

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING					
Tender Ref. No.:		189209			
Tender Subject		IT FACILITY MANAGEMENT SERVICES – END USER SUPPORT (FMS-EUS)			
Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder’s Query	GGL Reply /Clarifications to all Bidders
1	Page 1 : A	Technical Criteria	Bidder should have presence specially in State of Gujarat, Maharashtra, Madhya Pradesh, Rajasthan, Punjab and Haryana to deploy onsite IT FMS resources in line with the Technical SoW. Bidder shall have own office in Gujarat and support Offices in other states where GGL has Business Locations and GGL shall have access to all Escalation Levels	Bider need to deply requried manpower resouces including back resouce at GGL Business location to Provide FMS Services to GGL and GGL shall have access to all Escalation Levels. We beleve that said services ircan be delivered seamelessly with or Without Having their Support Office at Respective State, We here by Request Authority to Kinldy to Remove the condition that Bidder shall have own office in Gujarat and support Offices in other states where GGL has Business Locations	Here, Support offices other than Gujarat, means it can be a resident representative presence for purpose of coordination within that state. Rest, Tender T&C Prevails
2	Page 30	Basic Qualification	2) ITIL Foundation Trained	We understand that the clause suggests ITIL Foundation training is preferred. Kindly confirm if formal certification is mandatory, or if training without certification will be considered acceptable.	ITIL Foundation training is preferred, except the case where its specified.
3	Page 1 : B	Experience Criteria	1. The Bidder shall have successfully provided IT Facility Management Services wrt End User Support (that involves providing hand support at the end user locations including Ticket Resolution, Project Support, Asset Management using ITIL or ISO 20000 based ITSM Systems) at least ANY of the following values of during the last 7 (seven) years with minimum 5 (five) years’ experience reckoned from the month in which this tender is published	Facility Management Service (FMS) orders are typically issued for durations ranging from one to three years only. Hence, we kindly request the Authority to revise the clause as, . The Bidder shall have successfully provided ITFacility Management Services wrt End User Support (that involves providing hand support at the end user locations including Ticket Resolution, Project Support, Asset Management using ITIL or ISO 20000 based ITSM Systems) at least ANY of the following values of during the last 7 (seven) years from the month in which this tender is published	Tender T&C Prevails

4	1	Sr. No. B Experience Criteria of BQC	<p>1. The Bidder shall have successfully provided IT Facility Management Services wrt End User Support (that involves providing hand support at the end user locations including Ticket Resolution, Project Support, Asse Management using ITIL or ISO 20000 based ITSM Systems) at least ANY of the following values of during the last 7 (seven) years with minimum 5 (five) years’ experience reckoned from the month in which this tender is</p> <p>a-Three similar completed works, each costing (excluding tax) not less than Rs.11 Lakh b-Two similar completed works, each costing (excluding tax) not less than Rs. 13 Lakh c-One similar completed works, costing (excluding tax) not less than Rs. 21 Lakh</p>	Please confirm can we submit PO references received within 5 years or we have to submit PO copies older than 5 years to comply this requirement.	Tender T&C Prevails
5	12	20 IT Assets Management Service	All IT & ERP Core-Infrastructure Physical & Software Assets. Currently BMC Suite is being used for same	Please confirm whether we have to supply ITSM Tool along with FMS support or you required Support on currently running BMC Tool.	ITSM Tool delivery is not in the scope
6	12	20 IT Assets Management Service	All IT & ERP Core-Infrastructure Physical & Software Assets. Currently BMC Suite is being used for same	If you are planing to replace ITSM tool in future. Kindly confirm tentative timelines for the same.	It will be as per GGL business requirements
7	Page No. 1 Clause B, BQC	Eligibility	Bidders not associated with GGL shall submit the Purchase / Work / Service / Job Order for fulfilment of the criteria specified herein and shall submit the corresponding satisfactory work completion certificate (WCC) issued by Client as documentary evidence towards adherence to the criteria specified herein.	Relaxation on submission of Completion Certificate, as there is no CO issued by client on an on-going Services Support Order. We can share the PO of the mentioned value of the on-going orders.	Tender T&C Prevails
8	Page No. 1 Clause A, BQC	Technical Criteria	Bidder should have presence specially in State of Gujarat, Maharashtra, Madhya Pradesh, Rajasthan, Punjab and Haryana to deploy onsite IT FMS resources in line with the Technical SoW. Bidder shall have own office in Gujarat and support Offices in other states where GGL has Business Locations and GGL shall have access to all Escalation Levels	For Office address proof, GST certificate should should fulfill the requirement.	<ul style="list-style-type: none"> • Address of the offices with a copy of utility bill OR • Valid GST Certificate <p>Here, Support offices other than Gujarat, means it can be a resident representative presence for purpose of coordination within that state.</p>

9	Page No. 1 Clause A, BQC	Technical Criteria	<p>Bidder shall have backup resources available always, at GGL Business Locations as per Education and Experience criteria mentioned in Technical SoW</p> <p>Bidders to provide the declaration to maintain the backup resources at GGL business locations in the format Annexure1</p>	We can share details of pool of backup resources, and if a dedicated backup resource details are required, then how its cost will be considered.	<p>Minimum resource requirements has been already provided in the RFP (Refer 13.c & 13.d), Bidder must propose as required for proper SLA management and any minor changes / alignment can be done during kick-off meeting after award of the contract.</p> <p>Key Resource Categories</p> <ol style="list-style-type: none"> 1. End User Services (End User Computing Services - Servicedesk Engineers & DC Monitoring) 2. End User Services (IT Asset Management / Coordination, Encryption) 3. End User Services (Patch Management / DLO) 4. End User Services (Endpoint Security) 5. Service Desk Lead <p>Bidder to submit the proposal considering the same accordingly.</p>
10			Defect Liability Period	As it is a service project and no product is involved, there should be no applicability for Defect Liability Period	Tender T&C Prevails
11	Page No. 7 Point No. 7 c General Terms & Conditions	IT & ERP Hardware Asset Summary	IT & ERP Hardware Asset Summary	Please share the locations wise assets location wise asset inventory spread along with respective service window	Above numbers are indicative, actual details shall be shared during project transition phase
12	Page No. 7 Point No. 7 c General Terms & Conditions	IT & ERP Hardware Asset Summary	IT & ERP Hardware Asset Summary	Give the detailing of the locations connation of all Zones (Such as how many locations faals under one Zone)	https://www.gujaratgas.com/contact-us/offices/
13	General Terms & Conditions			As per EU RFP the Vendor needs to only coordinate with third part vendors/OEMs with respect to DCS Services/SAP etc.,. Kindly confirm?	All GGL IT & ERP the services are divided into two categories i.e. EUS Primary Services that are required to be managed directly under this RFP and DCS Primary services that will be managed under separate RFP however any support, interfacing and coordination required with DCS Primary services shall be covered under scope of this RFP. This will include any support required by DCS vendor to deliver the services for end-users.

14	Page No. 15, Point no.11 IT Service Details General Terms & Conditions	a. End user Computing Service Responsibility matrix Point No. 18	Event Management IT support: Whenever any Group or company Event happens at GGL or outside premises, engineers would be required to build, operate and support during such GGL events.	Annual Frequency & scale of events where EUS support is required	<p>The meaning of Event Management referred here is, the GGL Management meetings and scope for same is installation and arrangemnent of GGL IT equipments and services for the said purpose.</p> <p>Once in a month.</p> <p>VIP support may be required (onsite / remote OR during business / non-business hours) depending on the business requirement</p>
15	Page No. 15, Point no.11 IT Service Details General Terms & Conditions	a. End user Computing Service Responsibility matrix Point No. 19	VIP Users Home Support: These will be complementary services provided to VIP users Executive committee members and General Managers of GGL if asked specifically. No hardware OR spare to be provided during such activity. This would be exclusively service support.	number of VIPs spread across location. Is it expected that the resoorce deployed at GGL location will attend the VIP call and during that duration how the SLA would be managed?	<p>Primarily 10-15 VIP's based out of Gujarat</p> <p>Lodging, boarding and cost for travelling to GGL sites for service support purpose to be borne by FMS Vendor</p> <p>Onsite resource shall have to travel within states as required at their own cost for the call resolution and project support</p> <p>Bidder to submit the proposal accordingly</p>
16	Page No. 15, Point no.11 IT Service Details General Terms & Conditions	b. BMC ITSM Platform Management	BMC ITSM Platform Management	What is the current modules being used by GGL for BMC.	BMC Remedy ITSM (SR, IM, CM, KM, PM, SLM) are being used
17	Page No. 15, Point no.11 IT Service Details General Terms & Conditions	b. BMC ITSM Platform Management	BMC ITSM Platform Management	<p>Is BMC ITSM platform being used for ticketing.</p> <p>a. Incident Management</p> <p>b. Change Management</p> <p>c. Problem Management</p> <p>d. Service Request Management</p> <p>e. Knowledge Management</p> <p>f. Availability Management</p> <p>g. Capacity Management</p> <p>h. Patch Management</p>	BMC is used for some of the below processes alongwith the internally developed ITSM Tool

18	Page No. 16, Point no.11 IT Service Details General Terms & Conditions	c. IT Asset Management (End-Users)	c. IT Asset Management (End-Users)	Do we need to propose ITAM tool?	No
19	Page No. 21, Point no.11 IT Service Details General Terms & Conditions	g. Service Desk Management	Supervise FMS Engineers (Including both EUS + DCS Teams) across all locations and shifts. Monitor, assign, and escalate service desk tickets/incidents using ITSM/Facility management tools. Ensure SLA (Service Level Agreement) and OLA (Operational Level Agreement) Compliance	As per EU RFP the Vendor needs to only coordinate with third part vendors/OEMs with respect to DCS Services/SAP etc.,. Kindly confirm?	All GGL IT & ERP the services are divided into two categories i.e. EUS Primary Services that are required to be managed directly under this RFP and DCS Primary services that will be managed under separate RFP however any support, interfacing and coordination required with DCS Primary services shall be covered under scope of this RFP. This will include any support required by DCS vendor to deliver the services for end-users.
20	Page No. 21, Point no.11 IT Service Details General Terms & Conditions	h. Additional Information	Clarifications related to various services a) In case of following services the DCS FMS Service Provider shall have full responsibility to Drive (Administer, Operate & Monitor) and whereas EUS FMS Service Provider will only support and coordinate with DCS FMS Service Provider	Does the Service provider need to propose DCS Support L1 team?	Please Ref 13.c.22
21	Page No. 22, Point no.11 IT Service Details General Terms & Conditions	h. Additional Information	Physical Asset Verification as required by GGL (Annually & Periodically) is part of the Scope	Is the periodic duration of the physical asset verification is Annual?	FMS vendor has to ensure that all IT & ERP End-User Assets are Tagged, Documented, Tracked and stores properly at designated GGL locations/premises for IT & ERP Inventory (Ref 11.20) documentation Month on month as well as Signoff on Annual basis
22	Page No. 22, Point no.11 IT Service Details General Terms & Conditions	h. Additional Information	5) Currently a team of 2 Service Desk engineers (EUS-FMS) handle the IT Centralized ServiceDesk and overall FMS onsite team shall be led/coordinated by Service Desk Lead (DCS-FMS)	How the team of 2 Service Desk engineers manages 24x7 support?	The Working Window for FMS services is defined as twelve hours (8.30–20.30 hours) per day unless otherwise specified. A week is considered as from Monday–Saturday VIP support may be required (onsite / remote OR during business / non-

					business hours) depending on the business requirement
23	Page no, 28 & 29 Point No. 13. Resources Management General Terms & Conditions	c. Resource Deployment Plan, Point No. 22	<p>To cater to GSPC Locations - GSPC Bhavan, Sector 11 [8 resources based out of GSPC Bhavan also give remote support to all production facilities of GSPC, GPPC & GSEG HO at Sector 25 – Gandhinagar, GPPC power plant at Pipavav and GSEG power plant at Hazira. On-site visits at all these locations are done as & when required (corrective) and also based on schedule (preventive).]</p> <p>4 (general shift) Plus 4 (rotational shift – morning, afternoon,night) = total 8</p>	<p>we are having service desk engineers, asset+ encryption+ITSM support, Service Desk Lead as part of 37 total asked resources.</p> <p>As per point no. 22 we have to propose 8 resources for Service Desk Engineers, please share the brek-up of Network Engineers for round the clock DC monitoring.</p>	<p>4 (general shift) Plus 4 (rotational shift – morning, afternoon, night) = total 8</p>
24	Page no. 28 Point No. 13. Resources Management General Terms & Conditions	c. Resource Deployment Plan, Point No. 22	Proposed resource deputation list is provided	As per the JD where these skillset resources will be deployed DLO, Endpoint Security Antivirus, End point server patch management & EUC services resources	Corporate Office or Additional Responsibility of Engineers at locations depending on their learning appetite / competency