

### Corrigendum-I

#### **Corrigendum and clarification in connection with RFP for AMC of Desktops Vide RFP No: NIC/IT/RFP/02/2024/Desktop AMC**

#### **Clarification and amendment to queries:**

With reference to the above, please find the attached corrigendum including specifications against NIC/IT/RFP/02/2024/Desktop AMC. All other terms and conditions are as per RFP.

Sl.No.	RFP Clause	Vendor Query	NIC Response
1	Page no -10; Clause No-6(OBSOLESCENCE):: Tender Clause :: If the system spares are not serviceable due to obsolescence of the same, it would be upgraded to state-of-the-art systems / spares at mutually agreed cost to the purchaser as per prevailing market rate, after taking approval from NIC Head Office, IT Department. Those items which become obsolete should be eliminated from the scope of AMC-cum-FMS from the day it is reported by the Vendor. Withdrawal of such system shall be communicated to the Vendor and equivalent maintenance charges may be deducted from the original contract amount due to the Service Provider	If the system spares will be upgraded by vendor as per prevailing market rate, then why it will be removed/eliminated from the scope of AMC-cum-FMS. Require more clarity on this OBSOLESCENCE clause	In case, any system is agreed by both Vendor and NIC to have become non-repairable or economically non-viable to repair then such systems will be eliminated from the scope of AMC-cum-FMS from the day it is reported by the Vendor. Withdrawal of such system shall be communicated to the Vendor and may be removed from the contract with effect from the date of its becoming non-repairable/non-viable.
2	Page No-15; Clause No 1.1.i: Bids without proper authorization from the OEM (in case the Bidder is not the OEM) shall be treated as non-responsive and shall be rejected forthwith.	What kind of supporting document is required here? Is it a bid specific MAF (from OEM) for B2B support or any OEM partnership certificate (not specific to this RFP) to suffice the given clause/point?	Since there is no requirement of B2B in RFP, the said clause is hereby deleted.
3	Bidder must follow Minimum wages Act policy as per Govt. guidelines	Which minimum wages Act Vendors need to follow - the central minimum wages act or state minimum wages? Please clarify	Since the RE manpower will be deployed at NIC, HO, the West Bengal state minimum wages will be followed.
4	Preventive Maintenance should be performed by the Vendor at least once in each quarter. Vendor has to furnish	Whereas since Assets are reduced more than 50% request to consider the PM	No Change in RFP

नेशनल इन्श्योरेंस कंपनी लिमिटेड पंजीकृत एवं प्रधान कार्यालय: परिसर क्रमांक 18-0374, प्लॉट क्रमांक CBD-81, न्यू टाउन, कोलकाता – ७००१५६  
National Insurance Company Limited Registered & Head Office: Premises No. 18-0374, Plot no.CBD-81, New Town, Kolkata-700156  
Local Address:

Visit us at: <https://nationalinsurance.nic.co.in> |

CIN:U10200WB1206GOI001713 | Classification: Restricted/Confidential/Internal/Public

	the Quarterly Preventive Maintenance Report (PMR) in the NIC prescribed format(Annexure VIII)	frequency Half yearly (Twice in a year).	
5	While issuing PO, bidder needs to provide CV of the resource within 14 days, Bidder must follow Minimum wages Act policy as per Govt. guidelines.	Please confirm the minimum wages would be applicable as per central or state Govt.	Since the RE manpower will be deployed at NIC, HO, the West Bengal state minimum wages will be followed.
6	Bids without proper authorization from the OEM (in case the Bidder is not the OEM) shall be treated as non-responsive and shall be rejected forthwith.	To get OEM authorisation need to submit all the equipment serial number and OEM, also OEM does need ample time to verify the same at their end to provide quote and authorisation. Hence kindly organise to provide the equipment serial numbers and at the same time minimum 3 weeks time extension to accommodate OEM process delay.	Since there is no requirement of B2B in RFP, the said clause is hereby deleted.
7	Last Date and Time for Submission of Bid on 22nd March,2024 and 1 PM	Submission Time in RFP is 1 PM whereas in GEM bid it is 3PM, request clarification.	Please read said clause as: Last Date and Time for Submission of Online Bid is 22nd March,2024 and 3 PM and Offline bid is till 3:30 PM.
8	Bid Validity is 90 Days from date of opening the bid.	But in GEM, the Bid validity is mention 180 Days. Please Clarify.	Please read said clause as: Bid Validity is 180 Days from date of opening the bid.
9	₹ 20, 00,000 in the form of DD in favour of "National Insurance Company Limited" payable at Kolkata or through NEFT/RTGS.	Please consider to submit the Earnest Money Deposit (EMD) in the form of a Bank Guarantee (BG). Although the EMD format is given in the RFP.	Please read said clause as: ₹ 20,00,000/- in the form of DD in favour of "National Insurance Company Limited" payable at Kolkata or through NEFT/RTGS or in the form of a Bank Guarantee (BG) from a scheduled bank.