP
6	Page - 10	Point No. 2	Bidder's annual turnover should be more than Rupees 20 Crores and Bidder should have positive Net worth (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2018-19, 2019-20 & 2020-21.	FY should be 2017-18, 2018-19 & 2019-20. FY 2020-21 not yet completed.	Documents relating to FY of 2017-2018,2018-2019 and 2019-2020 may be submitted
7	Page - 10	Point No. 4	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 (2018-19, 2019-20,2020-21).	FY should be 2017-18, 2018-19 & 2019-20. FY 2020-21 not yet completed.	Documents relating to FY of 2017-2018,2018-2019 and 2019-2020 may be submitted
8		Penalty Cap	NO penalty cap	Penalty cap should be 2% of quarter billing amount	As per terms and conditions of RFP

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9	page 48	Annexure -6	Hope all the assets mentioned in Annexure-6 are in good working condition while taking into AMC.	However as a general practise, Requesting OICL to allow the taking over company to conduct this asset verification in the beginning of the contract. Any spares to correct any such initial faults can be either arranged by OICL or by the taking over compa	Asset verification to be done at the beginning of the contract by the successful bidder
10	Page 8	point 3.1	Submission date is 9th March which is next day of Pre-bid meeting	Requesting OICL to kindly consider the extension of submission date by minimum 3-4 days after the Pre-bid meeting.	

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1	10	5.2	Bidder Annual turnover	As FY 20-21 is still running, request to accept the documents for previous 3 FY's 2017-2018,2018-2019,2019-2020	Documents relating to FY of 2017-2018,2018-2019 and 2019-2020 may be submitted
2	23	12	SLA-penalty	Penalty is uncapped, Request you to cap the penalty to 10%	As per terms and conditions of RFP
3	31	13.6	OEM Authorization Form	All UPS's are 8-10 years old; Multiple OEM products are there in use. OEM are not ready to provide support on such OLD ups's. Request to waive off the MAF Clause/B2B OEM certificate	As per terms and conditions of RFP

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S.N.	Page No.	Point / Section #	Existing Clause	Query Sought	Reply from OICL
1	Page#18	8.19	8.19 Minimum Wages :	which wages to be considered for resources salary calculation (State or Central) - Please confirm.	As per the existing rate laid down by State labour and employment Department and as per Latest Circular of the Chief Labour Commissioner, New Delhi vide circular order no. F. No.1/36(3)/2019-LS-II Dtd. 23/09/2019 for - Area B
2	Page#10	2	5. Eligibility Criteria	FY 2020-21 not completed, hence balance sheet not available, You can ask for Balance Sheet for 2017-18, 2018-19, 2019-20.	Balance sheet of 2017-2018,2018-2019 and 2019-2020 may be submitted

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