

CORRIGENDUM 1	Response to the pre-bid queries and change in tender conditions
Date:	30.04.2024
BRPL NIT NO:	CMC/BR/24-25/RB/CR/KB/1187; dated 16.04.2024
Work:	Providing Information Technology Management Services in BRPL

SI No	NIT Clause Refreence	Page No	Description	Bidder's Query	BRPL Reply	
1	SECTION-IIINSTRUCTIONS TO BIDDERS (ITB) Clause 1.6	20	It is mentioned that "The company reserves the right to split the order among various successful bidders in any manner it chooses without assigning any reason whatsoever."	What is the split Percentage whether it is 50:50 or different?	Tender condition prevails.	
2	Section 6.3.3. FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION	16	The company reserves the right to conduct Reverse Auction (RA) for finalization of contract hence the details of the price bid shall not be shared with bidders. The qualified bidders will participate in reverse auction through SAP-SRM tool. The RA process shall be governed by the terms and conditions enclosed as Annexure-IV in this tender document.	what is the criteria of Reverse Auction, is it H1 elimination or any different criteria?	Based on RA result, Company intends to award the business on a lowest bid basis.	
3				We would like to know what is the criteria of Reverse Auction, is it H1 elimination or any different criteria?		
4	Section V. Scope of Work	73	In the tender under scope of work, it is mentioned that bidder has to "Providing IT infrastructure support and Data center services through deployed L1 & L2 resource with SLAs."	We would like to know number of L1 and L2 resources are need to deployed?	The bidder needs to access BRPL environment and plan no.of resources accordingly.	
5	5.2.iii	30	Mobile and Conveyance of the Contractor's employees up to place of work and/ or from one place to another place for carrying out the job.	Please confirm the total number of on call locations and type of asset located across those location.	Monthly fixed amount will provided for Mobile plan reimbursment. Travel will be onactual with limit per person (which will decided)	
6				Please confirm the average distance from the base the location of BRPL to Non RE locations	Within Delhi , South and West.	
7				Does the onsite resources travel to the nearby non RE location, Please confirm,.	BRPL support is limited to South and West Delhi	
8	10	34	GUIDELINES REGARDING INSPECTION & MAINTENANCE OF PITS /DUG AREA WHILE DOING WORK AT SITE IN BRPL AREA	Does this clause is applicable to IT service provide, Please confirm	In normal circumstances, it is not pertains to IT service provider. But If any specific requirement arises then it should be done by the service provider.	
9	11	42	11.PERIOD OF MOBILISATION	We understand the mobilisation period is 30 days and at least key resources required to be onboard during that period hence please confirm where does bidder factor this one time transition cost	No transition cost will be paid extra to the bidder. Tender condition prevails.	
10				We understand that the Actual contract will start beyond the 30 days post LOA, please confirm.	Tender condition prevails.	
11				Also confirm the is there any relaxation in the SLA post transition.	Please refer Section V Scope of work , Performance indicator (page no. 83 to 84),.	
12	36.44	64	Whenever any Contractor's personnel goes on leave, the Contractor will arrange for a suitable replacement immediately.	We request please allow minimum 2 monthly leaves to the deployed resources without having any billing Impact or backup provision.	Tender condition prevails.	
13	36.45	64	The Contractor shall deploy electronic attendance marking system for their Resources and maintain records for the same. The same has to be produced if demanded by the Company	Does bidder has to provision for attendance system as well or can they use the existing system of BRPL , Please confirm	Tender condition prevails.	
14	36.46/64	64	The Contractor shall fully guide, supervise and monitor the Contractor's manpower deployed in Company locations by its Supervisors	We assume that bidder has to provision for the supervisors also apart from the dedicate team of Infra and Software . Please confirm	It is the Bidders responsibility for the supervision parts Tender condition prevails.	
15				Does this resource required dedicated onsite for the project or can be available fortnightly /weekly or as and when required basis in BRPL premises , Please confirm.	This is upto bidder how supervisor will be allocated to the project. BRPL would need a point of contact to address our points	
16	Section IV	72	BRPL intends to get resources through partner for L1 and L2 services in order to support IT Infrastructure and services including software	We understand that the bidder will be responsible for L1 & L2 support for Infrastructure and software services where as to provide the L3 support BRPL's has its own arrangement , please confirm.	Yes L3 support is out of Bidder scope. L3 Service will be provide by BRPL or BRPL partner	
17	11.1./74	11.1./74	1.1.Service Desk Service	Please share the Call details at least for last 6 month	Refer Annexure V-II-A,B,C,D	
18				What will be the support window for service desk team ?	It is already mentioned in RFP page no. 84 , Section 10. Service hours. The Standard working hours will be applicable - 09:00 to 18:00 hrs	
19				Please confirm the location for Service desk setup.	The Location of service desk would be in Nehru place office of BRPL	
20				Is there any existing Service desk tool ? If not who will provide the service desk tool ?	BRPL has it own service Desk tool (Bespoken application)	
21				Does these Service desk resources also perform the First call resolution also , if yes what is the FCR %	BRPL would like have this matrix of FCR, but currently its not part of SLA. We would like to start the FCR with 65% and improve the user experience as engagement and maturity grows in this contract	
22				1.2.End User Support Service	Please confirm the Service Window for EUS support .	It is already mentioned in RFP page no. 84 , Section 10. Service hours. The Standard working hours will be applicable - 09:00 to 18:00 hrs
23				Please specify the location wise number EUS devices to be cover under scope.	Refer ANNEXURE -V-I-D BRPL IT Hardware Locationwise	
24				Pleas confirm critical location where in onsite dedicated support required	Location having more than or equal to 50 devices are critical	

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25				Please share the detail list of on call locations along with Asset spread.	Refer Annexure V-II-A,B,C,D
26	1 1.1 L/75	1 1.1 L/75	XVIII.Test patches for compatibility and stability before deployment.	Please confirm do you have any tool for patch management or it's a manual activity.	Currently the patch management tool is manual. BRPL is in process of procuring the patch management tool DC support is Onsite
27	2./76	2./76	2.Data Centre Services	Please confirm are you looking for dedicated onsite team to support the DC services or remote support from GCC based model will also work.	Can be considered
28			2.1.Database Administration Service	If remote support is possible , please confirm can we propose the L2 support from GCC .	Not applicable as of now. May be consider later
29			2.2.Network Administration Services	We assume that the tool access and connectivity from the customer DC to Bidders GCC will be responsibility of BRPL , kindly confirm.	L3 is out of scope for Bidder and will be part of BRPL
30			2.3.System and Server Administration Services	We assume that the L3 support is excluded that will be taken care by BSES , please confirm.	In BRPL physical servers are 31 and VM are 56 Instances
31				Please share the number of physical as well as Virtual Instances needs to cover under Server Administration	BRPL has MS OS, Linux and Sun Solaris
32				Which all are OS under support	DB in BRPL are Oracle, MS SQL and MySQL
33				Which all are databases are under support	Currently the backup is taken through native tool of storage (Snapshot)
34				Please confirm the is there any Backup tool in the current environment ?	Backup policy will be shared to successful Bidder
35				Please confirm the frequency for the Backup activity.	Mota data is the monitoring tool
36				Which is the network monitoring tool in use.	It is already mention the RFP in page in 84 in Section 10. Service hours. The Standard working hours will be applicable - 09:00 to 18:00 hrs. List is in the call details links- Refer Annexure - V-II- A,B,C,D
37	33	3.A/77	3. Telecom, Contact Centre and CCTV Services	Please confirm the service window , Ticket details ?	Local Backup on NVR . Rentention period will be shared to successful bider
38	34			Who is responsible for CCTV data back and what will be the retention period.	Call centre is not part of Scope only Call centre devices(servers/storage/Contact centre) administration and support in the scope
39	3B/78	3B/78	B. Call Centre Administration Services	Please confirm where does call centre located	
40				Please share the user count.	
41				Which is the existing call centre tool in place.	
42				What would be the average monthly call volume of Call centres	
43				Does this call centres users calls also falls on the centralised service desk, Please confirm.	
44	3 B/78	3 B/78	VI.Support the integration of third party software like bots, WhatsApp, social media etc.	We assume all the agreement and the contracts responsibility will lies with BSES and the deployed team will do the OEM/TP Coordination's , Please confirm.	Agree - Resources should reposable to configure PoC setup as per technical requirement
45	4./78	4./78	4.Monitoring Service	Please confirm which are the existing tools to monitor the Network Infra and Applications . (NON Application)	Mota data is the monitoring tool
46				Does these tools are integrated with Service desk software available in the current Environment.	There are 300 applications - Out of which 15 citical applications are monitored and remaining are based incidents
47				We understand the support window is 24x7 for monitoring the network as well as Applications, please confirm.	No Monitoring tool is not integrated with Service desk tool
48				We require detail location wise break up of the IT landscape mentioned in the tender.	Yes its is 24x 7 for Network and Application Monitoring
49	11./85	11./85	11.IT Asset details	Please confirm which analytics tools SAP - BW/Analytics	Refer Annexure - V-I-A,B,C,D & E
50	II/ 91	II/ 91	Part B: Providing the Resources for various software development service in BRPL		BW and B4H
51			General	We assume that all the Quoted rate includes all the compliance cost including both side PF,ESIC, Term Insurance for life, GPA, Medclaim policy, Workmen Compensation Policy , Price Escalations year on year etc along with the Travel and mobile claims etc and there would no separate provision for the same.	The cost quoted by bidders shall be inclusive of all during the entire contract duration. (Refer Section - III, SCC , Clause no. 5 page no 30.)
52			General	Can Rebadging is allowed for the project , Please confirm.	Rebadging will be mutually agreed with the BRPL and Bidder
53			General	Does the Safety wears to be provided to all the deployed resources , please confirm.	In normal circumstances, it is not pertains to IT service provider. But If any specific requirement arises then it should be done by the service provider.
54		Pg - 91	II) Software Development Service - GIS support -GIS programming,MVC (L1)	GIS Developer Junior (L1) Job description is given on page no. 91. Please confirm our understanding that -"GIS Developer Junior (L1)" job description will be referred for" GIS programming" position as mentioned in the vertical. MVC (L1) Job description is not mentioned in the RFP. Please confirm our understanding that - "GIS Developer Junior (L1)" job description will be referred in MVC (L1) also.	GIS developer (program) L1
55		Pg - 91	II) Software Development Service - GIS support -GIS administrator(L2)	Please confirm our understanding that "GIS Developer Senior (L2)" job description as mentioned in the page no. 92 will be referred as job description for GIS administrator(L2).	GIS Developer L2
56		Pg - 91	II) Software Development Service - GIS support - Anroid Dev	Job Description is not given for Android Dev	Refer Annexure - V- III JD Android Dev
57		Pg-95	8 SAP ABAP Developer Junior(L1)	SAP ABAP Developer Junior(L1) position job description is given on page 95, but same position title is not mentioned on the summary given on page 91 ((II) Software Development Service). Is this position required. If yes, then what will be the count of the resources required for this position and same needs to be mentioned on the summary given on page no. 91	Deleted from scope of JD of SAP ABAP Developer Junior(L1) Refer Section -V, Scope , Page no. 95, SI 8
58		Pg-98	Position Title - 13 SAP MM(L1)	The job description is given on page 98 but this position title is not mentioned in the summary given on the page 91 ((II) Software Development Service). Is this position required. If yes, then what will be the count of the resources required for this position and same needs to be mentioned on the summary given on page no. 91	Deleted from scope of JD of SAP MM (L1) Refer Section -V, Scope , Page no. 98, SI 13
59			General	Also define which all safety equipment needs to provided to resources.	In normal circumstances, it is not pertains to IT service provider. But If any specific requirement arises then it should be done by the service provider.
60	SECTION – VI:PRICE BID		The price format is for 3 year.	Please clarify the price format there is no option to quote annual price. Please confirm the order will be placed to the bidder for 3 years or 1 year with year on year renewal.	As per Price Bid the Qty and Unit is already defined. For Award process please refer Section -III, SSC , Clause no. 3 , page no 29
61	Page 84 PERFORMANCE INDICATORS		The maximum penalty shall not exceed more than 10% of bidder's monthly bill.	Since this is a FMS contract having multiple resources We propose a consolidated penalty capping of 5 % monthly to be considered for this Bid.	Tender Conditions prevails

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62	Page 85-86, Point A, Responsibilities, Hardware		Hardware Support: Setup and configure desktops, laptops, printers, and other hardware devices for end-users. Diagnose and resolve hardware issues, including component replacement and basic hardware troubleshooting.	We understand there is no hardware support required for this contract our understanding is there is already a hardware vendour who is supporting BRPL for hardware breakfix calls.	Current setup to be replaced wirth SLA
63	Page 85, Point 11		IT Asset details	Need Asset Inventory as well as resource location details for more clarity. Virtual server platform details and database.	Refer Annexure - V-I-A,B,C,D & E
64	Page 85, Point 12		Responsibilities Description of L1, L2 and Project Manager	User Support Service - What is the existing ticketing tool? What is the monitoring tool that is used to monitor the hardware failures and connectivity links. We are assuming all the admin, monitoring and ticketing tools along with the licenses required for FMS resources at site will be provided by BRPL.	The ticketing and Monitoring tool will be provided by BRPL
65	Page 83		Suggested Service level Agreement - Service Hours	Details of the call volumes/ incidents (P1,P2, P3 & P4 incidents) for the last six months.	Refer Annexure V-II-A,B,C,D
66	Page 12, clause 4.2, Point (iv)		The completed Cost will be escalated by BRPL @ 8% compounded rate for each completed year, ending March 31st for the assessment purpose.	The bidder need clarrification on the 8% compound rate for each completed year.	This is only to evaluate the as - on date value of the work executed by any bidder. Tender condition prevails.
67	General		DC & DR and branch locations	Please specify the location for deploying resources in DC, DR and branches	DC is in Nehru place and Balaji . Branches are same as the BRPL office location which is shared
68	Page No 91		Software Development Service	Please specify the location for deploying software development resources.	NHP / Okhala BIDC
69	Page No 74		IT Infrastructure support and Service through deployed L1 & L2 Resource and adhered to SLA mentioned in this document.	Please specify the location for deploying IT Infrastructure support and Service. Please share the resource count which is presently deployed for the mentioned services.	The resource count has to be provided by Bidder by accessing the environment
70	Page No 32 Point No 7		Payment Tems	We understand all the payments will be made withing 30 days from the invoice/billing date. We propose payments to be made within 15 days from the invoice date.	Tender condition prevails.
71	Page No 33 Point No 8		Insurance The contractor shall take suitable insurance policy for its men (Term Insurance for life, GPA, Medclaim policy, Workmen Compensation Policy etc.) as listed below for the resources deployed by him:	Please clarify if both Term insurance and medical insurance policy be taken care for all the employees.	All insurances as mentioned in the tender documents are mandatory and successful bidder has to submit the same before start of work. Tender condition prevails. Details refer clause no. 8 page 33
72	SECTION – IV GENERAL CONDITIONS OF CONTRACT (GCC) 11. PERIOD OF MOBILISATION	42	The contractor shall mobilize its resources to carry out the assigned services under this Agreement within 30 days from the issuance of LOI/Order so that services are made available from the date of start of the work mentioned in LOI/Order.	Kindly clarify if bidder is required to rebadge current deployed resources ? If Rebadging is not primary requirement then we request to allow 60 day for complete transaction period transaction period including mobilization.	Rebadging if any , has to be mutually agreed with BRPL and Bidder. It is to be assessed by Bidders. Tender condition prevails. Please refer Period of Mobilisation clause no. 11 , page no. 42
73	SECTION – IV GENERAL CONDITIONS OF CONTRACT (GCC) 11. PERIOD OF MOBILISATION	42	The contractor shall mobilize its resources to carry out the assigned services under this Agreement within 30 days from the issuance of LOI/Order so that services are made available from the date of start of the work mentioned in LOI/Order.	We understand the scope has two component for FMS for Software Development and Managed Service for IT devices covering End user support and Enterprise devices. Kindly clarify is bidder is expected to rebadge current Managed Services team who is currently managing and support IT services, if yes , kindly share the list of Resource details (current deployment plan + Experience + looking after which product line + current salary + their contact details)	The scope has two parts: I) Providing IT infrastructure support and Data center services through deployed L1 & L2 resource with SLAs. II) Providing the Resources for various software development service in BRPL For Software development , the minimum resource deployment is noted in tender as per page no. 91 , under Section V - Scope of works, however for FMS service bidder has to assess the resources as per scope and shall be mutually agreed with BRPL.
74	Section V - Scope of Work	73	BRPL having approx. 250 office/ grid locations in Delhi divided into 2 Circles and 22 divisions. It also has 2 Data Centres - one each at BRPL located at Nehru Place and SCADA Data centre at Balaji are catering to office network and applications. Deployment of these L1 and L2 resources shall be in any BSES location as per business requirement.	Kindly share the Detailed 250 Office Location/Grid ?	Refer Annexure - V-I-A,B,C,D & E
75	Section V - Scope of Work	73	BRPL having approx. 250 office/ grid locations in Delhi divided into 2 Circles and 22 divisions. It also has 2 Data Centres - one each at BRPL located at Nehru Place and SCADA Data centre at Balaji are catering to office network and applications. Deployment of these L1 and L2 resources shall be in any BSES location as per business requirement.	Can we propose hybrid model or resource to be deployed?	BRPL is looking for dedicated model
76	Section V - Scope of Work	73	BRPL having approx. 250 office/ grid locations in Delhi divided into 2 Circles and 22 divisions. It also has 2 Data Centres - one each at BRPL located at Nehru Place and SCADA Data centre at Balaji are catering to office network and applications. Deployment of these L1 and L2 resources shall be in any BSES location as per business requirement.	kindly share the past six month support ticket dump for end user support and data Center ?	Refer Annexure V-II-A,B,C,D
77	Section V - Scope of Work	73	BRPL having approx. 250 office/ grid locations in Delhi divided into 2 Circles and 22 divisions. It also has 2 Data Centres - one each at BRPL located at Nehru Place and SCADA Data centre at Balaji are catering to office network and applications. Deployment of these L1 and L2 resources shall be in any BSES location as per business requirement.	kindly share current resource deployment ?	Bidder has to assess the resources as per scope. However for Software development, the minimum resource deployment is noted in tender as per page no. 91 , under Section V - Scope of works

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78	Section V - Scope of Work	73	End user Support	Kindly share total User bidder is reqeud to Support ?	4000 approx
79	Section V - Scope of Work	73	Providing IT infrastructure support and Data center services through deployed L1 & L2 resource with SLAs.	We understand the ask is for SLA based managed services kindly clarify if bidder is expected to provide the resource deployment plan based fit for maintaining the SLA or BRPL will provide the Resource count ?	Bidder is expected to access the BRPL environment and provide resource plan
80	Section V - Scope of Work	73	General	Kindly share which ITMS tool is been currently been used and the same would be extended to qualified bidder or Bidder is expected to bring their tools to render the services ?	Home grown application is in used for ITMS
81	Section V - Scope of Work	73	General	Kindly share the List of Tool used for for	Mota data is users for Monitoring
82	Section V - Scope of Work	73	General	Kindly confirm BRPL would provide all the IT assets to Deployed resource or BRPL would be providing the same ?	Yes, BRPL will provide asset to deployed resource
83	Section V - Scope of Work	73	General	We understand this RFP is only for Managed Services and AMC is not part of this RFP and any Hardware replacement required to be provided by BRPL allocated Partner or BRPL and hence hardware replacement will not be part of this Contract, Kindly Confirm if our Understanding it correct ?	AMC is not part of RFP. Successful Bidder would cordinate with BRPL vendors for replacement of Hardware
84	Section V - Scope of Work	79	Call Centre Monitoring: (Contact Centre Monitoring)	Kindly let us know the list of software and aplication and montioring tool used in Call center ?	Monitoring tool is Mota data
85	Section V - Scope of Work	80	New Services BRPL shall be introducing the new services/products to the operation for enhancement, optimisation and to increase the efficiency during the contract period. The current L1 and L2 team shall be trained to support these services/products for the operation by the bidder.	Kindly confirm this new services SOP preparation and trainer training would be BRPL Responsibilities ?	Yes new services and initial SOP preparation will be provided by BRPL. Bidder responsibe would be provide the skill training to the resource for on goiig support
86	Section V - Scope of Work	91	Software Development Service	Kindly help us with the location these resource to be deployed ?	NHP / Okhala BIDC
87	SECTION – VI:PRICE BID	103	General	We understand average monthly cost to be share for Facility Management and Data Centre Services for IT & Software Development Services , Kindly confirm if our understanding is correct ?	As per Price Bid the Qty and Unit is already defined. Tender condition prevails.
88	SECTION – VI:PRICE BID	103	Facility Management and Data Centre Services for IT , Software Development Services	We understand IT Services are based on managed Service and FMS is only applicable for Soft Development Services, Kindly Confirm if our understand is correct , if not Kindly share the Resource count and other respective details for IT service for End user support and Data center support services?	The scope has two parts: I) Providing IT infrastructure support and Data center services through deployed L1 & L2 resource with SLAs. II) Providing the Resources for various software development service in BRPL For Software development , the minimum resource deployment is noted in tender as per page no. 91 , under Section V - Scope of works, however for FMS service bidder has to assess the resources as per scope and shall be mutually agreed with BRPL.
89	34. DEPLOYMENT OF RESOURCES	59	34.3. The contractor shall deploy qualified & experienced resources comprising engineers, supervisors, diploma holders, skilled, semi-skilled & unskilled staff in accordance with the requirements of electricity rules, safety laws and other applicable regulatory laws. The contractor shall also ensure to meet the requirements of performance standards as mentioned in this document. If at any stage, the Company/Engineer In-Charge finds the resources not suitable or not up to the mark, the Contractor shall deploy the alternate resources immediately.	Kindly confirm the number of resources required in each shift.	Bidder has to assess the resources as per scope . However for Software development the minimum resource deployment is noted in tender as per page no. 91 , under Section V - Scope of works
90	36. CONTRACTOR'S OBLIGATIONS	64	36.45 The Contractor shall deploy electronic attendance marking system for their Resources and maintain records for the same. The same has to be produced if demanded by the Company.	Whether BRPL shall arrange the required HW/SW infra to deploy the attendance system? Or the vendor has to arrange the same.	Tender condition prevails
91	General	General	General	Whether BRPL shall arrange the required HW/ SW/ Communication Infra for the onsite team?	Yes, BRPL will provide asset/sw to deployed resource
92	Section - V, Scope , Performance Indicator ,	83	For Priority P1 incident - Resolution Time - Minimum 95% ticket of the total P1 Tickets.		Revised Conditions - For Priority - P1 incident - Resolution Time - Minimum 98% ticket of the total P1 Tickets.