



**REPLY TO BIDDER'S PRE-BID QUERIES
AMC OF HARDWARE INFRASTRUCTURE AT IGL DC & DR SITE**

**Owner: INDRAPRASTHA GAS LTD
Dated : 27.11.2024**

BID DOCUMENT NO. IGL/ET2/CP/CM18266

Sl No	Page No.	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1	51	6.0 DURATION OF CONTRACT	The contract shall be valid for a period of 02 (two) years from the date of issue of first notification of award / Letter of Acceptance (LOA).	Kindly confirm the contract period (from - to).	The contract shall be valid for a period of 02 (two) years from the date of placement of order or placement of Letter of Acceptance (LOA).
2	52	9.0 PENALTY	A penalty of Rs.5000 shall be applied per ticket for every 8 hours delay beyond 24 business (working) hours, in resolution of the failure/issue	Kindly confirm the upper cap of penalty imposed.	Tender Condition Prevails
3	52	12.0 SPECIAL CONDITIONS OF THE CONTRACT	Back ground check of human resources / man power, who will be handling IGL information System. The background check activity shall be carried out by respective vendor and reports shall be shared with IGL before deployment of resources. The back ground check activity shall cover - criminal background checks, credit checks, verification of dates worked for previous employers, education and degree verification etc.	Whether the vendor has to deploy any resources onsite to provide the support? Or we have to arrange resources on demand basis only?	The expert technical resources shall be assigned onsite against any issue/incident/fault raised by the IGL team i.e. on demand basis only.
4	60	3.0 SCOPE OF WORK	The AMC services also includes preventive and corrective maintenance.	Kindly confirm the frequency of preventive maintenance required.	The request for preventive maintenance shall be made before proceeding with any specific activities. However, it can be conducted on a quarterly basis.
5	60	3.0 SCOPE OF WORK	All the parts should reach directly at IGL sites at both DC and DR locations from OEM warehouse /store for required replacement of part.	Any of the devices required OEM B2B support as mandatory? In non B2B cases, replacement spares will be generic and equivalent in performance and updates / upgrades shall be on best effort basis only.	We are seeking support through OEM authorized partner, B2B is not required. However the replacement parts shall be genuine/OEM make.
6	60	3.0 SCOPE OF WORK	Successful bidder shall be liable to provide 24 X 7 X 365 services to maintain Data Center equipment as indicated in Annexure including Sunday and other public holidays.	Whether it required on-site 24 X 7 X 365 resources to support the devices?	Onsite resource is required for each case/incident as and when required.
7	60	Appendix – I: List of Equipment for AMC:	Appendix – I: List of Equipment for AMC:	Kindly let us know if OEM B2B support is expected for any product	OEM B2B is not expected
8		General	General	Kindly confirm the call logging procedure.	Call logging procedure is as per ticketing tool provided by the bidder or through email. Escalation matrix shall be shared.
9		General	General	Any defective spare retention policy applicable?	Faulty part shall be returned after replacement and not be retained.
10	60	Appendix – I: List of Equipment for AMC:	IBM- V5020 Controller	Kindly let us know Number of Controller ,Number of Disk ,Type of Disk	One controller, 2 node canisters
11	60	Appendix – I: List of Equipment for AMC:	IBM- V9000 Storage Enclosure	Kindly let us know which type of dick is deployed Along with quantity	8 x 2.9TB, IBM MicroLatency Module
12	60	Appendix – I: List of Equipment for AMC:	Cisco 9711-S48	Kindly let us know the number of active port licenses	24
13	60	Appendix – I: List of Equipment for AMC:	IBM- FCIP Router	Kindly let us know the number of active port licenses	4 x 8Gbps FC Ports
14	69-70	Form 3 and Form 4	General	Kindly confirm if we can submit a self-declaration or a CA-certified document in place of a statutory auditor's certification against Form No.3 &4	Tender Condition Prevails