

REPLIES TO THE QUERIES -CM17440 - AMC OF IT ASSET AND FACILITY MANAGEMENT SERVICES/ MANAGED WORKPLACE SERVICES

Clause/Page Number	Description as per RFP	Bidder Query	IGL response
Clause No 8.0 (1) Page No 10	Evaluation of only those bids would be undertaken which would meet the BEC criteria. The shortlisted bidders would be asked to present their technical proposal in front of a nominated committee of IGL officials.	Since it's a 2 stage bid process and bidders shall be submitting the technical qualification, then technical proposal should not be a criteria for selection/rejection. We recommend to remove this clause due to duplicity	The clause may be read as "Evaluation of only those bids would be undertaken which would meet the BEC criteria"
Page No 67 &68 Clause No 5 & 6	Facility Management Service (FMS) Service Desk & Call Logging: The users will log all issues faced by them in the IT service desk used by IGL. The service provider will resolve assigned calls for Corporate office and other locations from this application and get these complaints resolved within the defined SLA. Asset Management	Since the service desk call logging software is provided by the IGL therefore clarify is asset management tool is integrated with your service desk call logging software or the same will be done by vendor	Most of the assets are already mapped in Asset Management tool. However the selected bidder has to verify the data remove the inconsistency if found,
Page No 55 Clause No 11.0	TERMS OF PAYMENTS (FURTHER TO CLAUSE 16.0 OF GCC) Payment to be made at the end of each quarter after successful resolution of complaints and AMC & FMS assets reconciliation.	we understood asset reconciliation related to addition/deletion of line items on quarterly basis and billing will be done on pro- rata basis, kindly clarify	Yes, Your understanding is correct.
Page No 10/ Clause No 2.III	III. Bidder must be certified at-least ISO 9001:2015 & 27001, Proof/Certificates shall be submitted by bidders for compliance. Bidder shall also submit CMMI SVC level Certificates (i.e. distribution of 20 Marks) in category shall be done as per details given below:	We request you to added the ISO 20000 certificate which stand for IT services delivery instead of CMMI SVC level 5	Tender condition prevails.
Page No 11/ Clause No 2.V	Recognition by Global Business Analyst / Presence in any of the Gartner Quadrant for Managed Workplace Services for Asia Pacific / Digital Workplace Services for Asia Pacific. Certificates to be submitted / Proof on Gartner / Forrester Website / Everest Group	We request you to delete the clause and add the the clause on the bidders organisation is having more than 15 years of experience in delivering similar nature of services in India .	Tender condition prevails.
8.0 TENDER EVALUATION METHODOLOGY Pt. No. 2 Evaluation of Technical Bid Sl. No. I	Bidder must have completed – executing at least 1 (one) project of similar services in last 7 (seven) financial year in Govt./PSU/Regulators/Corporate Organizations. Bidder should provide the letter certified by CA or valid copies of PO to be attached.	We assume that we need to show Projects as asked in Criteria of any values. Kindly confirm. Also, give clarity if we can show multiple PO's of single client so it will be count as multiple projects or not	Tender condition prevails.

<p>8.0 TENDER EVALUATION METHODOLOGY</p> <p>Pt. No. 2 Evaluation of Technical Bid</p> <p>Sl. No. II</p>	<p>Number of End Users Assets managed by organization in last one year under single contract, valid copies of PO to be attached mentioning the End user asset details / Relevant Proof to be submitted (Self declaration may be accepted).</p> <p><2000 - 0 Marks 2001 to 5000 - 5 Marks >5000 - 10 marks</p>	<p>We request you to kindly amend the marking criteria as mentioned below:-</p> <p><1000 - 0 Marks 1001 to 3000 - 5 Marks >3000 - 10 marks</p>	<p>Tender condition prevails.</p>
<p>8.0 TENDER EVALUATION METHODOLOGY</p> <p>Pt. No. 2 Evaluation of Technical Bid</p> <p>Sl. No. III</p>	<p>Bidder must be certified at-least ISO 9001:2015 & 27001, Proof/Certificates shall be submitted by bidders for compliance. Bidder shall also submit CMMI SVC level Certificates (i.e. distribution of 20 Marks) in category shall be done as per details given below:</p> <p>ISO 9001-2015:- 5 Marks ISO 27001:- 5 Marks CMMI SVC Level 3:- 5 Marks CMMI SVC Level 5:- 10 Marks</p> <p>Max. Marks: 20 Marks</p>	<p>We request you to kindly amend the marking criteria as mentioned below:-</p> <p>ISO 9001-2015:- 5 Marks ISO 27001:- 5 Marks CMMI SVC Level 3:- 8 Marks CMMI SVC Level 5:- 12 Marks</p> <p>Max. Marks: 30 Marks</p>	<p>Tender condition prevails.</p>
<p>8.0 TENDER EVALUATION METHODOLOGY</p> <p>Pt. No. 2 Evaluation of Technical Bid</p> <p>Sl. No. V</p>	<p>Recognition by Global Business Analyst / Presence in any of the Gartner Quadrant for Managed Workplace Services for Asia Pacific / Digital Workplace Services for Asia Pacific. Certificates to be submitted / Proof on Gartner / Forrester Website / Everest Group</p> <p>Not Recognised:- 0 marks Recognised:- 20 marks</p> <p>Max. Marks: 20 Marks</p>	<p>We request you to kindly amend the marking criteria as mentioned below:-</p> <p>Not Recognised:- 0 marks Recognised:- 10 marks</p> <p>Max. Marks: 10 Marks</p>	<p>Tender condition prevails.</p>
<p>Page 41 Section III GCC - 29.1</p>	<p>Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay Price Reduction to the Purchaser and the aggregate liability of the Contractor to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of <u>repairing or replacing defective equipment.</u></p>	<p>Request to Limit , Limitation of Liability to 10% of Total contract value</p>	<p>Tender condition prevails.</p>
<p>Page 44 Section III GCC - 40.1</p>	<p>The Contractor shall indemnify the Owner and every member, officer and employee of the Owner, also the Engineer-In-Charge and his staff against all actions, proceedings, claims, demands, costs and expenses whatsoever arising out of all actions, proceedings, claims, demands, costs and expenses which may be made against the Owner for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the Contract. The Owner shall not be liable for or in respect of consequence of any accident or injury to any workmen or other person in the employment of the Contractor or his sub-contractor and Contractor shall indemnify and keep indemnified the Owner against all such damages and compensations and against all claims, damages, proceedings, costs, charges and expenses</p>	<p>Request to cap indemnification only to direct damages with 10% maximum capping of Total Contract Value.</p>	<p>Tender condition prevails.</p>

Page 53 Section IV SCC - 6.1	Within twenty-one (21) days of receipt of the Contract/PO, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) @ 2.5% of total contract value initially and 7.5% of individual release/purchase order (PO) value (inclusive of all taxes). This CPBG shall be kept valid for 90 days beyond the contract/defect liability/warranty period, whichever later.	As per new Government guidelines, we have to submit 3% of TCV as PBG. Please check with customer. Bidder already submitted CPBG so no need to deduct security from invoice payment.	Tender condition prevails.
Page 55 Section IV SCC - 11	Payment to be made at the end of each quarter after successful resolution of complaints and AMC & FMS assets reconciliation.	Request to amend the payment terms to Monthly Arrears /Advance as this is service contract with manpower and our expenses will be done monthly.	The manpower is the part of Managed Service deliverables. Therefore it cannot be considered as Manpower contract. The Payment terms will remain quarterly basis.
Page 70 Section v SOW - 1	The service provider shall submit the details of deployed engineers with salary structure including PF & personal accidental insurance min. 2 lacs each to ensure the compliance of guidelines issued by Government. Accidental insurance can be on company group policy as well.	KITL Have the some policies as below for interest of our employees; <ul style="list-style-type: none"> • Workman Compensation insurance • Group term Life insurance • Medical insurance Policy 	Tender condition prevails.
Page 10 Section 8 2 III	EVALUATION OF TECHNICAL BID: Any One of the CMMI SVC Level Certificate -- CMMI SVC Level 5,10	Request to Change marking for CMMI SVC Level 5 to 5 marks instead of 10 and CMMI SVC Level 3 to 10.	Tender condition prevails.
Page 11 Section 8 2 V	EVALUATION OF TECHNICAL BID: Recognition by Global Business Analyst / Presence in any of the Gartner Quadrant for Managed Workplace Services for Asia Pacific / Digital Workplace Services for Asia Pacific. Certificates to be submitted / Proof on Gartner / Forrester Website / Everest Group	Request to remove this clause.	Tender condition prevails.

<p>Page 55 SCC 12</p>	<p>The amount for consumables will be 15% of the cost of the services quoted by the bidder. This cost will be valid for 2 years i.e. the duration of the contract. For Better understanding, if the bidder is quoting 100,000 (One Lakh) for Total AMC & FMS (IMS) services than extra 15,000 (fifteen thousand) will be reserved for supply of consumables. This amount will be over and above the Total Services Cost The bidder will have to provide a separate rate card for all the consumables and to supply these consumables as and when required as per the rates quoted in rate list (Attached at Annexure A). This 15% amount will be the maximum capping of the payment towards the consumables. In case this value is exhausted during the contract, and requirement of consumables still arises. Then the bidder has to supply the part as per SLA without charging to IGL. No additional payment shall be made by IGL for any further consumables.</p>	<p>The consumable cost should not be capped as rates will have to be budgeted for 2 years and keep fixed as part of rate card . It may vary beyond 15%.</p>	<p>Tender condition prevails.</p>
<p>Page 70 Resource Management Point No 3</p>	<p>Facility Management Service (FMS): The engineers shall be available at Help Desk at IGL Corporate Office, which shall remain open from 08:00 AM to 08:00 PM (Monday to Saturday) for quick rectification of the complaints registered. The engineers deployed are required to adhere to IGL office timings / Holiday Calendar. Further, at least one resource must be available on Sundays at Corporate office and shall be given a comp-off on Saturday.</p>	<p>The shift as per wage rule can be only 8 hours for one resource where as shift mentioned by IGL is 12 Hours and for 12 hour shift manpower count mentioned has to get increased.</p>	<p>This has to be managed by the Service provider by making necessary arrangements</p>
<p>Page 70 Resource Management Point No 5</p>	<p>IGL may anytime decide to change the location of resources deployed. IGL may shuffle the resources within the office locations as per the requirement.</p>	<p>The Change in Location will Impact the minimum wage of a resources as it will be applicable statewide. Please calrify.</p>	<p>This has to be managed by the Service provider by making necessary arrangements</p>
<p>Page 71 RESOURCE DEPLOYMENT</p>	<p>IGL would like to have prior discussion with the staff members, being posted for the job by the Bidder, to find out their suitability for the job and decide to accept his/her services.</p>	<p>The maximum turn around time from IGL side post receipt of profile of candidate should be freezed now.</p>	<p>Max TAT to accept/reject the profile would be 5 (Five) Working days.</p>
<p>Report A</p>	<p>Report A: Inventory & Asset Data.</p>	<p>Request to share Make and Model Details of Desktops , Printers , Scanners , Network Switch etc</p>	<p>These details can't be made public at this moment. However, the specifications can be shared seperately.</p>
<p>Page 7 Clause 5</p>	<p>DETAILS OF TENDER DOCUMENTS : Bid submission due date and time :17.05.2023 till 1430 hrs IST</p>	<p>Request for extension of bid submission date by 7 to 10 days as the bid is exhaustive in nature and will require time to plan for the services properly post receipt of revert on pre-bid queries.</p>	<p>This shall be considered</p>

8.0 (1)	Evaluation of only those bids would be undertaken which would meet the BEC criteria. The shortlisted bidders would be asked to present their technical proposal in front of a nominated committee of IGL officials.	Since it's a 2 stage bid process and bidders shall be submitting the technical qualification, then technical presentation should not be a criteria for selection/rejection. We recommend to remove this clause due to duplicity	The clause may be read as "Evaluation of only those bids would be undertaken which would meet the BEC criteria"
7.3	Copy of the Work order and completion certificate from client as a documentary evidence to establish completion of the work required as per Technical BEC.	<p>1. Within the "Evaluation of Technical Bid" section, it is mentioned that "Bidder should provide the letter certified by CA or valid copies of PO to be attached." If bidder is providing the Signed PO along with SOW executed, then why the completion certificate is required ? Global companies like NTT DATA doesnt ask for a completion certificate from customer. We work on SOW which is a comprehensive document. Additional checks can be done by IGL Team at any given time to validate the Project Execution, however same needs to be informed in advance to NTT DATA</p> <p>2. Also, IGL & NTT DATA havent signed an NDA yet. In such case how would IGL ensure to protect the information which is supplied by NTT DATA as we have NDA signed with our respective customers too where we have executed the projects. Kindly suggest.</p> <p>3. Also,</p>	Tender condition prevails.
Form 3 , Pg 90	FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS	<p>Order copies with PO value, executed value (which can be extracted from SOW signed), duration etc., then is it still required to submit the Certificated attested from CA ? Why duplicacy & rework is required ? I think it should be either of them and NOT Both.</p> <p>Q2. NTT DATA majorly executes the project work on 2 main document from client - 1. PO 2. Detailed SOW with contract value Hence, also required to understand what all details from the PO & SOW is mandate so that rest of informations can be MASKED at this bidding stage. Once NTT DATA gets selected, we can share more information as required after signing NDA.</p> <p>Q3. What is a Chartered Engineer in the Clause ? Do you mean Chartered Accountant ?</p>	Tender condition prevails.

Page 70, Point 3	The engineers shall be available at Help Desk at IGL Corporate Office, which shall remain open from 08:00 AM to 08:00 PM (Monday to Saturday) for quick rectification of the complaints registered. The engineers deployed are required to adhere to IGL office timings / Holiday Calendar. Further, at-least one resource must be available on Sundays at Corporate office and shall be given a comp-off on Saturday.	Working for Sunday - Q1. Is it mandate for a resource to be in corporate office on Sundays ? Q2. Or can be on need basis/ Oncall Basis ? We have observed in past that the rotation on sundays brings demotivation in the resources deployed and attrition becomes high. To avoid we recommend a resource to be on oncall availability. Suggest as appropriate from technical solutioning perspective	Tender condition prevails.
Page 70, Point 6	For any absenteeism of resident engineer and non-availability of backup resource or delay in providing resident engineer, penalty @ 1.5 times of the cost of man-day shall be deducted as per quoted price for two additional man power.	Is this for manpower under T&M ? Or for all resources Please give example of such penalty deductions.	Tender condition prevails.
Page 67	Antivirus Support	Which AV is being used currently	Trend Micro
	Users	Need Total Number of users count location/site wise	These details can't be made public at this moment. Most of the assets are already mapped in Asset Management tool. However the selected bidder has to verify the data.
	Location & Users	Need Location wise user details mapped with assets (laptop/desktops). Give addresses too	These details can't be made public at this moment. Most of the assets are already mapped in Asset Management tool. However the selected bidder has to verify the data.

