



THE ORIENTAL INSURANCE COMPANY LIMITED

REGIONAL OFFICE - HYDERABAD

Dept : IT

Date : 19-MAR-2018

Corrigendum to the Tender document No. OICL/HRO/PC-AMC/2018/01 dated 12/02/2018 about AMC for IT assets

During the tender process, bidders have approached us for clarification on the following points. The competent authority has given clarifications as below.

Existing Clause	Query Sought	OICL Remarks
Extension of Due Date of Submission of tender	As the time is too short for submission of Tender from pre-bid meeting. Request to extend the due date to 16.03.2018 to enable submit proposal.	The last date for submission of bids is extended upto 23.03.2018
Support for installation/reinstallation/uninstallation of default Operating System, Device drivers, Adobe Reader, Open Office, MS-Office (Licensed Version), Hindi Typing Software, INLIAS configuration, and any other software required for OICL functioning.	Please confirm availability of all the mentioned software with OICL. The same should be provided to our engineers as and when required to carry out the activity as mentioned in the clause.	The relevant Software will be provided by M/s OICL to the successful bidder's engineer.
11. Maintenance of Local Area Network (LAN), which includes reconfiguration of network switches, maintenance & replacement of I/O ports and existing LAN Cabling.	Request OICL to confirm whether the I/o ports and LAN Cables will be provided by OICL or needs to be replaced by Bidder. If bidder needs to replace then the count of I/o ports across all branches of telangana may be provided alongwith the length of LAN cabling.	Vendor to purchase I/O port, network cables as per the requirement and OICL will reimburse the cost to the vendor along with the quarterly payment for AMC

<p>13. 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</p>	<p>Since cost is involved in installation and filling the same with the referred items in this clause, OICL may please confirm payment for installation additionally.</p>	<p>OICL will arrange permission from landlord for the earthing pit. Cost of preparing earthing pit will be reimbursed by OICL subject to maximum of Rs.1000/- per each pit.</p>
<p>Technological Advancements The hardware and software proposed as part of this contract a. should not reach end of support during the period of contract b. should not have been announced End of Life /Sales In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at no cost to OICL</p>	<p>This clause seems to be relevant to the supply of new hardware or software. As this is maintenance contract vendor limitation will be only replacing of hardware spares for the existing hardware and load the software that this available with OICL. Hence this clause may be omitted.</p>	<p>In case the spare part for the damaged hardware is not readily available, the AMC vendor is expected to provide similar compatible spare part at no additional cost to OICL</p>
<p>Envelope I – Pre-Qualification Bid comprising of three hard copies with information requested by OICL along with EMD in the form of Bank Guarantee.</p>	<p>OICL may please relax submission of bids in three copies and softcopy and allow one hard copy and one soft copy.</p>	<p>We agree to the proposal of submitting pre-qualification bid in one hard copy and one soft copy on CD/DVD</p>
<p>6. List mapping OICL offices with the corresponding nearest Bidder's support locations.</p>	<p>OICL may please offices list in softcopy to enable map the same to our service locations.</p>	<p>List of offices already provided along with tender document.</p>
<p>Table.1 AMC and PM Activity (Amount in Rs.)</p>	<p>In order for the bidder to quote for AMC & PM Activity Separately, new columns needs to be added in the Price format.</p>	<p>No need to show amount for PM activity separately. Amount for AMC and PM activity should be shown together</p>
<p>4 PCs - other make</p>	<p>Please elaborate giving full configurations.</p>	<p>We have only HCL, Wipro and Dell make PCs in our Regional Office</p>
<p>LIPs – Other make</p>	<p>Please give full details of the</p>	<p>None</p>

	Printers (Other make)	
14. Multifunction Printer	Please give full details of the Printers (Multifunction Printer)	Brother (RTC-Hyderabad) Colorjet
24. UPS Inverter	Make, Model and Capacity may be provided.	Vguard DU600 Plus
25. UPS – Other make	Make, Model and Capacity may be provided.	PCM 1 KVA
30. Laptops	Make, Model & Configuration may be provided.	HP, Dell, I5 Processor, RAM 4 GB, 500 GB HDD, Win 10 Pro
31. Digital Projectors	Make, Model & Configuration may be provided.	Polycomm, HDX 7000 HD HD, Projector NEC 670
Note:- Total cost for each line item shall be sum of AMC and PM Activity. The percentage cost of PM activity should not be less than 20% of total quoted cost for AMC.	The above format does not columns to mention the AMC & PM Activity separately. Hence may be modified.	Combined amount for AMC and PM Activity is acceptable where bifurcation is not possible.
All the parts of the machines will be covered under AMC except printer cartridge, UPS Batteries and user induced externally visible broken components.	All OEM designated consumables will not be covered under the scope of maintenance when the bidder backlines the printers/ups with OEMs/OEM authorised partner. Hence there is a contradiction in this clause.	Except printer cartridge and UPS batteries all other items to be included under AMC
The bidder will keep 10% spares in stock at Regional Office to meet day-to-day requirement for speedy complaint resolution.	Percentage of Stocking of Spares may please be reduced to 5% which is industry standard.	10% of spares should be readily available for replacement

Appendix 1: Bill of Material (Revised list of IT hardware in Hyderabad region)**Table.1 AMC and PM Activity (Amount in Rs.)**

S. No.	Item Description	Year of Purchase	Basic Unit Price	Qty	Total Price Year 1	Total Price Year 2	Total Price Year 3
				A	C=A x B	D	E
1	Windows 10 PC Dell - (Pentium dual core G4400/4GB RAM/500GB HDD)	2017		54			
2	Windows 8 PC - Wipro (Intel Core i3-3240/4 GB RAM/500 GB HDD)	2013		55			
3	Windows 7 PC - Wipro Wipro (Intel Pentium G6950/4 GB RAM/320 GB HDD)	2011		361			
4	LJP - HP M203d	2017		21			
5	LJP- HP 1566, HP 1007, HP 1108	2011		110			
6	Network LJP – HP 1606	2011		79			
7	Network LJP – HP 2055	2011					
8	Network LJP – HP 3015	2011		2			
9	Network LJP – HP 9040	2011		2			
10	Network LJP – HP 4700	2010		2			
11	LJPs – Other make Canon Laserjet 303 DN			5			
12	HP Colour LJP CP-1525n			1			
13	HP flat bed scanners G3110			3			
14	Multifunction Printer (Brother make Multi Function printer)			1			
15	UPS 10 KVA - APC	2006		18			
16	Isolation Transformer for 10 KVA UPS	2006		18			
17	UPS 5 KVA – APC	2006		20			
18	Isolation Transformer for 5 KVA UPS	2006		19			
19	UPS 1 KVA – Numeric	2012 onwards		44			
20	UPS Inverter			5			

21	UPS – Other make – PCM2			2			
22	Network Switch (Manageable) – Cisco 2960	2017		38			
23	Racks			38			
24	Unix Server			1			
25	Printronix Line Printer			1			
26	Laptops (HP / Dell)			6			
27	Earthing pit			80			
28	Digital Projectors – Phillips make			2			
Total Price							
Total Price for 1st+2nd+ 3rd Year (C+D+E)							

Note:- Total cost for each line item shall be sum of AMC and PM Activity. The percentage cost of PM activity should not be less than 20% of total quoted cost for AMC.

Table.2 Facility Management Services for items under Warranty (Amount in Rs.)

S. No.	Item Description	Basic Unit Price	Quantity	Total Price Year 1	Total Price Year 2	Total Price Year 3
		A	B	C=A x B	D	E
1	Windows 10 PC		54			
2	Laser Jet Pro Printers HP M203d		21			
3	Scanner (HP Scanjet Pro 2000 S1 – 43 Nos) and HP SJ200 flat bed photo scanners L2734A – 87 Nos		130			
4	APC-UPS – 5 KVA		2			
5	Switch – Cisco WS-C-2960		37			
Total Price						
Total Price for 1st+2nd+ 3rd Year (C+D+E)						

NOTE :- The items which are currently under warranty period will come under AMC from the date of expiry of such warranty period for the relevant items.

The bidder is expected to quote the AMC amount chargeable for each year of AMC period for the make and model of items which are currently under warranty as specified above.

However, the payment towards AMC for the items which are currently under warranty will be on pro-rata basis from the date of their coverage under AMC. The relevant AMC rate applicable for the year will be the basis for such payment.


Regional Manager