

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING IT FACILITY MANAGEMENT SERVICES – END USER SUPPORT ACROSS GGL LOCATIONS				
Sr. No.	Tender Clause No. / Annexures	Page No.	Bidders Comments / Queries	Gujarat Gas Reply / Clarifications to All Bidders- Final Response
1	<u>SPECIAL TERMS OF CONTRACT (STC)</u> CONTRACTOR to submit quarterly invoice at end of each quarter along with all supporting relevant documents. 100% undisputed payment shall be released within 30 days from the date of receipt of invoice duly certified by GGL EIC.	Page number -2	We Request GGL to have a Monthly payment Terms as We would be paying to the Engineer on Monthly basis and having a Quaterly payment Terms would increase the finance cost , To have a win win situation we request you to amend the clause	Tender terms prevail
2	<u>Bid Qualification Criteria</u> Shall have at least one Purchase Order / engagement in past 5 years with experience in any ITSM / ITIL IT ServiceDesk tool set (Refer Gartner Magic Quadrant 2020)	Page number 1	We request you to allow any ITSM Tool Experience for the said clause instead of specifying Gartner Magic Quadrant	Please refer to updated BQC
3	SECTION-II SCOPE OF WORK Clause no. 8 FMS - Snapshot g. Other Services where engineer will interface with the GGL Team and comply as per SLA requirement i. Server Virtualization Service ii. Desktop Virtualization Service iii. Wintel Service iv. Directory Service v. Messaging Service vi. UNIX/AIX Service vii. Backup/DLO Service viii. Storage Service ix. Network Service x. Data Connectivity Service xi. Internet Service xii. Network Security Service xiii. Video Communication Service xiv. End-Point Security/Anti-Virus xv. DC Infra Mgmt. Service xvi. DC facility Mgmt. Service xvii. UPS service xviii. Security Event and Incident Monitoring xix. Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation To deliver the above IT services FMS Vendor is expected to follow the below defined GGL	Page no. 15	Please assist us in getting the clarity on the given point as this scope doesn't include in the End user support.	DCS RFP clearly specifies following services where DCS FMS Service Provider will have the ownership to Drive (Administer, Operate & Monitor) and where EUS FMS Service Provider will only support and coordinate with DCS FMS Service Provider a. Server Virtualization Service b. Desktop Virtualization Service c. Wintel Service d. Directory Service e. Messaging Service f. UNIX/AIX Service g. Backup/DLO Service h. Storage Service i. Network Service j. Data Connectivity Service k. Internet Service l. Network Security Service m. Video Communication Service n. DC Infra Management Service o. UPS service p. Security Event and Incident Monitoring q. Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation EUS RFP clearly specifies following services where EUS FMS Service Provider will have the ownership to Drive (Administer, Operate & Monitor) and where DCS FMS Service Provider will only support and coordinate with EUS FMS Service Provider i. End User Computing ii. End-Point Security/Anti-Virus iii. IT Assets Management Service iv. Endpoint Encryption Service v. BMC ITSM Platform Management
4	SECTION-II SCOPE OF WORK Clause no. 11 Sr. No. 3 Server Virtualization Services This service manages and supports Virtualized platform for using VMware Virtualization Technology. 77 instances of virtual servers.	Page no. 17	As this scopes comes under Data Center Support services , kindly share the scope of the EUS with respect to the services mentioned. Please provide clarification on this point.	Please refer to response for S.No 3
5	Wintel Service This service provides Support and Management of all Microsoft Windows servers deployed within GGL.	Page number 18,	Please assist us in getting the clarity on the given point as this scope doesn't include in the End user support.	Please refer to response for S.No 3
6	SECTION-II SCOPE OF WORK Directory Service This service covers support and management of Active Directory Structures in GGL Domain and subdomains	Page number 18,	Please assist us in getting the clarity on the given point as this scope doesn't include in the End user support.	Please refer to response for S.No 3

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7	SECTION-II SCOPE OF WORK Clause 5-17 Messaging Service SupportThis service provides Management and support of IT & ERP Communication Infrastructure in GGL AIX/ UNIX Manageme nt ServiceSupportThis service provide support and Management of AIX/ UNIX Environment Backup /DLO ServiceSupport This service manages and supports the data backup of GGL IT & ERP environment. The Scope includes Data and configuration backup of GGL business services and infrastructure and data backup from selected end user system. Storage Manageme nt Service Support This service manages and supports the centralized storage facilities for all GGL data storage requirements. Network Infra ServiceSupportThis Service manages and supportsNetwork devices/Hardware deployedacrossGGL location	Page number 18,19	Please assist us in getting the clarity on the given point as this scope doesn't include in the End user support.	Please refer to response for S.No 3
8	<u>Clause number 13</u> Security Event and Incident Monitoring -FMS vendor to ensure that all Security Alerts/Events from all IT & ERP Assets are Captured,Analyzed, Normalized and Stored in safe custody	Page number -19	Please clarify in the scope of Work	Security Event and Incident Monitoring GGL has implemented tools to monitor certain key Applications/Services i.e. Motadata, DCS and Manual events review. DCS and/or EUS FMS Service provider have to make use of these existing tools and any other tools/solutions that GGL may invest in to Monitor and Resolve any related issues
9	Clause number 21 Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation FMS vendor to ensure that all IT & ERP assets are assessed from point of view of inherent weaknesses or loopholes in terms of Software or Hardware	Page number -20	Please clarify in the scope of Work,	GGL carries out an Annual VA/PT (Vulnerability Assessment & Penetration Testing) exercise through third party service provider as per GGL Information Security policy to identify security issues, feasibility for closure and resolution of action points. GGL expects both EUS/DCS FMS Service providers to comply to GGL ISMS (Information Security Management Systems) policy for tracking, addressing such issues identified as part of VAPT exercise. In addition to above GGL expects the DCS FMS Service provider to carry out periodic VAPT exercise as and when required using the software solution & tools at GGL's disposal to minimise the risk by reducing the gap between annual VAPT exercises.
10	SECTION-II SCOPE OF WORK Clause number -11 A End User Computing Services Point number : 10 Performing periodic preventive maintenance of Desktop, Laptop, Printers & peripherals as per schedule provided by GGL.	Page number -21	Preventive MaintainanceShedule not given by GGL Need to give the sehdule	Preventive Maintenance i. DCS FMS Service provider need to carry out monthly Preventive Maintenance ii. EUS FMS Service provider need to carry out Quarterly Preventive Maintenance
11	SECTION-II SCOPE OF WORK ITSM Process Details GGL shall expect all Backend Server & Network services available 24 x 7. Front end Hardware services to be made available during GGL Business working timings	Page Number -27	Please clarify as there is no Engineer for Server and Network in this Bid	Please refer to the Proposed Resource list (DCS Technical Scope of Work Section 13.d; DCS Technical Scope of Work Section 13.d
12			Revised Section-II-Technical Scope of Work - recently published - Vendor need to govern the revised section only?	Updated Technical Scope of Work (EUS & DCS) are enclosed
13			GGL Not looking End-Users IT Assets - 11000+ & Servers/Core Computing 82 Nos & Network Equipment's/Core Computing 468 nos required AMC - we assume all IT Assets under warranty?	EUS/DCS FMS Service providers are only responsible for Ticket logging, Coordination and Completion of action points with the AMC/Warranty service providers. GGL has policy of Warranty, AMC or on call repairs for relevant IT & ERP Assets
14			GGL already had ITSM/ITAM tool in place - if possible Please share the tool & lic details	GGL Current ITSM Stack comprises of BMC Remedy, BCM and ADDM suite
15	11. IT Service Details	17	FMS Vendor must deliver (Drive / Support) following IT Service as a part of Service Delivery - reqd clarity on Business Hr Support / Non-Business Hours in RFP Support window - 9:00am to 5:30pm	Working Hours (Refer section 13) i. EUS Business Hours: 8:30 to 20:30 hrs for end users support ii. DCS Services Uptime: 24x7
16	12. ITSM Process Details	27	Request to add penalty capping clause not more 3% of monthly/qtrly invoice amt	Tender terms prevail

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17	13. Resources and Skills Requirement	30	Resource Deployment Plan Details of the existing FMS team deployment is provided herewith to assist the FMS vendor in appropriate planning and deployment of the FMS team for SLA compliance, however FMS vendor will need to review the same based on the - required clatiy on resource count and deployment	Please refer to response for S.No 11
18		32	d. Resource to be deployed by (explanation of Resource Deployment Plan) i. Vendor -> Resources that will be deployed by vendor as part of this RFP ii. GGL existing contractor -> Resources that will be deployed by GGL from its own contractor - reqd. clatity	Please refer to response for S.No 11
19		34	i. Resource Backup - - Backup resource timeline will for 30-45 days	Tender terms prevail
20	21. Transition/Onboard Plan	41	a. FMS Vendor should produce a comprehensive plan and standard by which they will take over and run the IT FMS service as per ITIL framework and GGL Contract b. FMS Resources shall be mobilized onsite within 30 days of Contract award c. The successful vendor/vendor should take over FMS or transition the service to the new model latest within 30 days of Contract award. requst to consider 60-90 days transition timeline for smooth transition	Tender terms prevail
21	21. Transition/Onboard Plan	43	The document has to be filed in as a record of induction and to be produced at the time of audit. - required clarity on given table	An induction record has to be maintained for all FMS engineers if the format as required by GGL and as per FMS HR policy and to be produced at the time of audit as required by GGL
22	21. Transition/Onboard Plan	45	e. Billing Compliance Checklist (For reference only) – This may change from time to time- required clarity on given table	Billing Compliance Checklist may change based on the Laws/Regulations/Rules changes by Government from time to time
23	Section - III Schedule of Rates (SOR)		Reqd. clairty on Section - III Schedule of Rates (SOR)	Tender terms prevail
24	Section VI	2	RESOURCE MOBILIZATION / DEPLOYMENT PERIOD 4.1 CONTRACTOR shall mobilize / deploy resources within 30 days from the date of notification/ intimation by OWNER’s representative. - request to modify 60-days	Tender terms prevail
25	Section VI	2	PAYMENT TERMS/ STAGES - INVOICING FREQUENCY: CONTRACTOR to submit quarterly invoice at end of each quarter along with all supporting relevant documents. 100% undisputed payment shall be released within 30 days from the date of receipt of invoice duly certified by GGL EIC. - request to consider Monthly Advance within 30 days	Please refer to response for S.No 25
26	Section II A	1	Shall have an ongoing IT FMS contract as on Bid publishing date with minimum 3 years duration and minimum value of Rs. 50 lakh Shall have deployed 20+ resources with single customer as part of single engagement / Purchase Order - Request to modify order Value @3Cr with 50 resources	Tender terms prevail
27	Section II A	1	Shall provide declaration for resource deployment under direct payroll within 30 days request to modify - minimum 300 + Reource on vendor payroll	Tender terms prevail
28	Section II A	1	(1) Bidder shall have minimum Annual Turnover of Rs. 50 lakh from FMS services in any of the preceding three financial years to be reckoned from the Tender publishing date. - request you to modify minimum Annual Turnover 100 Cr	Tender terms prevail
29	8. FMS – Facility Management Service Snapshot	15	BMC ITSM Platform Management : is customization done by Vendor ?	BMC ITSM Platform Management (customization) - In case any customisation is done then its done only as required under guidance of the BMC Service Provider who is the Service Provider for GGL existing ITSM Solution
30	9. IT Service KPI	16	Incident Resolution by use of KEDB :How many KEDB are available ?	GGL has almost 140+ KEDB articles published under KM Module
31	9. IT Service KPI	16	Remote Support Compliance : please share the data of 6 months	There may be approximately 40-50 IT Service Desk remote calls per month
32	9. IT Service KPI	16	Incident Management Quality : Repeated incidents less than 2% ,Please clarify	GGL expects the EUS/DCS FMS Vendor to consistently work on Service Improvement programs to reduce the repeated incidents @2% MoM
33	10. IT Service Catalog	17	End user computing : Please clarify	Please refer to response for S.No 3
34	10. IT Service Catalog	17	VIP support during Non buisness hours: Desktop virtualization :What is fine tunning of Application ,will it be SOP based ? And how many applications ?	VIP support may be required (onsite / remote OR during business / non-business hours) depending on the business requirement Please refer to Annexure b (Technical Scope of Work) for list of End-User Applications used at GGL GGL has well defined SOP's for all key areas of IT & ERP systems over and above ISMS & ITSM Policies & Procedures
35	Other		On call Support - List of branches with pincode for oncall support	Please refer to www.gujaratgas.com (contact us) for locations details like state, pin code etc.

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36	Other		Patching Activity - how is patching done ?	GGL Delivers all Security patches through the centralized ITSM tool for patches that are made available from the OEM on their respective portals
37	Other		Physical Asset verification- Is PAV part of the scope ?	Yes
38	g. Interview / Validation	34	All resource deployments should be interviewed by GGL : - Will this be as per locations or central location	Centrally
39	c. Service Desk Coordination	40	Engineer must carry a mobile during business / non-business hours. : This may not be always feasible	Tender terms prevail
40	b. Centralized & Local Service Desk	39	FMS Vendor has to maintain a centralized service desk preferably at Ahmedabad - Please share the current service desk size or call data of past 6 months alongwith number of incoming and outgoing calls	Currently a team of 2 Service Desk engineers handle the IT Centralized ServiceDesk and overall FMS onsite team shall be led/coordinated by Service Desk Lead Overall ITSM Ticket count may vary between 25-30K per annum
41	SOR format	40	Required clarity on SOR Table format	Tender terms prevail
42	SECTION-II SCOPE OF WORK Clause No - 8	15	8. FMS – Facility Management Service Snapshot DCPart also considered please clarify "g. Other Services where engineer will interface with the GGL Team and comply as per SLA requirement"	Please refer to response for S.No 3
43	SECTION-II SCOPE OF WORK Clause No - 11	17	11. IT Service Details FMS Vendor must deliver (Drive / Support) following IT Service as a part of Service Delivery (Any Residential Support)	In case of GGL Senior management the generally the EUS FMS engineers is expected to extend the support a residence of the Senior management, however in rare case DCS FMS engineers may also need to attend to such calls
44	SECTION-II SCOPE OF WORK Clause No - 11	19	16. Servers-Blade Servers, Standalone Servers (7 Days a Week Support) It has Data Center components, Please clarify	GGL has primary data co-located at Gift City Gandhinagar and DR Site at Adajan, Surat. GGL also has installed File Servers at key GA offices and network components for connectivity at respective offices
45	SECTION-II SCOPE OF WORK Clause No - 11	20	18. UPS deployed across GGL office to provide backup power to IT & ERP equipment's (8 Days a Week)	All key locations of GGL have UPS power supply, however UPS battery backup time may vary depending on business requirements
46	SECTION-II SCOPE OF WORK Clause No - 12	27	12. ITSM Process Details a. GGL shall expect all Backend Server & Network services available 24 x 7. Front end Hardware services to be made available during GGL Business working timings b. The availability calculation reference has to be considered as per following. Front End Hardware & end user services – Covering weekday's business hours. I.e. 12 x 6 (8.30 to 20.30 x 6 days) = 72 hours per week (It is a DC activity so why we are calculating the SLA in EUC)	Please refer to Section 12.a for EUS/DCS availability targets Please refer to Section 15.b for SLA compliance & Penalty calculation
47	SECTION-II SCOPE OF WORK Clause No - 15	36	15. Performance review	Please refer to Section 15 (Technical Scope of Work) The FMS contract shall be reviewed periodically to assess whether the desired outcomes are achieved, pain areas are addressed and performance improvement plans are agreed
48	IT Service KPI of Section II Technical scope and Specifications	16	KPI to be reduce from 100% to 95%	Tender terms prevail
49	IT Service KPI of Section II Technical scope and Specifications	27-28	2% for every 1% reduction from SLA-Monthly target please reduce penalty to(2% reduction for every 20% reduction in SLA)	Tender terms prevail
50	BQC - Point No 1	1	Shall have an ongoing IT FMS contract as on Bid publishing date with minimum 3 years duration and minimum value of Rs. 50 lakh (Can we Put GGL Contract Itself)	Yes
51	BQC - Point No 5	1	Shall have at least one Purchase Order / engagement in past 5 years with experience in any ITSM / ITIL IT ServiceDesk tool set (Refer Gartner Magic Quadrant 2020) - Please explain	Please refer to response for S.No 2
52	BQC Notes (Most Important):	2	GGL non-associated Bidder: Submit Purchase Order/ Service Order/Contract issued by CCD entity as per criteria submitted Purchase Order/ Service Order/Contract as per criteria reflecting min. below details but not limited to- Completion Certificate / commissioning certificate/ Confirmation/ Inspection release note(s)/ Dispatch Clearance Note(s) note shall contain PO no./ Service order no./ contract no., date of completion, capacity, quantity etc	As per BQC
53	SECTION-II SCOPE OF WORK Clause No -	22	BMC ITSM Platform Management it should be part of a DC	Please refer to response for S.No 3
54	SECTION-II SCOPE OF WORK Clause No -	24	Only enduser part will be covered for Antivirus	Please refer to response for S.No 3, Additionally Anti Virus (AV) service has three components (End-User AV, Server side AV, Data Center Security module)

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55	SECTION-II SCOPE OF WORK Clause No - 12	27	ITSM Process Details, DC componant(DR Test BCP)	All Applications / Services (EUS/DCS) needs to be tested once a year from point of view preparedness to deal with abrupt failure / disasters. Annual plan is prepared which the EUS/DCS FMS Service provider has to comply to
56	Poing 7 of SCHEDULE OF RATES FOR IT FACILITY MANAGEMENT SERVICES – END USER SUPPORT ACROSS GGL LOCATIONS	1	ITSD,COMPLIANCE,BONUS - ITSD SLA Compliance Bonus : If the user achieves SLA compliance (as per SoW) for 1 consecutive quarters, then they will be entitled for bonus equivalent to 2% of Invoice value (1 Qtr); Then the next block will be next 2 qtrs; Cap on bonus is equivalent to 1% of PO value for whole contract duration. Please Clerify or explain	If the FMS Service provider exceeds the agreed SLA / Compliance for two consecutive Quarters for the agreed IT Services and processes defined in ITSM Process details, then in such case the FMS Service provider will be entitled for incentive that will be equivalent to 2% of Invoice value of 1 quarter bill. For elaboration purpose, if the two blocks for incentive consideration are Q1 (Month Jan'22, Feb'22 & Mar'22) and Q2 (Month Apr'22, May'22 & Jun'22) then the incentive will be 2% of invoice value of Q1 OR Q2 whichever is lower, subsequently the next two blocks shall only be Q3 (Jul'22, Aug'22 & Sep'22) and Q4 (Oct'22, Nov'22 & Dec'22).
57	IT FACILITY MANAGEMENT SERVICES DATA CENTRE SUPPORT - Bid Qualification Criteria Point No 3 - Shall have at least one Purchase Order / engagement in past 5 years with experience in any ITSM / ITIL IT ServiceDesk tool set (Refer Gartner Magic Quadrant 2020)	1	In lieu of more compete bidding we request you to kindly remove the requirement of "Gartner Magic Quadrant 2020" and amend the clause as below :- Shall have at least one Purchase Order / engagement in past 5 years with experience in any ITSM / ITIL IT ServiceDesk tool set	Please refer to response for S.No 2
58	Section IV 7_Payment Terms	2	CONTRACTOR to submit quarterly invoice at end of each quarter along with all supporting relevant documents. 100% undisputed payment shall be released within 30 days from the date of receipt of invoice duly certified by GGL EIC._We can request for quarterly / Monthly advance or Monthly arrear payment terms.	Please refer to response for S.No 25
59	Revised Section : II Technical Scope Of work , Clause : 11_IT Service Details	17	FMS Vender Must Deliver (Drive /Support) Following IT Service as part of Service Delivery_Please clarify the detail scope of services where mentioned " Support" in clause no : 11 e.g. What will be detail scope of work in Server Virtualization service ,Wintel Service	Please refer to response for S.No 3
60	Revised Section : II Technical Scope Of work , Clause : 7_Infrastructure detail	7 - 14	Infrasture detail with IT Asset detail_Please share which IT assets under AMC or warranty . Please share the list of Assets with Model , Make to be cover under AMC	Please refer to response for S.No 13
61	Section II : A : Bidder Qualification Criteria : Clause 5_Bidder Qualification Criteria	1	Shall have at least One Purchase order / engagement in past 5 years with experience in any ITSM /ITIL IT Service Desk tool set (Refer Gartner Magic Quadrant 2020)_we have implemented and supported Summit Symphony tool for long period , please update us if it qualify the requirement here.	Please refer to response for S.No 2