REPLIES TO PREBID QUERIES
TENDER NO - IGL/ET2/CP/CM18955
HIRING OF MICROSOFT BASED E-MAIL SERVICES AT IGL

Sr. No.	Page no.	Clause no.	Tender Description	Query/ Suggestion	IGL REPLY
1	12 26	12.1 43	IGL reserves the right to place the order for part quantity. Purchaser (IGL) reserves the right to increase or decrease the scope of work of bidders before or after award of work. PURCHASER'S RIGHT TO VARY QUANTITIES DURING CONTRACT PERIOD	Since this RFP is not related to hardware, we believe this requirement is not applicable. Kindly confirm whether our understanding is correct.	Tender conditions prevail.
2	12	12.3	IGL reserves the right to split the total scope of work among more than one bidder.	As per Page No. 10, it is stated that "Split of Award: Not Applicable." Therefore, we request you to amend the clause accordingly.	Split of Award: Not Applicable
3	36 59	19.1 13	The Contractor shall notify the Owner in writing of all sub-contracts awarded under this Agreement if not already notified in the Contractor's bid and incorporated in the Agreement. Such notification and incorporation shall not relieve the Contractor from any liability or obligation under the Agreement. The contractor shall not, save with previous consent in writing of the owner i.e. IGL, sublet, transfer or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever. Provided, nevertheless, that any such consent shall not relieve the contractor from any obligation, duty or responsibility under the contract.	Request you to kindly confirm whether subcontracting is permitted under this RFP.	Subcontracting is permitted only with the prior written consent of IGL. The Contractor shall not sublet, transfer, assign or subcontract the Contract or any part thereof without obtaining prior written approval from IGL. Further, such approval shall not relieve the Contractor of its obligations and responsibilities under the Contract. Accordingly, the tender condition shall prevail.
4	40	28	28.0 TERMINATION FOR OWNER'S CONVENIENCE	Once the order is placed with the OEM, it becomes non-cancellable. Therefore, we request you to kindly remove this clause.	Tender conditions prevail.
5	48	53	INSURANCE	Since this RFP is not related to hardware, we believe this requirement is not applicable. Kindly confirm whether our understanding is correct.	This is an IGL standard clause. Accordingly, the tender condition shall prevail.
6	63	2	Vendor shall provide back-to-back OEM support to ensure timely escalation and early resolution of issues.	What level of OEM support is required under this RFP? Kindly confirm the scope and support coverage expected from the OEM.	Clarification - Vendor should have MS Premier Support. If issue not resolved timely by its team, bidder has to take support/help from OEM to address the issue. Bidder shall provide supporting document for the same.

7	64	6	The Vendor shall deploy one (01) dedicated Level-2 (L2) resource having minimum 3 years' experience on Microsoft O365 services as running in IGL. Microsoft 365/O365 Support Engineer at IGL premises during business hours (Monday to Saturday, excluding declared holidays) throughout the contract period. The Vendor shall ensure continuous availability of the resource and provide a qualified replacement during any absence, leave etc.	Could you please confirm whether manpower outsourcing is permitted under this RFP?	Clarification - Bidder to deploy L2 resource as part of managed support services. The resouce should be on bidder's payroll. Manpower outsourcing/subcontracting for this requirement is not permitted.
8	64	6	Indicative SLA: □ Critical Issue Response Time: Within 30 minutes □ Critical Issue Resolution Time: Within 48 hours (subject to OEM dependency) □ Normal Issue Resolution Time: Within 24 hours	The OEM cannot provide a commitment on issue resolution timelines. However, they can commit to the response time and will use their best efforts to resolve the issue as quickly as possible.	Clarification - The indicative SLA is for bidder. If the issue is escalated to the OEM then it should be resolved as soon as possible.
9	72	Form 3, Form4	FORM 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS FORM 4 CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES	We believe that if the CA/SA provides Form 3, then Form 4 may not be required, as all the information requested in Form 4 is already covered in Form 3. Kindly confirm whether our understanding is correct and provide your guidance on this matter. If still Form 4 is require then can we provide this certificate from CA.	As per the tender conditions, both the forms are required to be submitted and duly certified by the Chartered Accountant (CA)/Statutory Auditor (SA).
10	85	Annexure-I	DECLARATION OF BID SECURITY	We understand that the undertaking is applicable only for bidders seeking exemption under MSME provisions. Since we are not registered as an MSME and intend to submit the EMD through a Bank Guarantee (BG)/Demand Draft (DD), we believe submission of this undertaking is not required. Kindly confirm whether our understanding is correct.	The Bid Security Declaration is mandatory for all bidders, irrespective of whether the bidder is seeking exemption under MSME provisions or submitting the EMD in the form of BG/DD. Accordingly, the Bid Security Declaration shall be submitted as per the tender conditions.

11	-	-	EMD and PBG	Our bank will issue the Bank Guarantee (BG) on a stamp paper of ₹150. Kindly confirm whether this will be acceptable to IGL. Further, as per our understanding, IGL accepts EMD/PBG issued by any Scheduled Commercial Bank. Kindly confirm whether our understanding is correct. Additionally, please confirm whether the following IFSC code can be used for the issuance of EMD/PBG in both cases: IFSC: ICIC0000007 Kindly confirm.	Bank Guarantee (BG) on a stamp paper will be acceptable to IGL. Understanding is correct. Refer clause no. 11.3 of IFB.
12	56	6	DURATION OF CONTRACT: The contract shall be valid for a period of 01 (one) year from the date of issue of first notification of award / Letter of Acceptance (LOA).	Please confirm whether is it fresh requirement or is it renewal? If renewal, then it will start from the very next day from the date of expiry of license and also confirm the expiry date of old license.	Clarification - Please refer pt no. 9, page 65 of Tender document.