

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING					
Tender Ref. No.:		189205			
Tender Subject		IT FACILITY MANAGEMENT SERVICES – DATA CENTRE SUPPORT (FMS-DCS)			
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 3 / Point 11	BQC Notes (Most Important):	Consortium / Joint Venture bids are not acceptable	We respectfully request that consortium bids (with a maximum of two members) be permitted for providing NOC/SOC services. This approach will significantly enhance efficiency, enabling bidders to leverage complementary capabilities and specialized resources for better service delivery	Tender T&C Prevails
2	Page No. 1 / Criteria 1	Technical Criteria	Bidder shall have ISO 27001 and SoC-2 certified captive Network Operations Centre (NoC) for Server, Network and Cyber Security support in India and GGL shall have access to all Escalation Levels of the NoC	We request that ISO 27001 and SoC-2 certifications be allowed to be fulfilled independently and separately, even if they are held at different geographical locations. These certifications can be provided by either of the consortium partners, ensuring compliance without limiting operational flexibility.	Tender T&C Prevails

3	Page No. 1 / Criteria 2	Experience Criteria	The Bidder shall have successfully provided IT skilled resources wrt Data Center Services (that includes System Administration of Windows, SAP Basis, DataBase (Oracle), Unix (Linux/HP Unix/AIX), Network, Storage Systems and managing Cyber Security using ISO 27001, ITSM Services using ITIL or ISO 20000) atleast ANY of the following values during the last 7 (seven) years with minimum 5 (five) years experience reckoned from the month in which this tender is published	We would like to highlight that it may not be feasible to have all the mentioned services covered under a single Purchase Order. Additionally, 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 IT skilled resources wrt Data Center Services (that includes System Administration of Windows/ SAP Basis / DataBase (Oracle) / Unix (Linux/HP Unix/AIX) / Network / Storage Systems / managing Cyber Security using ISO 27001, ITSM Services using ITIL or ISO 20000) atleast ANY of the following values during the last 7 (seven) years from the month in which this tender is published	Tender T&C Prevails
4	Page no. 1 BQC Technical Criteria	A. Technical Criteria	Bidder shall have ISO 27001 and SoC-2 certified	Please make it ISO 27001 or SOC-2	Tender T&C Prevails
5	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
6	Page no. 37, Technical Scope of work	12.ITSM Process Details	Penalty [Non Performance terly) Deductions] Penalty (%) is % of Monthly Invoiced Value of Respective Service Line Item for which KPI has not been complied to	Kindly cap the penalty at 5% of the monthly payment	Cumulative Penalty / Non-Performance Deductions during the entire contract period will not exceed 10% of basic PO Value