



INDRAPRASTHA GAS

Pre Bid Replies
Tender No. IGL/ET2/CP/CM18217
Hiring of SAP Support Services for Business Applications

S. No.	Group	Page No.	Clause No.	Tender Description	Bidder Queries	IGL Responses
1	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	Pure Remote Support Services Window shall be Mon to Fri (9:15 AM IST to 5:45 PM IST) to extend the services except under exceptional cases where Service provider resources may extend their support beyond working hours under Emergency circumstances; Please confirm.	Additionally, onsite presence will be needed at no additional cost to IGL for two days once every quarter for user training, project discussions etc.
2	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	Level-0 and Level-1 support services shall be provided by Purchaser's team and Service Provider shall provide Level 2 & Level 3 OpenText application support, Is this a correct understanding.	Service Provider only needs to identify the level of support. Any support related to OpenText needs to be provided by Service Provider team.
3	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	Please share the information on support/incident/change request tickets count for OpenText solutions (Extended ECM for SAP and Document Presentment for SAP) for the last 6 months.	Count of issue and changes in six months: Number of SAP xECM issues: 30 Number of SAP xECM changes: 3 Number of Document Presentment issues: 24 Number of Document Presentment changes: 20 Number of Database issues: 10
4	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	What is the methodology used by Purchaser to define or classify support/incident/change request as Small, Medium and Large? Or any other term. How many Small, Medium and Large support/incident/change request were reported in last 6 months.	Issues and CRs irrespective of their classification as Small, Medium or Large need to be processed by the Service Provider in a timely manner. The count of Issues and CRs provided in the previous response can be divided into Small/Medium/Large in the proportion 30:40:30.
5	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	What is size of the OpenText solution userbase?	1000 Users
6	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	What is the ITSM/ticketing tool used to manage OpenText Support tickets?	All OpenText related support tickets are tracked and managed through email and spreadsheet. Prior approval of estimated efforts is required before commencement of work.
7	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	Are the below activities or scope going to be considered as separate project with additional effort and cost or shall be covered through change Request in the same support services contract efforts: a) Upgrade of "Extended ECM for SAP" and "Document Presentment for SAP" from current 16.2 version to latest version. b) Major enhancements like below: i. Bill Printing solution in OpenText Exstream (e.g., design, develop new bill forms, changes to existing forms, etc.) ii. OpenText Extended ECM for SAP solution (Implementation of Business Workspaces for additional SAP Business Objects, or changes to existing business workspaces, custom reports, etc.) c) Enterprise Document Management solution i. On-boarding of new departments, such as HR, Marketing, and Sales, into the document management system ii. Changes to existing implementation done for IT department e.g., custom reports, workflows, etc.	All the listed activities are part of scope of the project and no additional effort and cost will be entertained.
8	II	80	SCOPE OF WORK FOR GROUP II	Support, Maintenance, and Enhancements for OpenText Extended ECM for SAP and OpenText Document Presentment;	"System Backups and Disaster Recovery" for Group 2 OpenText support - Regularly backing up of OT System and data - Testing of DR plan - Maintaining readily available backup infrastructure For the activities listed above, the primary ownership is with IT support team, as it is IT infrastructure support activity. Application (OpenText) support team works with IT support team during DR drill or actual DR scenarios for application specific tasks. Please confirm if our understanding is correct and we would assume that IGL's existing IT support team would own the Backups and Disaster Recovery of OpenText application's IT infrastructure.	All activities relating to OpenText support and maintenance need to be executed by the service provider with minimal assistance from IGL IT team.

9		26	7.0 TENDER EVALUATION METHODOLOGY Page no. 9 Forms & Formats; Commercial Terms and Conditions page no. 101	7.5 01 (One) service provider is required for each group. F. AWARD: Subject to ITB Clauses, the Purchaser will place the order on the successful bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the order satisfactorily. Work shall be awarded to bidders based on minimum "profit and margin & any additional expense towards meeting statutory compliances". Required 01 service provider for each group 32.0 SPLIT OF AWARD NA 33.0 PURCHASER'S RIGHT TO VARY QUANTITIES DURING CONTRACT PERIOD 33.3 Purchaser (IGL) shall have full right to divide the total scope of work among two or more bidders as per the requirement. It will be ensured that share of business is awarded in line with the ranking of bidders in terms of their evaluated value 41.0 SINGLE POINT RESPONSIBILITIES 41.1 The bidder shall submit bid on single point sole / prime bidder responsibility basis. No consortium / joint bid shall be accepted. 41.2 The status of all the other bidder(s) / collaborator(s), if any, referred / identified by the bidder in their offer shall be that of bidder's sub-bidder / Contractor / sub-service provider 12 Bidder accepts that IGL may split the award / quantities among bidders Agree	Request you to provide better clarity on provisions of splitting or division of the order/scope, basis for splitting or division of the order/scope, named sub-bidder / Contractor / sub-service provider allowed or not, role and responsibilities in case of split or division of the scope based on the quoted disconnected statements.	Tender Conditions Prevail Split is not applicable. Only one service provider is required for complete scope of work for each group. Refer clause 19.0 of GCC for sub contracting.
10		18	4.0 ONE BID PER BIDDER	4.4 The provisions mentioned at sL no. a and b shall not be applicable wherein Bidders are quoting for different Items I Sections I Parts I Groups/ SOR items of the same tender which specifies evaluation on Items I Sections I Parts I Groups/ SOR items basis."	Bidder can participate in both Groups having common power of attorney holder. Please clarify.	Tender conditions prevail Yes bidder can participate.
11		21	C. PREPARATION OF BID DOCUMENT, 13.0 DOCUMENTS CONSTITUTING THE BID Page no. 21	13.6 All the documents submitted shall be duly signed and stamped on each page by the bidder or an authorized signatory of the bidder	Does Bidder has to upload signed and stamped IGL released tender/addendum /corrigendum/ clarifications copies along with the bid response.	Tender conditions prevail Yes bidder has to submit signed and stamped documents.
12		87	SECTION VII FORMS AND FORMATS, Page no. 87		We need MS-Word format for all the Forms and Annexures which are part of the bid submissions	Not allowed
13			Generic		Please provide Ticket Volume with Priority for all implemented SAP Modules (Segregation of Service Requests, Incidents and Problem tickets). 1. Please provide the L1, L2 and L3 split 2. Please specify the module level split for incidents & SRs Note: It would be useful if you can provide ticket dump.	No of incidents is not required in this case as the model is based on the on-site resources for most of the modules and on the basis of man day efforts for other offshore modules. We cant provide dump for tickets. However tentatively we have 150 incidents (PRD issues and CR's) on an average per month
14			Generic		We assume that Change Request/Application Development will be on demand, based on agreed rate card.	For on-site resources, rate card is fixed per month. For off shore resources it will be based on change request/incident and mutually agreed man day efforts and the rate for per man day
15	I	86	SECTION VI	SOR Group 1	For the 1000 man-days mentioned in SOR, please specify what will be the scope of work for this? Will it be for Incident Management or Change Request or both?	Scope of work will include Incident management (PRD issues) & Change requests for all modules mentioned in the detailed scope of work (Apart from On site resources).
16		63	1.2	SAP LANDSCAPE OVERVIEW	Please let us know the frequency of DR-Drill.	Annually
17		7	6.0 BIDDER EVALUATION CRITERIA (BEC)	6.1 TECHNICAL: ii. Bidder must have experience of having executed/ongoing at least one Order/Contract of Application Development/ Implementation/ Maintenance Services covering SAP ISU and CRM module (single or Separate Work Orders) with minimum 02 (two) lakh customers in preceding seven years from the date of issue of tender.	Request you to kindly consider the changes highlighted in green below: 6.1 TECHNICAL: ii. Bidder must have experience of having executed/ongoing at least one Order/Contract of Application Development/ Implementation/ Maintenance Services covering SAP ISU and CRM module (single or Separate Work Orders) with cumulative minimum 02 (two) lakh customers / users (from all Work Orders) in preceding seven years from the date of issue of tender.	Tender Conditions Prevail
18		7	6.0 BIDDER EVALUATION CRITERIA (BEC)	6.1 TECHNICAL: ii. Bidder must have experience of having executed/ongoing at least one Order/Contract of Application Development/ Implementation/ Maintenance Services covering SAP ISU and CRM module (single or Separate Work Orders) with minimum 02 (two) lakh customers in preceding seven years from the date of issue of tender.	It is understood that the minimum 02 (two) lakh customers asked is the value of users not the licenses of SAP. Kindly clarify.	02 Lakh is the number of billed customers in ISU

19		8	6.0 BIDDER EVALUATION CRITERIA (BEC)	6.3 TECHNICAL: i. Bidder must have experience of having executed at least a single Order/Contract of Application Development/ Implementation / Maintenance Services covering Open text ECM and DP of minimum value Rs 15.34 lacs in single order from India business in preceding seven years from the date of issue of tender	Request you to kindly consider the changes highlighted in green below: 6.3 TECHNICAL: i. Bidder must have experience of having executed at least a single Order/Contract of Application Development/ Implementation / Maintenance Services covering Open text's ECM and DP or any other component of minimum value Rs-15.34 lacs in single order from India business in preceding seven years from the date of issue of tender	Tender Conditions Prevail
20	I	9	6.0 BIDDER EVALUATION CRITERIA (BEC)	Note: Technical: For Group I Relevant copy of Work order and Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client / Form 3 and Form 4. Relevant copy of Work order / Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client.	Request you to kindly consider the changes highlighted in green below: Note: Technical: For Group I Relevant copy of Work order and Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client /Certificate from Chartered Accountant of bidder/ Form 3 and Form 4. Relevant copy of Work order / Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client /Certificate from Chartered Accountant of bidder.	Tender Conditions Prevail
21	II	10	6.0 BIDDER EVALUATION CRITERIA (BEC)	Note: For Group II Relevant copy of Work order and Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client/Form 3 and Form 4.	Request you to kindly consider the changes highlighted in green below: Note: For Group II Relevant copy of Work order and Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client/ Certificate from Chartered Accountant of bidder / Form 3 and Form 4.	Tender Conditions Prevail
22		91	Form 3	Form 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS	Request you to kindly consider the changes highlighted in green below: Form 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER/ CHARTERETED ACCOUNTANT FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS	Tender conditions prevail
23		93	Form 3	Form 4 CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES	Request you to kindly consider the changes highlighted in green below: Form 4 CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER/ CHARTERETED ACCOUNTANT REGARDING SUPPLY OF GOODS/WORKS/ SERVICES	Tender conditions prevail
24		52	6.0 CONTRACT CUM EQUIPMENT PERFORMANCE BANK GUARANTEE	Within twenty one (21) Days of receipt of the Letter of Acceptance / Notification of Award, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) equivalent to 10% of annualized order value.	Request you to kindly consider the changes highlighted in green below: Within twenty one (21) Days of receipt of the Letter of Acceptance / Notification of Award, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) equivalent to 5% of total order value. 2.5% of annualized contract value initially and 7.5% of annualized individual release/purchase order value (Total order value will be inclusive of all taxes, duties and charges towards transportation, unloading etc. up to IGL site/store)	Tender Conditions Prevail
25		34	13.0 INSPECTIONS AND TEST	The Purchaser or its representative shall have the right to inspect and/or to inspect the Work performed by Contractor to confirm their conformity to the requirements of the Agreement at no extra cost to the Purchaser. SCC and/or the Technical Specifications shall specify what inspections and tests the Purchaser requires and to the extent feasible, where they are to be conducted. All costs for such inspections and tests except the cost of travel, boarding and lodging of the Purchaser's representative / Inspector shall be to the account of the Contractor. The Purchaser shall notify the Contractor in writing, in a timely manner, of the identity of any such representatives, (if outside of Purchaser's organisation) retained by it for these purposes.	Request you to kindly consider the changes highlighted in green below: The Purchaser or its representative shall have the right to inspect and/or to inspect the Work performed by Contractor to confirm their conformity to the requirements of the Agreement at no extra cost to the Purchaser. SCC and/or the Technical Specifications shall specify what inspections and tests the Purchaser requires and to the extent feasible, where they are to be conducted. All costs for such inspections and tests, except the cost of travel, boarding and lodging of the Purchaser's representative / Inspector shall be to the account of the Purchaser Contractor . The Purchaser shall notify the Contractor in writing, in a timely manner, of the identity of any such representatives, (if outside of Purchaser's organisation) retained by it for these purposes.	Tender Conditions Prevail
26		34	15.0 LATENT DEFECT	If any latent defect (a defect which could not have manifested itself in the normal course of inspection and testing as per relevant codes, test procedures and contract specifications and normal usage as per industry practice will be referred to as latent defect) surfaces within five years of completion of contracted Work, the Contractor shall rectify and make good, as the case may be, within technically reasonable period to the satisfaction of the Purchaser and without any additional liability on the Purchaser, whatsoever.	There is already a warranty clause present in clause 42.3, Hence we would suggest to delete this clause: If any latent defect (a defect which could not have manifested itself in the normal course of inspection and testing as per relevant codes, test procedures and contract specifications and normal usage as per industry practice will be referred to as latent defect) surfaces within five years of completion of contracted Work, the Contractor shall rectify and make good, as the case may be, within technically reasonable period to the satisfaction of the Purchaser and without any additional liability on the Purchaser, whatsoever.	Tender Conditions Prevail

27		36	20.0 TIME SCHEDULE & PROGRESS REPORTING	<p>20.5 Notwithstanding the above, in case progress on the execution of contract at various stages is not as per phased time schedule and is not satisfactory in the opinion of the Purchaser / Consultant which shall be conclusive or Contractor shall neglect to execute the Contract with due diligence and expedition or shall contravene the provisions of the Contract, Purchaser / Consultant may give notice of the same in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of. Should Contractor fail to comply with such notice within the period considered reasonable by Purchaser / Consultant, the Purchaser / Consultant shall have the option and be at liberty to take the Contract wholly or in part out of the Contractor's hand and make alternative arrangements to obtain the requirements and completion of Contract at the Contractor's risk and cost and recover from the Contractor, all extra cost incurred by the Purchaser on this account. In such event Purchaser / Consultant shall not be responsible for any loss that the Contractor may incur and Contractor shall not be entitled to any gain. Purchaser / Consultant shall, in addition, have the right to encash Performance Guarantee in full or part.</p>	<p>Request you to kindly consider the changes highlighted in green below:</p> <p>20.5 Notwithstanding the above, in case progress on the execution of contract at various stages is not as per phased time schedule and is not satisfactory in the opinion of the Purchaser / Consultant which shall be conclusive or Contractor shall neglect to execute the Contract with due diligence and expedition or shall contravene the provisions of the Contract. Purchaser / Consultant may give notice of the same in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of. Should Contractor fail to comply with such notice within the period considered reasonable by Purchaser / Consultant, the Purchaser / Consultant shall have the option and be at liberty to take the Contract wholly or in part out of the Contractor's hand and make alternative arrangements to obtain the requirements and completion of Contract at the Contractor's risk and cost and recover from the Contractor, all extra cost incurred by the Purchaser on this account. In such event Purchaser / Consultant shall not be responsible for any loss that the Contractor may incur and Contractor shall not be entitled to any gain. Purchaser / Consultant shall, in addition, have the right to encash Performance Guarantee in full or part.</p>	Tender Conditions Prevail
28		37	23.0 TERMINATION FOR DEFAULT	<p>23.1 (a) TO DETERMINE THE CONTRACT in which event the Contract shall stand terminated and shall cease to be in force and effect on and from the date appointed by the Owner on that behalf, where upon the Contractor shall stop forthwith any of the Contractor's work then in progress, except such Work as the Owner may, in writing, require to be done to safeguard any property or Work, or installations from damage, and the Owner, for its part, may take over the work remaining unfinished by the Contractor and complete the same through a fresh Contractor or by other means, at the risk and cost of the Contractor, and any of his sureties if any, shall be liable to the Owner for any excess cost occasioned by such work having to be so taken over and completed by the Owner over and above the cost as worked out in terms of the contract.</p> <p>23.1 (b) WITHOUT DETERMINING THE CONTRACT to take over the work of the Contractor or any part thereof and complete the same through a fresh Contractor or by other means at the risk and cost of the Contractor and any of his sureties are liable to the Owner for any excess cost over and above the cost as worked out in terms of the contract, occasioned by such works having been taken over and</p>	<p>Request you to kindly consider the changes highlighted in green below:</p> <p>23.1 (a) TO DETERMINE THE CONTRACT in which event the Contract shall stand terminated and shall cease to be in force and effect on and from the date appointed by the Owner on that behalf, where upon the Contractor shall stop forthwith any of the Contractor's work then in progress, except such Work as the Owner may, in writing, require to be done to safeguard any property or Work, or installations from damage, and the Owner, for its part, may take over the work remaining unfinished by the Contractor and complete the same through a fresh Contractor or by other means. at the risk and cost of the Contractor, and any of his sureties if any, shall be liable to the Owner for any excess cost occasioned by such work having to be so taken over and completed by the Owner over and above the cost as worked out in terms of the contract.</p> <p>23.1 (b) WITHOUT DETERMINING THE CONTRACT to take over the work of the Contractor or any part thereof and complete the same through a fresh Contractor or by other means at the risk and cost of the Contractor and any of his sureties are liable to the Owner for any excess cost over and above the cost as worked out in terms of the contract, occasioned by such works having been taken over and completed by Owner</p>	Tender Conditions Prevail
29		39	29.0 LIMITATION OF LIABILITY	<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 repairing or replacing defective equipment.</p>	<p>Request you to kindly consider the changes highlighted in green below:</p> <p>Except in cases of wilful negligence or wilful misconduct, and in the case of Intellectual Property infringement, the Contractor shall not be liable to the Purchaser. whether in contract, tort, or otherwise, for Neither party shall be liable 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 repairing or replacing defective equipment.</p>	Tender Conditions Prevail

30	42	37.0 COMPENSATION LIABILITY FOR ACTION NOT TAKEN UPON TERMINATION FOR DEFAULT	<p>37.1 In any case in which any of the powers conferred upon the Owner by the clause entitled "Termination for Default" hereof shall have become exercisable and the same had not been exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any further case of default by the Contractor for which by any clause or clauses hereof he is declared liable to pay compensation amounting to the whole of his Performance guarantee and the liability of the Contractor for past and future compensation shall remain unaffected.</p> <p>37.2 In the event of the Owner putting in force the power vested in him under the preceding clause he may, if he so desires, take possession of all or any tools, and plants, materials and stores in or upon the works or the site thereof belonging to the Contractor or procured by him and intended to be used for the execution of the Work or any part thereof paying or allowing for the same in account at the Contract prices or in case of these not being applicable at current market prices to be certified by the Engineer-In-Charge may give notice in writing to the Contractor or his authorized agent, requiring him to remove such tools, plant, materials or stores from the premises (within a time to be specified in such notice), and in the event of the Contractor failing to comply with any such requisition, the Engineer-In-Charge may remove them at the Contractor's expense or sell them by auction or private sale on account of the Contractor and at his risk in all respects without any further notice as to the date, time or place of the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the Contractor.</p>	<p>Requesting deletion of this clause:</p> <p>37.1 In any case in which any of the powers conferred upon the Owner by the clause entitled "Termination for Default" hereof shall have become exercisable and the same had not been exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any further case of default by the Contractor for which by any clause or clauses hereof he is declared liable to pay compensation amounting to the whole of his Performance guarantee and the liability of the Contractor for past and future compensation shall remain unaffected.</p> <p>37.2 In the event of the Owner putting in force the power vested in him under the preceding clause he may, if he so desires, take possession of all or any tools, and plants, materials and stores in or upon the works or the site thereof belonging to the Contractor or procured by him and intended to be used for the execution of the Work or any part thereof paying or allowing for the same in account at the Contract prices or in case of these not being applicable at current market prices to be certified by the Engineer-In-Charge may give notice in writing to the Contractor or his authorized agent, requiring him to remove such tools, plant, materials or stores from the premises (within a time to be specified in such notice); and in the event of the Contractor failing to comply with any such requisition, the Engineer-In-Charge may remove them at the Contractor's expense or sell them by auction or private sale on account of the Contractor and at his risk in all respects without any further notice as to the date, time or place of the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the Contractor.</p>	Tender Conditions Prevail
31	43	42.0 OWNER MAY DO PART OF WOR	<p>Upon failure of the Contractor to comply with any instructions given in accordance with the provisions of this Contract the Owner has the alternative right, instead of assuming charge of entire Work, to place additional labour force, tools, equipment's and materials on such parts of the Work, as the Owner may designate or also engage another Contractor to carry out the Work. In such cases, the Owner shall deduct from the amount which otherwise might become due to the Contractor, the cost of such Work and materials with fifteen percent (15%) added to cover all Owners charges and should the total amount thereof exceed the amount due to the Contractor, the Contractor shall pay the difference to the Owner</p>	<p>Requesting deletion of this clause:</p> <p>Upon failure of the Contractor to comply with any instructions given in accordance with the provisions of this Contract the Owner has the alternative right, instead of assuming charge of entire Work, to place additional labour force, tools, equipment's and materials on such parts of the Work, as the Owner may designate or also engage another Contractor to carry out the Work. In such cases, the Owner shall deduct from the amount which otherwise might become due to the Contractor, the cost of such Work and materials with fifteen percent (15%) added to cover all Owners charges and should the total amount thereof exceed the amount due to the Contractor, the Contractor shall pay the difference to the Owner</p>	Tender Conditions Prevail
32	46	44.1 DEFECTS PRIOR TO TAKING OVER	Requesting deletion of this clause	Requesting deletion of this clause	Tender Conditions Prevail
33	55	13.0 PRICE REDUCTION SCHEDULE (CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)	Requesting addition of this clause	Notwithstanding anything contained under this Agreement the bank shall without prejudice to its other remedies under the Contract deduct 0.20% of value of delayed component subject to maximum of 5% of the Contract Value.	Tender Conditions Prevail
34	55	14.0 PENALTIES	Requesting addition of this clause	Notwithstanding anything contained under this Agreement, maximum aggregate deduction of SLA and Service Credit Amount and penalties shall be capped at 5% of monthly/ Qty invoice value.	Tender Conditions Prevail
35	37	22.0 PRICE REDUCTION SCHEDULE (PRS)	Time is the essence of the Contract. In case the Contractor fails to complete the Work within the Contractual Completion period, then, unless such failure is due to Force Majeure as defined herewith or due to Owner's defaults, the Contractor shall pay to the Owner, by way of compensation for delay and not as penalty, a sum @ ½% (half per cent) per complete week of delay of the value of the "the work portion" that is delayed per complete week subject to maximum of 5% (Five Per Cent) of the total contract value.	<p>Request you to kindly consider the changes highlighted in green below:</p> <p>Time is the essence of the Contract: In case the Contractor fails to complete the Work within the Contractual Completion period, then, unless such failure is due to Force Majeure as defined herewith or due to Owner's defaults, the Contractor shall pay to the Owner, by way of compensation for delay and not as penalty, a sum @ ½% (half per cent) per complete week of delay of the value of the "the work portion" that is delayed per complete week subject to maximum of 5% (Five Per Cent) of the total contract value.</p>	Tender Conditions Prevail
36	57	17.0 TERMINATION AND FAILURE CLAUSE	Time and date of delivery shall be the essence of the contract. If the contractor/ supplier fails to complete the work / deliver the entire quantity of goods ordered or a part thereof within the period agreed to for such part or total quantity as per the delivery / time schedule or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to any other right or remedy available to him recover damages for breach of the contract in form of recovering the compensation / Price Reduction Schedule / termination of the contract whichever is in the interest of the company, in accordance with the provision of contract.	<p>Request you to kindly consider the changes highlighted in green below:</p> <p>Time and date of delivery shall be the essence of the contract: If the contractor/ supplier fails to complete the work / deliver the entire quantity of goods ordered or a part thereof within the period agreed to for such part or total quantity as per the delivery / time schedule or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to any other right or remedy available to him recover damages for breach of the contract in form of recovering the compensation / Price Reduction Schedule / termination of the contract whichever is in the interest of the company, in accordance with the provision of contract.</p>	Tender Conditions Prevail
37	60	1.12.1.4 Oncall basis support	For modules where IGL users are capable of performing day to day operations and customizations are required to be done, the consultant may be asked to visit IGL office or any other site for resolving particular issue or assignment	Consultants may be asked to travel. Travelling, boarding and logging will be owned by IGL from the base location to any other location of IGL.	Tender Conditions Prevail

38		70	1.13 OTHER CONDITIONS OF THE CONTRACT:	Bidder shall strictly adhere to IGL's SAP Change Management Procedures	Please help with the SAP Change Management Procedures	As per SAP SOLMAN change Management procedure
39		70	1.13 OTHER CONDITIONS OF THE CONTRACT:	All the consultants shall strictly adhere to IGL's security norms.	Please help with the IGL's security norms to refer	As per ISO 27001 Information security norms
40		71	1.13 OTHER CONDITIONS OF THE CONTRACT:	Successful bidders has to deploy the support team resources in 15 days of FOI/award of contract, incase resources is not deployed as per the agreed schedule the penalty of 1.2 times of respective SOR line item will be charged.	Successful bidders has to deploy the support team resources in 45 90 days of FOI/award of contract , incase resources is not deployed as per the agreed schedule the penalty of 1.2 times of respective SOR line item will be charged. Overall penalties against all the sections / heading, parameters etc should be capped to 5% of overall invoice value of that particular month and same will be not be carried forward to next month.	Tender Conditions Prevail
41		72	1.14 MINIMUM SKILL REQUIREMENT --> i) For Basis:	i) For Basis: <<This is for complere scope of Basis>>	Non basis activities are mentioned on the stated section and hence this needs to be kept till the roles / responsibilities of a basis consultant. An SAP Basis Consultant is responsible for the administration, configuration, and maintenance of SAP systems. They ensure the stability, integrity, and efficient operation of the SAP environments that support core organizational functions.	Non Basis activities are accepted to be excluded which are mentioned in the tender document.
42		69	1.12.1.2 Onsite Support:	Consultant may be required to visit any other specified IGL site/location as specified under geographical scope in special cases	Consultants may be asked to travel. Travelling, boarding and logging will be owned by IGL from the base location to any other location of IGL	Tender Conditions Prevail
43		NA	General Queries	Delivery Model & Billing type	Please help to clarify the model. Will it be a FPP or T&M model. Accordingly, we need to draft and define the governance model	It's a hybrid model On site resources are billed on fixed man month prices and offshore resources on the basis of man days/hours
44		68	General Queries	Documentations	It is assumed that all the baseline documents are existing with the latest versions are available with IGL before the partner takes over.	Major Change request documents and baseline documents are available with IGL.
45		55	14.0 PENALTIES	14.0 PENALTIES <<For entire section>>	Overall penalties against all the sections / heading, parameters etc should be capped to 5% of overall invoice value of that particular month and same will be not be carried forward to next month.	Tender Conditions Prevail
46	I	86	SCHEDULE OF RATES	FOR GROUP I	Considering the format of SOR, it is assumed that resources are fixed in quantity and they will be doing the BAU support activities. There is an additional ask of CRs to be executed by the same set of resources, it is assumed that it will be done within the same capacity and the prioritization of tasks w.r.t BAU, CRs, Migrations etc will be done by IGL. All the additional capacity will be billed by Coforge. SLA miss will not be considered in such scenarios	No extra billing will be done for On Site resources as the prioritization will be done by IGL and timelines decided mutually. SLA's will be applicable in all offshore and on call resources
47		69	1.12.1.2 Onsite Support:	Consultant may also be required to stay beyond office hours whenever urgent issues deman	Urgent issues to be defined. All such extensions to be discussed and agreed mutually. All the extended hours should be counted under the utilized capacity	Tender Conditions Prevail
48		70	1.12.2.1 Onsite Support:	The consultant may also be required to visit and work during holidays on requirement basis.	All such extensions to be discussed and agreed mutually. All the extended hours should be counted under the utilized capacity	Tender Conditions Prevail
49		86	SCHEDULE OF RATES	FOR GROUP I --> S.No 10 --> Multiple Modules	1000 Man days are required across multiple modules. Request to share the break up based on modules so that capacity can be planned	These ar not fixed as it depends on th enumber of incidents for each module IN previous practices; PM, PS, PI/PO, HR/EP Portal are major modules where resources are required. But all the modules of scope of work should be covered under this.
50		71	1.13 OTHER CONDITIONS OF THE CONTRACT:	All the consultants should be employee of contractor. No third party employee shall be deployed for IGL work.	Skills mentioned in tender document are niche and hence requesting IGL for allowing us for subcontracting the same.	Tender Conditions Prevail
51		71	1.13 OTHER CONDITIONS OF THE CONTRACT:	Service provider resources may extend their support beyond working hours under Emergency Support	All the extended hours should be counted under the utilized capacity and should be billed under Oncall support Man days bucket	Tender Conditions Prevail
52		84	Special Conditions of Contract (SCC)	The all Consultant should have minimum 08+ years of open-text module including One implementation and Upgradation experience in opentext module. Bidder should provide experience letter of all consultants.	The all Consultant should have minimum 02+ 08+ years of open-text module including One implementation and / or Upgradation experience in opentext module. Bidder should provide experience letter of all consultants.	Tender Conditions Prevail
53					Provide the SAP Architecture diagram / Landscape details	Refer page no. 63 of tender document.
54					What SAP versions are in use for each instance? (e.g. 6.0, S/4 etc.)	SAP ECC 6.0 EHP 7.0
55					Which SAP components or applications are implemented, E.g. SAP ECC, CRM, SRM, BW, C4C, Solman/Cloud ALM etc.	Refer page no. 65 of tender document.
56					Which SAP Modules are implemented and in scope- FICO, SD, MM, PP, etc?	Refer page no. 65 of tender document.
57					Do you have any other SAP Products implemented, eg: SuccessFactors, Ariba, etc	No
58					What's the SAP Support Package level for each instance?	Cannot be shared at this stage
59					What OS (type and version) is employed per instance?	HPUX B.11.31 U
60					Please provide the IT Landscape and DB Sizing.	Refer page no. 64 of tender document.
61					Where are you SAP systems hosted? On premise / On cloud	On premise
62					Who manages your infrastructure? Is it inhouse or outsourced?	Both
63					What is the ticketing tool that you use to handle infrastructure issues?	SAP SOLMAN for SAP incidents (Manage Engine for end user related tickets, no tool for SAP infra)

64				What is the VPN that you use to connect to your systems remotely?	Forticlient VPN
65				What is the database for your SAP systems?	Oracle 18.5.0.0.0
66				What is the frequency of SAP audits? Any support required during Audit period?	Annually . Additional support is required (as and when required, in case of new config or development/report etc.)
67				Is Basis and system administration support required?	Yes as mentioned in detailed scope of work.
68				How is the current Authorisation managed?	Authorized management is done by Basis team internally. As per Authorisation request by the business user.
69				What is the frequency of QA refresh?	Annually
70				Do you perform DR testing? What's the frequency? Is the detailed documentation available?	Annually. Internal document exist for reference.
71				What is the maintenance window for Production? (for minor patching/updates)	Half Yearly, as and when required.
72				Is the role matrix designed as per the functional processes in the landscape ?	business process related roles exist
73				Please provide ticket dump for last 3 months	cant be shared at this stage
74				Are all modules implemented for GRC (ARM , ARA , EAM , BRM)?	No, ARM configured but not in use as of now
75				What activities are expected to be covered under GRC support?	Segregation of Duties (SOD)
76				Any customizations/changes/process improvements/bug fixes in existing GRC functionalities will be part AMS support?	Yes
77				Number of Users in system	Approx 750 internal users
78				Geographical presence, where we have legal entity presence	Delhi NCR, Meerut, Muzaffarnagar GA, Banda GA, Ajmer GA, Karnal & Kaithal GA, Rewari GA, Kanpur GA
79				Do you have an inhouse SAP team or Module Leads or Process Leads? If yes, how many team members?	Approximate 6 members in SAP team
80				How many functional and development resources do you currently have to support the application?	Approx 10
81				Who is the current Support Partner? Is the support outsourced or inhouse?	Accenture India Pvt. Ltd.
82				What is the current support model ? Onsite, Offshore?	Hybrid
83				Where is the support team located? Is the team distributed geographically? Where is the support team expected to be located in case of onsite resource and what skillset?	ISID Vasant Kunj, New Delhi
84				What is the ticketing tool used?	Solman
85				Are Incident and Change Management processes established and followed?	Yes
86				Are SLAs defined and being monitored? What is the SLA Target and achievement?	Yes to be achieved as per scope of work
87				Please share Tickets and CRs dump for last 6-12 months. If dump cannot be shared, please provide monthly Metrics like Module wise and Priority Wise statistics	approx 150 tickets per month which includes approx 20 Change requests per month
88				When Go Live was done?	2006
89				Till what date we have Hypercare Active?	NA
90				How many legal entities we have? (Number of company codes & Plants)	Company Code- One Plants- 15
91				Are all company codes configured on a single instance or multiple? If on multiple instances then confirm which are to be part of scope for support.	Single Company code
92				What is the level of support expected L1, L2, L3 or all?	All
93				What is the Service Window/ Support Window expected. Is on call support expected?	Yes both onsite and oncall/offshore support is required
94				Do you have a Cloud Managed Service Partner? Or Do you wish to include the same in PwC Scope of Managed Service?	No
95				Please provide a detailed list of all RICEF objects (Number, Complexity, Module, etc)	Not required at this stage in the required support model
96				How many interfaces are in use, please provide a list clearly highlighting the inbound and outbound systems from SAP and their functionality? What types of Interfaces (EDI, Flat File, etc)? Are they connected using SAP Netweaver PI (XI). Is interface support also expected?	We are using PI for integration with third party applications & CRM with multiple file formats.
97				Do we have SAP BW or any other data warehousing system?	BI
98				Is data warehouse support to be part of current scope?	Yes
99				Is there any reporting tool used? Eg: SAP BI, PowerBI etc. If yes then share the details of the system.	SAP BI
100				How many reports/ dashboards are developed in the BI system? How many users access the same?	10-12 reports
101				Is SAP Fiori being used? If yes then share the list of custom and standard apps delivered to client.	yes
102				Is there a Digital IT Roadmap defined or being defined.	Yes its defined
103				Is there any support expected outside SAP Landscapes?	NO
104				Howmany open items in terms of Tickets - CR - RICEFs are open or in progress at this moment which will be transferred to AMS?	Shall be provided later to the awarded bidder.
105				Do we have clear agreement with client that those open items will be delivered by AMS team with agreed commercials and timeline?	NA
106				Do we have implementation Closure sign off from client?	NA
107				What is the status of project documents like BPML - BBPs - FS - TS - Config Doc - User manuals - Test Scripts? Are these shared with client and we got sign off on these?	Yes we have all the documents related to major change requests

108					From which date client is expecting AMS to be start? Hope we have 5 to 7 weeks of time for AMS Model preparation - contracting and resources mobilization before initiating AMS.	two weeks from the date of award of services as per tender
109					Have we finalize any AMS model like ticket based or deployment or hybride model with client or discussion is yet to be done with client?	Hybrid Model
110					We will need rough idea on AMS model expectation in either number of tickets or CR Man Days or deployment requirement per year from client to prepare base AMS Model	approx 150 tickets per month which includes approx 20 Change requests per month
111					Client is expecting to continue support from few team members from existing implementation team. Have we identified module and members from the team?	No such expectations
112					Please provide list of RICEF & New requirements which will be delivered apart from implementation scope. Do we have approval from client to take up such items with additional cost and will be delivered by seperate timeline?	NA
113					What will be the Basis support needed from AMS team?	All BASIS Activities
114					User IDs - Authorization - Transport management will be done by PwC or client's own internal team?	By IGL Team
115	II	8	FOR GROUP II 6.3 TECHNICAL	iii. Bidder should have Capability Maturity Model Integration (CMMI) Level 3 certification valid as on date of floating of tender.	Is this requirement mandatory? Does it contribute to the bidders' eligibility criteria? If so, could you provide details on the associated evaluation points?	Tender Conditions prevail Yes It is mandatory as per BEC mentioned in tender document
116	II	8	6.4 FINANCIAL:	F. Bidder shall submit minimum following documents to establish their credentials to meet BEC: For Group II - Relevant copy of Work order and Completion certificate from client/ Reference Letters or emails of satisfactory Performance from the Client/Form 3 and Form 4.	In case the completion certificate/word order certificate is not available from the client/ employer, will the certificate signed by the statutory auditor of the bidder, certifying single Order/Contract of Application Development/ Implementation / Maintenance Services covering Open text ECM and DP including LOA/ PO/ WO no. along with the total awarded value and total executed value separately (under a single Contract/ PO/ WO/ LOA) suffice?	Tender Conditions Prevail Bidder to submit Form3 and Form 4 as per attached format given in tender document along with copy of Work order and Completion certificate from client .
117	II	19	9.0 EARNEST MONEYDEPOSIT / BID SECURITY	Declaration as per Annexure-III to be mandatorily submitted by such bidders along with their MSME/NSIC Certificate.	Could you please provide Annexure-III? We are unable to locate it in the RFP. Will these annexures be available on the portal at https://petroleum.ewizard.in ?	Please refer Page no. 106 of tender document (Forms and Formats section)
118	II	45	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC) 51.0 INSURANCE	Contractor shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of the Owner as follows: Contractor at his cost shall arrange, secure and maintain insurance as may be necessary and to its full value for all such amounts to protect the works in progress from time to time and the interest of Owner against all risks as detailed herein	Could you please specify the types of insurance that are required under the contract, along with the associated coverage limits for each type?	Tender Conditions Prevail
119	II	53	SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC) 9.2 For Group II	a. The payment shall be made on pre-approved man-days for change request and new developments/upgrades. Payments shall be done after completion of developments and UAT. b. The payment shall be made on actual man-days efforts within 45 days for production issues, AMC and regular monitoring works for applications and database. Payments shall be done on monthly basis.	1. Can payment terms be modified to 30 days? 2. Will payment be done at the beginning of the month in advance or at the end?	Tender Conditions Prevail
120	II	80	2.4 Extended ECM for SAP		Could you please share the version and number for environment details for SAP ECC/S4HANA alongwith service pack?	SAP ERP ECC 6.0 EHP 7
121	II	80	2.4 Extended ECM for SAP		What are the other SAP business objects currently integrated with xECM apart from Business Partner?	List of SAP Business Objects implemented in xECM is given below: 1. Purchase Requisition 2. Purchase Order 3. Service Requests 4. Business Partner 5. Maintenance Order Operations
122	II	80	2.4 Extended ECM for SAP		Apart from SAP CRM are there any other SAP systems integrated with xECM?	CRM and ECC are integrated with OpenText xECM
123	II	80	2.4 Extended ECM for SAP		Are there any Archivelink scenarios implemented for xECM for SAP? If yes, please share the list of document types.	Yes, It is implemented for PrintDoc, Purchase Order
124	II	80	2.4 Extended ECM for SAP		Are there any print lists or outgoing document scenarios currently implemented for xECM for SAP? If yes, please share the details?	No Print List.
125	II	80	2.4 Extended ECM for SAP		Can you share the Storage type, Storage Size and database Size details for xECM for SAP?	Storage Type: IBM Flash 7200 Document Storage: 27TB Database Size: 3TB
126	II	80	2.4 Extended ECM for SAP		Are there any Custom Modules or 3 Party modules implemented in the xECM landscape? If yes, please share the details?	The following custom/ third party modules exist in the system: 1. Smart UI Bundle for IGL Branding 2. IGLCustom (Agents) 3. Extended ECM ABAP Property Providers 4. WebReports
127	II	80	2.4 Extended ECM for SAP		Can you share the details (count and process flow) of the currently implemented workflows and records management processes ?	Workflow and records management still to be implemented
128	II	80	2.4 Extended ECM for SAP		Are you using modules like Brava, Blazon, electronic signatures with xECM? If yes, please share the details?	Not implemented
129	II	80	2.4 Extended ECM for SAP		Currently is the xECM for SAP system is hosted on-premise of IGL?	Yes

130	II	80	2.4 Extended ECM for SAP		Can you please share the system report of the system? Steps to generate system report: - 1.Login with Admin credentials to the Content Server using a single server instead of the Load Balancer URL. 2.Navigate to Admin.index page (Admin □ Content Server Administration). 3.In the "Server Configuration" section navigate to "System Report" 4.Choose Option "Full System Report" and click on "Generate". 5.Once the process is complete it will generate a sysreport text file in the Logs directory of the server. 6.Copy this file from the server and share.	System report will not be provided at this time.
131	II	80	2.4 Extended ECM for SAP		What mechanism is used for user synchronization in the organization like Active Directory, Azure AD, etc?	It is not in place.
132	II	80	2.4 Extended ECM for SAP		Is SSL(https) implemented across the landscape to have secure communication?	Yes
133	II	80	2.4 Extended ECM for SAP		Is the system exposed to the internet for any external user's access?	No
134	II	80	2.4 Extended ECM for SAP		Are there any desktop applications like Enterprise Connect, Enterprise Scan, etc. used? If yes, can you provide details?	Enterprise Connect is used
135	II	80	2.4 Extended ECM for SAP		Are there any custom integrations built using CWS/Rest API/LAPI? If yes, please provide details.	The following Webservice/RestAPI integrations have been implemented: 1. MCFU customer facing portal 2. Delivery of invoice by Email using Email provider RestAPIs for Domestic, Commercial and Industrial customers. 3. Delivery of invoice by SMS using SMS provider RestAPIs for Domestic, Commercial and Industrial customers. 4. Delivery of invoice by WhatsApp using WhatsApp provider RestAPIs for Domestic, Commercial and Industrial customers. 5. Delivery of invoice to FTP folder for printing.
136	II	80	2.5 Customer Communication Management/Document Presentation for SAP		How many templates/forms are implemented in the IGL environment? Can you please share the details around same?	A total of five Forms and Smart UI widgets of medium to high complexity have been implemented in the system.
137	II	80	2.5 Customer Communication Management/Document Presentation for SAP		Are there any customizations done in the CCM/Document Presentation?	Extensive development of customizations and enhancements have been implemented in the CCM/ DP system for process execution tracability, document delivery, document upload, dashboard and other functionality. Also, five complex invoice templates containing English and Hindi languages have been implemented.
138	II	80	2.5 Customer Communication Management/Document Presentation for SAP		Are there any integrations done with CCM/Document Presentation?	The following integrations are in place for Document Presentation: 1. SAP - Exstream (IDOC using RFC Gateway) 2. Exstream - OTAC 3. Exstream - OTCS 4. Exstream - Email/SMS/WhatsApp/FTP (using RestAPIs)
139	II	80	2.5 Customer Communication Management/Document Presentation for SAP		Can you please share the system architecture details for CCM/Document Presentation?	Please refer attached document.
140	II	81	2.7 Scope of Work A. Maintenance: A.1 Proactive System Monitoring and Maintenance: Daily Health Checks		Could you please share the Architecture and the number of environments in the currently implemented for xECM for SAP?	DEV/QA and Production
141	II	82	2.7 Scope of Work B. System Backups and Disaster Recovery		How many DR drills do you plan for in a calendar year?	We plan atleast two drills in a calendar year
142	II	83	2.7 Scope of Work E. Upgrade		For the upgrade of the xECM system can we assume that the OS and Database (Red Hat Enterprise Linux and Oracle) flavour will remain same and it will be on-premise upgrade only?	Yes, that is correct
143	II	86	SCHEDULE OF RATES	FOR GROUP II	It is mentioned as On-call support required for xECM and Document Presentation, could you please clarify on the ask here?	On-call support for xECM and DP will be for the following: 1. Troubleshooting of end-user issues and assistance to end-users. 2. Identification of root causes and remediation of issues in xECM business workspace creation, accessibility, document upload. 3. Troubleshooting of issues in DP in invoice PDF creation, delivery via Email/SMS/WhatsApp. 4. OpenText databases 5. OTCS, OTAC, OTDS processes in RHEL including review of core dump in Linux. 6. Troubleshooting of system performance related issues.
144	II	86	SCHEDULE OF RATES	FOR GROUP II	In the "Schedule of Rates" for Group II, the Quantity is mentioned as 400 Man Days for Extended ECM(for support and upgrade), is there flexibility to change this man days effort based on the requirements and responses on the questionnaire?	No. The efforts will be as per the tender document.
145					Could you provide the monthly ticket count and the severity breakdown for xECM for SAP over the past two years?	Provided in response to a previous question.

146			1.0 INSTRUCTIONS FOR ONLINE BID SUBMISSION	A. INTRODUCTION 4.0 ONE BID PER BIDDER 4.1 Each Bidder shall submit only one bid in the same Bidding Process either by himself or as a member of consortium/joint venture, (wherever consortium or joint venture is allowed). A Bidder who submits or participates in more than one Bid in the same Bidding Process will cause all the proposals in which the Bidder has participated to disqualified	Is Consortium allowed? In any form	Tender Conditions prevail Consortium is not allowed
147			10.0 PRE-BID MEETING:	Instructions to bidders for Pre-bid meeting through video conferencing: Page no. 11 The venue of pre bid meeting is IGL office at Plot No. 4, Sector-9, R. K. Puram, New Delhi-110022 Page no. 10	Is there an option to attend the Pre-bid meeting at IGL office? Or it is going to be conducted through video conferencing?	Tender Conditions prevail
148			6.0 BIDDER EVALUATION CRITERIA (BEC), Page no. 7	Bidder must have experience of having executed/ongoing at least one Order/Contract of Application Development/ Implementation/ Maintenance Services covering SAP ISU and CRM module (single or Separate Work Orders) with minimum 02 (two) lakh customers in preceding seven years from the date of issue of tender In case the bidder is executing a rate contract which is still running and the quantity/value executed till one day prior to the due date of submission is equal to or more than the minimum prescribed quantity/value as mentioned in the BEC, such experience will also be taken into consideration provided that the bidder has submitted satisfactory Execution certificate to this effect issued by the end user/owner/ authorized consultant	Is this Acceptable to Purchaser for the criteria: In case the bidder has executed a project or is executing a rate contract which is still running and the quantity/value executed till one day prior to the due date of submission is less than the minimum prescribed quantity/value as mentioned in the BEC , such experience will also be taken into consideration provided that the bidder has submitted satisfactory Execution certificate to this effect issued by the end user/owner/ authorized consultant	Tender Conditions Prevail
149	I	63 to 71	SCOPE OF WORK FOR GROUP I	1.4 OVERVIEW OF SCOPE	Level-0 and Level-1 support services shall be provided by Purchaser's team and Service Provider shall provide Level 2 & Level 3 SAP support services, Is this a correct understanding.	Service provider shall provide support at all levels. Purchaser's team will only provide the system access and priority of incidents
150	I	63 to 71	SCOPE OF WORK FOR GROUP I	1.4 OVERVIEW OF SCOPE	Please share the information on support/incident/change request tickets count for SAP modules under scope of support services for the last 6 months.	On an average 150 tickets per month including PRD issues and Change requests
151	I	63 to 71	SCOPE OF WORK FOR GROUP I	1.4 OVERVIEW OF SCOPE	What is the methodology used by Purchaser to define or classify support/incident/change request as Small, Medium and Large? Or any other term. How many Small, Medium and Large support/incident/change request were reported in last 6 months.	This methodology is irrelevant in the RFP model as we have on site resources with fixed cost per month and offshore resources based on man hours/ mandays . Purchaser will define the priority and criticality of the incident/change request
152	I	63 to 71	SCOPE OF WORK FOR GROUP I	1.4 OVERVIEW OF SCOPE	What is the ITSM/ticketing tool used to manage SAP Support tickets?	SAP SOLMAN
153	I	63 to 71	SCOPE OF WORK FOR GROUP I	1.4 OVERVIEW OF SCOPE	Are the below activities or scope going to be considered as separate project with additional effort and cost or shall be covered through change Request in the same support services contract efforts: a) Upgrade to new releases or SAP HANA b) Implementation of new statutory rules, taxation, etc., as per central and state Government rulings c) Interfacing/integration with new or existing third party application releases/upgrades d) Roll-out to new sites or region	Any module covered under onsite resource model will have no extra or additional effort/cost . Offshore resource cost will be based on man day efforts. However the effort estimation will be done mutually with final decision of purchaser.
154	I	68, 69	1.12 SPECIAL CONDITIONS OF THE CONTRACT	1.12.1 Delivery Model and Service Level Agreement: 1.12.1.1 Deliver model:	Onsite or Remote Support Services Window shall be Mon to Fri (9:15 AM IST to 5:45 PM IST) to extend the services except under exceptional cases where Service provider resources may extend their support beyond working hours under Emergency circumstances; Please confirm.	Support service window shall be as per IGL calendar.
155	I	68, 69	1.12 SPECIAL CONDITIONS OF THE CONTRACT	1.13 OTHER CONDITIONS OF THE CONTRACT: Bidder shall strictly adhere to IGL's SAP Change Management Procedures.	Please provide details on change request procedures, classification into simple, medium or complex terms or any other terms.	SOLMAN change request procedure is followed based on criticality of incidents/change requests
156	I	68, 69	1.12 SPECIAL CONDITIONS OF THE CONTRACT	1.13 OTHER CONDITIONS OF THE CONTRACT: Bidder will have to manage the Incidents priorities as per the advice of IGL coordinator.	Is there going to be Single Point of Contact (SPOC) Or Coordinator nominated by Purchaser responsible for acceptance. Approvals, tickets management, reporting, etc.	Yes
157	I	68, 69	1.12 SPECIAL CONDITIONS OF THE CONTRACT	1.13 OTHER CONDITIONS OF THE CONTRACT: For first year onsite support, the requirement shall be as per the SOR, however based on the business requirement onsite resource/module may be modified by giving 30 days notice prior. <input type="checkbox"/> For second year onsite support resources, based on the business requirement IGL will inform the module/ function for which the consultant are to be deployed. This deployment shall be within the total man months mentioned in the SOR. <input type="checkbox"/> The no of man days indicated in SOR for call basis support is indicative and may vary as per IGL requirement. IGL has right to ask for replacement.	What is the timelines and methodology to communicate the resource deployment plan? as this has direct impact on mobilisation of the resources and meeting the SLA.	As per tender conditions, resource mobilization has to be done within 15 days of award of Services. Any other later communication will be done through email/work order from EIC.Hence Tender conditions Prevail
158	I	68, 69	1.12 SPECIAL CONDITIONS OF THE CONTRACT	1.13 OTHER CONDITIONS OF THE CONTRACT: Successful bidders has to deploy the support team resources in 15 days of FOI/award of contract, incase resources is not deployed as per the agreed schedule the penalty of 1.2 times of respective SOR line item will be charged	Penalty is applicable only if there is default as per the discussed and agreed resource deployment plan.	Tender Conditions Prevail

159	I	63	1.0 SCOPE OF WORK FOR GROUP I	1.2 SAP LANDSCAPE OVERVIEW	Service Provider is not responsible for the SAP landscape architecture performance, optimization and shortcomings	Process and Resource optimization will be in the scope of service provider from time to time or need basis.
160	I	68, 69	1.12 SPECIAL CONDITIONS OF THE CONTRACT	1.13 OTHER CONDITIONS OF THE CONTRACT: Service Provider shall be given 15 days of time to get familiar with the SAP landscape and implementation at IGL offices and remote site's. No separate payment shall be admissible for Service Provider personnel to visit the site for Knowledge transfer	To provide desired level of support depends upon implemented module functionality (standard/ customized/ integration with other SAP modules or 3rd party application) stability and mapped process meeting user requirement and user knowledge and training in using the functionality. Existing implemented process or application documentation Step-by-step process flow screenshots document, BRD (Business Requirement Document), FS Functional Specifications), TS (Technical Specifications) and End user Manuals shall be provided. Data for Test Cases, UT (Unit Testing), UAT (User acceptance Testing) results shall be made available for the Bidder Team understanding and knowledge sharing.	Tender Conditions Prevail