

THE ORIENTAL INSURANCE CO. LTD
Mumbai Regional Office 1,2,3 & CBRO

Pre Bid MOM / Amendment to AMC tender

(Procurement of IT Support Services- Annual Maintenance Contract and Facility Management Services)

(Tender Ref No : OICL/MUMBAI RO-1,2,3 & CBRO/ITD/PC-AMC/2018/01 Dated 30-01-2018)

I.T. Dept.

Date: 20-02-2018

With reference Tender No. : OICL/MUMBAI RO-1,2,3 & CBRO/ITD/PC-AMC/2018/01 Dated 30-01-2018, Pre Bid meeting was held on 16/02/2018 at conference Room at Mumbai RO-2 and following points were discussed in the presence of OICL Officials and bidders.

Corrigendum and addendum to Tender No. OICL/MUMBAI RO-1,2,3 & CBRO/ITD/PC-AMC/2018/01 Dated 30-01-2018, RO- Mumbai – 120000

Page No. & Clause	Amendments/Corrections	Remarks
Page no. 11- Clause(5)- (Schedule of Events)	Sale of RFP Extended to : 22-02-2018 , 4:00 PM Last date for Submission of Bids : 27-02-2018 , 5:00 PM Opening of Pre-Qualification Bid : 01-03-2018	
Page no. 12 (Clause 6(2))	Tender Fee of Rs. 1180/- inclusive of all taxes(18% GST)- Exempted for Eligible entities i.e. MSME/NSIC, as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission. In case of disputes the decision of OICL tender committee shall be binding.	The onus to produce all relevant certificates in original shall rest with the bidder. If any falsified claim is made OICL reserves the right to cancel the tender award and take proper action against the bidder. Waiver shall be claimed and agreed well before OICL in writing and exemption to application fee/EMD deposit be given.
Page no. 12 (Clause 7(2) : Eligibility Criteria)	Amendment- Bidder's annual turnover should be more than Rupees 20 Crores and a positive Net worth (measured as paid-up capital plus fresh reserves) <u>in any three Financial years of the last 5 Years.</u>	Accordingly, as per RFP, bidders need to submit - 1. Audited Financial statements for the respective Five financial years and/or 2. Five years Published Balance Sheet
Page no. 14 Clause 8(13) : Installation of Earthing Pits	Installation of Earthing Pits. Excavated Earth Pits should be filled with mixture of Coke/Charcoal, Salt and sand up to top.	The installation is to be made on call/need basis. The vendor shall quote installation prices considering the quantity Earthing Pit as Zero. The price quoted for installation will not be considered while selecting the L1 bidder.
Page 14.- Clause 8(11)	Stands Deleted	
Page no. 22 (10.19 Resolution of disputes)	Amendment – to be read as <u>Mumbai</u> instead of <u>New Delhi</u> .	



Page no. 26 (13.1 Eligibility bid documents)	EMD Deposit- Bid Security in the form of Bank Guarantee (BG)/ Bank Draft of Rs. 2,00,000/- (Rupees Two Lakhs Only) (Exempted for Eligible entities i.e. MSME/NSIC, as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission). In case of disputes the decision of OICL tender committee shall be binding.	The onus to produce all relevant certificates in original shall rest with the bidder. If any falsified claim is made OICL reserves the right to cancel the tender award and take proper action against the bidder. Waiver shall be claimed and agreed well before OICL in writing and exemption to application fee/EMD deposit be given.
Page no. 28 (14.2 Service Level Agreement)	<u>Response Time:</u> <u>RO & City Centers : Max. 2 Hrs.</u> <u>Other Offices : Max. 3 Hrs.</u> <u>Resolution Time:</u> <u>RO Centre & City Centers : Max. 24 Hrs.</u> <u>Other Offices : Max. 48 Hrs.</u>	RO & City Centers : ALL DO/BO/EC (MRO-1, MRO-2 , MRO-3 & CBRO) Other Offices (Panvel, Kalyan, Thane & Beyond...)
Page no. 28 (14.2 Service Level Agreement)	<i>Revised/updated Penalty sheet for IT equipments</i>	
Page No. 30 Appendix 1 : Bill of material	Updated/Revised as given below (Clause 15.1 Appendix 1)	
Page no. 40 (Clause 15.6 OEM's Authorization Form)	The bidder will make back to back arrangement with OEMs/OEM certified partner for APC Make UPSs and HP Make Laserjet Printers.	The Clause remains unchanged for APC Make UPS, However for HP Make LJP printers older than 5 Years the condition stands relaxed. It will be the onus of vendor to restore the printer functionality using original parts only.
Page No. 40 (Annexure-16.1)- (A)- Technical Specifications	<u>Resolution Time:</u> <u>RO Centre and RO City offices: 24 Hrs.(1 Working day)</u> <u>Other Offices : 48 Hrs.(2 Working days)</u> Any Deletion/Addition of IT assets will be excluded/included on pro-rata basis.	
Page. No. 41 (Clause 16.1 (B)) Helpdesk Coordinator/Resident Engineer	Absence of RE/Helpdesk Coordinator without Replacement will attract a penalty of Rs. 1500/day.	
Preventive Maintenance Activity	In every quarters PM activity cleaning of all IT equipments is to be done with VC and brush. The same task in RO is to be performed by RE.	
Quoted Prices in tender	All prices in the tender shall be quoted excluding all taxes. Taxes will be paid as actuals.	



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15.1 Appendix 1: Bill of Material**Table.1 AMC and PM Activity****(Amount in Rs.)**

S.No	Item Description	Year of Purchase	Qty
1	Windows 10 PC Dell - (Pentium dual core G4400/4GB RAM/500GB HDD) Acer - (AMD A6 7400/4 GB /RAM/1 TB HDD)	2017	113
2	Windows 8 PC - Wipro (Intel Core i3-3240/4 GB RAM/500 GB HDD)	2013	99
3	Windows 7 PC - Wipro Wipro (Intel Pentium G6950/4 GB RAM/320 GB HDD)	2011	728
4	PCs - other make		25
5	LJP - HP M203d	2017	20
6	LJP- HP 1566, HP 1007, HP 1108	2011	121
7	Network LJP - HP 1606	2011	38
8	Network LJP - HP 2055	2011	3
9	Network LJP - HP 3015	2011	11
10	Network LJP - HP 9040	2011	2
11	Network LJP - HP 4700	2010	0
12	LJPs - Other make		122
13	Colour LJP CP-1525n		0
14	Multifunction Printer		15
15	UPS 10 KVA - APC		43
18	UPS 5 KVA - APC		6
21	UPS 1 KVA - APC		4
24	UPS Inverter		8
25	UPS - Other make		INCLUDED ABOVE
26	Network Switch (Manageable) - Cisco 2960	2017	47
27	Racks		45
28	Server Unix		4
29	Server Windows		2
30	Laptops		21
31	Earthing pit		
32	Scanners HP SCANJET 200 + OTHERS	80	
33	Scanners HP Pro 2000s1	44	

With effect from 1 April 2018 we only have these devices which would be under warranty :-

Windows 10 PC	113
Laser Jet Printers/Multifunction Printer (Laser jet Pro M203d)	20
Scanners (Scanjet PRO 2000S1 and HP scanjet 200)	111
Cisco 2960 N/W Switches	47



(A) Resolution time:

RO Centre and City offices – 24 Hrs (1 Working Days)

Other Offices – 48Hrs (2 Working Days).

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:-

S.No.	Item Description	Per day Penalty Amount in Rs.
1	Windows 10 PCs including OS– Acer or Dell	750
2	Windows 7 PCs including OS - Wipro	750
3	Windows 8 PCs including OS - Wipro	750
4	PCs including OS - other make	750
5	LJPs - (HP 1566, HP 1007, HP 1108 , HP 1015 , HP 1020, HP 1022, HP 2055, HP 3015, HP 1008, HP 3005, HP 1006, HP 1505, HP M202w, M203d , HP 1606dn , CANON LBP6018B , CANON LBP3500)	500
6	HP 9040dn , HP 5200	1500
7	HP 4700	500
8	HP 2900, HP 3500, HP 6018	800
9	LJPs - other make	500
10	Colour LJPs CP-1525n -HP	500
11	Multifunction Printer	500
12	LIPI Printers	2000
13	Scanners	200
14	High Speed DMP	1000
15	UPS 10 KVA	1500
16	External Charger for 10 KVA UPS	1500
17	Isolation Transformer for 10 KVA UPS	1500
18	UPS 5 KVA	1000
19	External Charger for 5 KVA UPS	1000
20	Isolation Transformer for 5 KVA UPS	1000
21	UPS 1 KVA	500
22	External Charger for 1 KVA UPS	500
23	Isolation Transformer for 1 KVA UPS	500
24	UPS Inverter	500
25	UPS – other make	500
26	Network Switch (Manageable) – Cisco 2960	1000
28	Server Unix	1000
29	keyboard	100
30	Mouse	100
31	Absence of Resident Engg./Helpdesk Co-ordinator without info./Replacement	1500

Recommended as above before RPC for its approval.

Shwet Kamal Saha, AO IT

[Signature]
20/02/2018

Safia Patel, Regional Manager

[Signature]
20/02/2018

