



**UNITED INDIA INSURANCE COMPANY LTD
INFORMATION TECHNOLOGY DEPARTMENT
NO. 24, WHITES ROAD, CHENNAI - 600 014
CIN: U93090TN1938GOI000108**

Date - 13.11.2018

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION, MAINTENANCE OF LASER PRINTERS RFP NO-118 DATED 02.11.2018 - PRE-BID QUERIES AND RESPONSE FROM UIIC

Following clarification is being issued to the above referred RFP. The bidders to note that this clarification shall form an integral part of the above referred RFP and resulting contracts, if any.

SL	BIDDER NAME	BIDDER QUERIES/SUGGESTIONS			RESPONSE FROM UIIC	
		DESCRIPTION		REMARKS		
1	XEROX India	Operating System support	Windows Server 2003 & 2008 Windows XP//Vista/7/8/8.1/10	Remove : windows Server 2003, Windows XP/ Vista	As per the Microsoft Win Ser 3 XP/ Vista are end of life. Our products will support Windows® 7, 8, 8.1, 10 ,Windows Server 2008 SP2, Server 2008 R2 SP1, Server 2012, Server 2012 R2, Server 2016	Okay to remove Windows 2003 server, Windows XP/Vista. The printer should support Windows Server 2008 Windows 7/8/8.1/10 operating systems.
2	XEROX India	Printing Speed (for A4)	45 PPM (A4) or more	53 PPM or above	when Existing Printer speed is more than 45 PPM. Request you go with high speed as per the current market product availability	no change.
3	XEROX India	Printer Memory	512 MB or more	2 GB or above	When we are looking for More speed and book let creation, we need to have more RAM as per the latest printer products	no change.
4	XEROX India	Processor	700 MHz or above	1.05 GHz or above	Industry standard has become 1 Ghz for the above speeds. These are the latest Models. All the vendors are having.	no change.
5	XEROX India	Duty Cycle, Max Monthly Printing	2,00,000 pages or above	250000 pages or above	More duty cycle can take care of the More volumes per month and peak load at the time of financial endings.	no change.
6	XEROX India	Paper Capacity	One tray of 500 Sheets & one By pass Tray	By pass paper capacity : upto 150 sheets or above	By pass capacity should be more than 150 sheets to print multiple size papers.	no change.
7	XEROX India	PDL / Emulations	PCL6, Post Script 3 / (PS3 Compatibility)	True Adobe Post Script 3 Kit	True PS3 Kit will give you the clear quality of the printouts - Graphics/Images/Fonts without any Extra cost. It will support MAC systems also.	No change.
8	XEROX India	Supplies	All the toners have to be Original and genuine. (No Refilling or Remanufactured toners)	Vendor has to submit OEM certification on there letter head on original Supplies with part code	Always better to have a certification from the OEM on the Supplies to get a better quality and gunuine supplies as per the RFP.	no change.
9	XEROX India	Display Type	4 lines or above LCD/LED/graphic display	5" Display tiltable with touch screen	Bigger size display will give you the clarity of the operations/ error msgs and it will be user friendly. User can read instructions / operate without any problem.	No change.
10	HP	Only Online mode for commercial bid submitting or offline is also required.				Only online mode of commercial bidding
11	HP	Speed need to increase to 50ppm				no change
12	HP	Processor need to increase to 1GHz for better speed				no change
13	HP	Currency Exchange variation above 10%. UIIC has to increase the click cost.				no change
14	HP	UIIC will help to push the printer driver from central location. If require our engineer will install the printer driver in 1 or 2 computers.				Printer drivers to be manually installed in desktop computers at delivery locations.

15	HP	Security Software for the printer need to add.		no change
16	HP	Security Deposit – 45,00,000/- is too high. HP is investing behalf of UIIC. Need to consider for low value on the Security Deposit.		no change
17	HP	Price per device has to quote - Annexure 12		As per annexure 12
18	Wep Solution	Scope of Work	Bidder will share the pre-requisite to install the software and Company / UIIC has to meet the pre-requisites	server to setup will be provided by UIIC and relevant ports will be opened for communciation.
19	Wep Solution		Printer Management Software is cloud based and needs ports UDP 53 and TCP 443 to be opened to external	
20	Wep Solution		One print data collection agent, which we refer to as DCA (Data Collection Agent) will be installed on the Server	
21	Wep Solution		Different DCAs will be installed on the server of different regional offices, which will track the printers	
22	Wep Solution		One master login will be provided where the customer can track all devices of all the offices including HO in a	
23	Wep Solution		For every different network we need to install a DCA and a server is required for the same. A DCA scans all the	
24	Wep Solution		Server is requested for DCA installation as the machine should never be turned off for the DCA to work	
25	Wep Solution		Bidder will share the pre-requisite to install the software and Company / UIIC has to meet the pre-requisites	
26	Wep Solution	Clause 33- Termination	Lockin period of 5 years. Exit Clause to be mentioned in clause if termination occur due to any reason. Exit	no change
27	Wep Solution		In the event that the Company fails to make the due payment for two (2) consecutive quarters, Bidder may, at	no change
28	Wep Solution	Clause 34 Scope of Work (u)	Printers which cannot be connected to software solution due to LAN/Connectivity issue, Quarterly billing should be done Manually. RO-IT team will arrange to provide the pritner reading. If printer reading not updated in	Not more than 2 quarters with fixed quarterly charges alone.
29	Wep Solution	Clause 35 Payment Terms	Payment Credit term not declared in Tender, which should be 7 days after submission of invoice. Late payment -	no change
30	Wep Solution	Clause 28 Delivery and Installation (2)	The delivery time should be a maximum of 14 weeks from the date of purchase order	Delivery period revised to 9 (NINE) weeks.
31	Wep Solution	Annexure 3 - Point 5	The bidder should be an ISO certified company. Latest Valid ISO certificate of the pritners. Or Bidder can submit	The bidder to be ISO certified.
32	Wep Solution	Clause 19 SLA, SUPPORT WINDOW & DOWNTIME REPORT (4)	Standby equipment of similar or higher capacity in good working condition has to be provided at no extra cost, witin 1 day for Class A city, 2 days for Class B City and 4 days in Class C city or as per logistic time based on the city class	Standby equipment of similar or higher capacity in good working condition has to be provided immediately at no extra cost, within 1 day for Class A city, 2 days for Class B City and 4 days in all other cities. However performance/ penalty will be calculated based on UP TIME of printer.
33	Wep Solution	Annexure 3 - Point 6	One Single order / multiple orders arising out of One tender / RFQ... - Purchase order /	PO to be submitted
34	Wep Solution	Annexure 3 - Point 8	What Documentary Prroofs are required	as per RFP
35	Wep Solution	Other	Physical Damage to be paid by Company	physical damages to printer/parts will be considered on case to case basis and paid to vendor.
36	Wep Solution	Other	Is Resident Coordinator (Manpower) Required?	Yes One resident engineer at Head Office
37	Wep Solution	Other	Bidder will generate bill for actual pages printed on standby printer, alongwith fixed charge for the qarlterly	okay
38	Wep Solution	Other	To incorporate Exchange Rate Variation	No change
39	Wep Solution	Other	Bidder will propose standard T&C related for safety and custody of printers as Assets are owned by Bidder	no change
40	Wep Solution	Clause 16. PRICE- Point 1	What will be the billing process to generate invoice? Bill to Address and Ship to Address for Regional	Bill to and Ship to Regional in Charge, RO/LCB
41	Wep Solution	Clause 3. Offline Document to be submitted - Point d	Need Clarity on the process of "Pass phrase for Prequalification"	as per RFP