

REPLY TO BIDDER'S PRE-BID QUERIES



SUBSCRIPTION OF ASSET MANAGEMENT AND SERVICE DESK SOFTWARE

Owner: INDRAPRASTHA GAS LTD

BID DOCUMENT NO. IGL/ET2/CP/CM18358

Sl No	Page No.	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1	59	Section V, Clause 2.0, (ii.)	Vendor professional team will visit 2 days in a week for 2 years after the installation for further support and other requirements.	no of visits of the RE will be fine in case of normal operation or minimal impact issues. In case of some major activity when the engineer needs to work continuously for 5-10 days then this count per week may impact the support and will breach the SLA required. Remark from vendor: Suggestion is to fix no of tickets for span of 1 year so that IGL may ask or plan the RE visit as and when required	Minimum 2 days of visit per week is required, however, in case of any downtime / critical situation bidder should provide support for smooth running of the system through online / offline mode.