

PRE - BID QUERIES

NIT No.: CMC/BR/21-22/RB/AR/KB/935 DT: 15.12.2021

Sr no	Query Type Technical/ Commercial	Page No	Clause No	BRPL Clause	Bidders Query	BRPL Replies
1	Technical	5	1.3	The bidder should have experience in providing skilled manpower for IT related activity like IT Infrastructure, Bill Processing unit, Support staff (ISU/R3/NON SAP),Dot Net Developers, SAP ABAP Developers, SAP BIW Developers and GIS Programmers as per the detailed scope of work attached as annexure I, in any power distribution / Utilities /SEB's/ Discoms/ other govt. organizations in any of the last 3 (Three) financial years (FY 2018-19, 2019-20 and FY 2020-21).Preference will be given to those bidders who are having the relevant experience in Delhi /NCR.	We request you to accept work order indicating the experience in providing skilled manpower for IT related activity like IT Infrastructure, Bill Processing unit/operation, Support staff (ISU/R3/NON SAP), Dot Net Developers/ SAP ABAP Developers/SAP BIW Developers or GIS Programmers as per the detailed scope of work attached as annexure I, in any power distribution / Utilities /SEB's/ Discoms/ other govt. organizations in any of the last 3 (Three) financial years (FY 2018-19, 2019-20 and FY 2020-21).Preference will be given to those bidders who are having the relevant experience in Delhi /NCR.	Work order must be in detail w.r.t to skill and experience
2	Technical				Also confirm the documentary evidence need to submit to meet this clause.	Documentary evidence about the resource skill and service support to be shared
3	Commercial	8		FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION	Please confirm, Reverse auctions through SAP-SRM tool is mandatory for this requirement .	Yes Mandatory
4	Commercial	15	5	increment slab shall be decided by the company (BRPL). The incremental cost due to the appraisal process shall be passed on at actual in the contract. Bonus as decided by BRPL shall be reimbursed on actual to the contractor post disbursement in the month of Oct/Nov before Diwali Festival.	We understand that the BYPL will decide on the increment cost and bidder has to pass on the same to the resources, please confirm.	No Change
5	Commercial	15	5	Bonus as decided by BRPL shall be reimbursed on actual to the contractor post disbursement in the month of	Does Bonus is a part of the CTC mentioned under Section V - price bid format ?	No Change
6	Commercial			Oct/Nov before Diwali Festival.	If Yes , will it be reimbursed to the bidders on actual ,please confirm.	No Change
7	Technical			All safety wears required for the contractor's manpower during the execution of work such as safety shoes, safety helmets, hand gloves, safety belt, dust mask, goggles etc. must be provided by the contractor at his own cost and he shall ensure that his employees regularly use such safety gears while executing company's work.	Since these resources may not involved in hazardous activities, till it is mandatory to provide the mentioned safety kit to the onsite deployed resources, please confirm.	Basic amenities to be provided to all resources as per present scenario of Corona like Mask , Sanitizer etc.
8	Technical	17	9.2	The Contract Performance Bank Guarantee shall be of 10% of the total value of order and shall be valid till contract validity, plus three (3) months towards claim period.	We request you to decrease the PBG % from 10 to 3% .	No there will no change in PBG
9	Technical	32	sect IV	FMS DURATIONS/ SERVICE LEVELS/ CRITICALITY	Does BRPL is looking for 24x7Manshift support?	Applicable in Data Center including SCADA

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10	Technical			<table border="1"> <thead> <tr> <th>SERVICE</th> <th>DURATION</th> <th>CRITICALITY</th> </tr> </thead> <tbody> <tr> <td>SERVICE DESK</td> <td>24 Hours (12x6 from helpdesk and rest can be supported from datacenter)</td> <td>URGENT-12x6 REST-HIGH</td> </tr> <tr> <td>ASSET MANAGEMENT SERVICES</td> <td>8x6</td> <td>MEDIUM</td> </tr> <tr> <td>VENDOR MANAGEMENT SERVICES</td> <td>8x6</td> <td>MEDIUM</td> </tr> <tr> <td>AMC TRACKING</td> <td>8x6</td> <td>MEDIUM</td> </tr> <tr> <td>DATACENTER & SERVER ADMINISTRATION</td> <td>24x7</td> <td>CRITICAL</td> </tr> <tr> <td>DATABASE ADMINISTRATION SERVICES</td> <td>24x7</td> <td>URGENT</td> </tr> <tr> <td>ANTIVIRUS & SECURITY ADMINISTRATION</td> <td>8x6</td> <td>URGENT</td> </tr> <tr> <td>NETWORK MANAGEMENT-WAN</td> <td>24x7</td> <td>CRITICAL</td> </tr> <tr> <td>NETWORK MANAGEMENT-LAN</td> <td>12x6</td> <td>HIGH</td> </tr> <tr> <td>BACKUP & STORAGE MANAGEMENT</td> <td>As Per Schedule</td> <td>HIGH</td> </tr> <tr> <td>DESKSIDE TECHNICAL SUPPORT</td> <td>12x6</td> <td>HIGH</td> </tr> </tbody> </table>	SERVICE	DURATION	CRITICALITY	SERVICE DESK	24 Hours (12x6 from helpdesk and rest can be supported from datacenter)	URGENT-12x6 REST-HIGH	ASSET MANAGEMENT SERVICES	8x6	MEDIUM	VENDOR MANAGEMENT SERVICES	8x6	MEDIUM	AMC TRACKING	8x6	MEDIUM	DATACENTER & SERVER ADMINISTRATION	24x7	CRITICAL	DATABASE ADMINISTRATION SERVICES	24x7	URGENT	ANTIVIRUS & SECURITY ADMINISTRATION	8x6	URGENT	NETWORK MANAGEMENT-WAN	24x7	CRITICAL	NETWORK MANAGEMENT-LAN	12x6	HIGH	BACKUP & STORAGE MANAGEMENT	As Per Schedule	HIGH	DESKSIDE TECHNICAL SUPPORT	12x6	HIGH	<p>If yes please confirm the service category wise resources in the night shift ?</p> <p>Does bidder has to Pay the nightshift allowances on top of define CTC ,please confirm .</p> <p>In case it 24x7 manshift support required who will plan the shift rotation of the resources ?</p>	<p>There is no special category in night shift</p> <p>No</p> <p>Bidder has to plan which will be vetted by BSES IT Team</p>
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11	Technical	2	34-35	Field Infra Support and CSO NHP Infra Support resource FMS Engineers are to be deployed as given below:	From page 34-36 we understand that the deployed resources has to travel near by office , so who will bear the travel cost and where bidder has to factor it , please confirm .	No. Travel cost will be borne by BSES as per norms.																																				
12	Commercial	section V	49	SECTION-V: PRICE FORMAT	Please confirm the CTC mentioned under section V -Price bid format is inclusive of all i.e. employer Employee PF , ESIC,Bonus, Mediclaim , Insurance - Third party ,Other insurance covers like GAIP , Covid Insurance policy etc .	No Change																																				
13	Technical	Section 5	49	5) Contractor shall ensure availability of manpower / resources at all point of time during the contract period, under all circumstances. Contractor shall be entirely responsible for providing qualified / competent employee in place of employee who resigns or leaving the organization, to the full satisfaction of BRPL within the timelines as required by BRPL. BRPL shall not be responsible for the additional cost to be incurred by the contractors if any in increase of CTC if required in the process of selection of replacement resource.	Can you please share the Approx. Attrition % of the project .	It is less than 4% of full strength.																																				
14	Commercial	5	1.3.1 COMMERCIAL QUALIFYING CRITERIA :	Bidder should have minimum annual turnover of Rs.100 Crores during the last three financial years (2018-19, 2019-20, 2020-21). Bidder to provide UDIN based CA certificate / financial statement as proof of the same	Request you to consider change in turnover criteria, as the complete work is of around 5 Cr and the turnover should be 15 Crores. The annual turnover mentioned is too high, that the participation in the bidding process will get effected and will deprive the meritorius and quality service provider. The clause may read like: Bidder should have minimum annual turnover of Rs. 15 Crores during the last three financial years (2018-19, 2019-20, 2020-21). Bidder to provide UDIN based CA certificate / financial statement as proof of the same.	No Change																																				
15	Technical	5	1.3 Qualifying Criteria: SERVICE DELIVERY MANAGEMENT:	Bidder should have executed at least one single work order for providing IT support services and maintenance of minimum 3000 IT assets including Desktops, Servers, Peripherals (Printers/Scanners) & Networking devices (Switches/ Routers) etc. across multiple locations (not less than 3 locations) in the last 7 years.	Request to remove this clause as this is restrictive in nature and will effect participation.	Bidder must have 2000 IT Assets including Desktops, Servers, Peripherals (Printers/Scanners) & Networking devices (Switches/ Routers) etc. across multiple locations (not less than 3 locations) in the last 7 years.																																				
1	Commercial	3	1.1	EMD in form of Bank Draft / BG / Pay Order	Request you to please allow BID Security Declaration as permitted in all Govt and PSU Tenders in place of Bank Draft / BG / Pay Order	No Change																																				

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2	Commercial	5	1.3	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP - ISO 9001:2008, ISO 20000, ISO 27001, SEI CMMi Level 3 or above.	Please confirm if Bidder need to submit all the mentioned certificate or any one of the mentioned certificate	No Change
3	Commercial	17	9.2	9.2 The Contract Performance Bank Guarantee shall be of 10% of the total value of order and shall be valid till contract validity, plus three (3) months towards claim period	Request you to please reduce Bank Gaurantee to 3% of total Order Value	No Change
4	Commercial	Gen	Gen		Need Salary breakup and any extra cost that need to be factored & given to Resources (night allowance, EDLI etc)	No Change
5	Commercial	45	Annexure 5	Note: The total cumulative penalty shall not exceed 10% of the monthly billing value.	Request you to reduce penalty capping to 5% of monthly billing value	No Change
6	Commercial	Gen	Gen		Do we need to factor any increment / salary hike for the existing resources at the time of taking over the contract or it is factored in shared CTC	No Change
1	Technical	5	1.3	Bidder should have at least technical 500+maintenance engineers and software personnel's (i.e. Excluding of administrative staff) on its rolls at Delhi/NCR Office.	We don't have 500+ manpower but we have FMS engineer on different location.	Must have 500+ maintenance Engineer including subcontractor excluding adminstrative staff at Delhi/NCR
2	Technical	5	1.3	Bidder should have at least technical 500+maintenance engineers and software personnel's (i.e. Excluding of administrative staff) on its rolls at Delhi/NCR Office.	We placed our enigneer on our sister concern role.	Please refer above point
1	Technical	Pg 16	8.0 Human Resource Clause (iii)	i. ID CARD: No contractor will issue any ID cards to their staff on their own .All ID Cards for the workforce will be issued by BRPL Security ID Card Cell only.	Who will bear the cost of ID card cost.	Bidder for their orgnization ID Card
2	Technical	Pg 16	8.0 Human Resource Clause (ix)	i. All safety wears required for the contractor's manpower during the execution of work such as safety shoes, safety helmets, hand gloves, safety belt, dust mask, goggles etc. must be provided by the contractor at his own cost and he shall ensure that his employees regularly use such safety gears while executing company's work.	These are mandatory for all deployed resource, please confirm	Basic amenities to be provided to all resources as per present scenario of Corona like Mask , Sanitizer etc.
3	Technical	Pg 24	1.0 Project Management	FM Vendor will assign a dedicated Project Manager who will provide the management interface facility and has the responsibility for managing the complete service delivery during the contractual arrangement between BRPL and the FM Vendor.	Is there a mandated requirement of onsite PM or PM can be given offsite.	Onsite
4	Technical	Pg 25	SOW, Helpdesk	Help Desk shall act as a single-point-of-contact for all service problems pertaining to hardware, software & network. The successful bidder shall maintain a dedicated centralized online Help Desk with a telephone number, E-mail and call tracking mechanism that will resolve problems and answer questions that arise from the use of the offered solution as it is implemented at BRPL	Details of HD tool currently in user. Helpdesk Infra to be arrange by vendor or to be provided by BRPL	HD Tools from BSES
5	Technical	Pg 26	ASSET/ INVENTORY MANAGEMENT	Resources shall create/ maintain hardware asset database by recording information like configuration details, serial number, asset code, location details, warranty and AMC	Currently which tool are using to maintaing the assets inventory.	IMS Software
6	Technical	Pg 27	ASSET/ INVENTORY MANAGEMENT	Provide asset verification at least twice a year in presence of BRPL personnel	Activity to be perform by deployed RE or to be arrange additional resource for this activity.	No additional resource
7	Technical	Pg 27	ANTI VIRUS MANAGEMENT		Please provide details of tool currently using at site.	Trendmicro/ Kaspersky
8	Technical	Pg 27	NETWORK MONITORING & MANAGEMENT- WAN / VPN / INTERNET		Please provide details of NMS tool currently depolyed at site.	MOTADATA

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9	Technical	Pg 31	RESOURCES FOR PROJECT & SERVICE MANAGEMENT	The bidder shall adequate number of L1 & L2 personnel for reviewing and controlling manpower performance .Further there shall be one team leader available during dayshift, which would also be expected to be available on call in case of emergency requirement	One Team Leader resource count include in the No of resource count or extra 1 No TL to be provision, please confirm.	It is already provisioned in Bid Document
10	Technical	Pg 25	Help Desk	Help Desk shall act as a single-point-of-contact for all service problems pertaining to hardware, software & network.	What are varioud means user will raise the issue, or contact help desk? Is the help desk agent supposed to provide SOP based L1 troubleshooting as well?	Helpdesk no and email id , apart from HD Tool available to raise the complain. HD Engineer also use to provide online support to the user.
11	Technical	Pg 36	Central Data Center and Network Resource		Is the central DC/ Network team sitting onsite at both locations Nehru Place and Balajee?	Yes
12	Technical	Pg 28	SOW / Server Administration / Management		How is the DC team monitoring and managing the environment ?What tools getting used?	Managing DC thru EMS Tool (MOTADATA)/ Solarwind as well Server , Network devices and Log monitoring with the runtime command.
13	Technical	Pg 30	SOW / SERVICE MANAGEMENT CONTROLS		What is the ITSM tool getting used? What kind of integration is in place?	It is Inventory Management System for entire assets in stock , deployed and retired.
14	Technical	Pg 37	Infra Resource Plan / Telecom & SCADA IT		Where is the rest of support team sitting? (for telecom, SCADA network, Applications)	DC IT Support Team use to sit in Head Office Date Center, Nehru Place. OT Support Team use to sit in SCADA , Balajee.
15	Technical	Pg 34	Manpower Summary		How many resource can be rebadged, and how many to be hired new?	Approx 10 nos
16	Technical				Please provide ticket dump	Average Ticket Count already deliberated on prebid meeting.
17	Technical				Please provide asset volume (DT/LT, DC Infra)	Network devices approx 275. Servers 40 Nos, Desktops 2700 Laptops 900
18	Technical	Pg 25	Hardware and software services		Hardware AMC and spare provisioning is NOT in scope. Please confirm	Yes , it is in BRPL Scope
19	Technical	Pg 25	Section IV - SOW		Any Automation projects underway? What is future strategy?	This is not relevant query
20	Technical	Pg 25	Section IV - SOW		Any cloud migration projects underway? What is future strategy?	Not yet
21	Technical	Pg 34	Manpower Summary		Can we change the existng delivery model? Can we place RIM from our shared delivery center?	No
22	Technical	Pg 34	Manpower Summary		Onsite team, will they be provided PC/ laptop ?	Yes
23	Technical	Pg 26	Section IV - SOW	Install: Installation of desktop machines, servers, peripheral equipment, and network attached peripheral equipment, which form part of the existing baseline (new equipment needs to be procured by with installation services at the time of procurement).	Do we have to procure new hardware?	No
24	Technical	Pg 30	DESK SIDE TECHNICAL SUPPORT SERVICES		What is the desktop management and patch mgmt tool ?	There is no Desktop Management Tool at this moment. Plan for procurement of patch management tool in future.

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25	Technical	Pg 5	Service Delivery Management	Bidder should have at least technical 500+maintenance engineers and software personnel's (i.e. Excluding of administrative staff) on its rolls at Delhi/NCR Office. Declaration on Notarized no judicial stamp papers with their qualification, experience & duration of service.	500+ resourses at Delhi/NCR is it relaxabe or mandatory	Already mentioned above
26	Commercial	Pg 49	SECTION-V: PRICE FORMAT		For new hiring of resources, the CTC expectation might not match with given salary in RFP. Who will bear the cost if salary is higher than RFP requirement?	No Change
27	Commercial	Pg 49	SECTION-V: PRICE FORMAT		Referring to price format table, what is included in Miscellaneous SLA Services?	No Change
3	Commercial	8		FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION	Please confirm, Reverse auctions through SAP-SRM tool is mandatory for this requirement .	YES, it is Mandatory
4	Commercial	15	5	increment slab shall be decided by the company (BRPL). The incremental cost due to the appraisal process shall be passed on at actual in the contract. Bonus as decided by BRPL shall be reimbursed on actual to the contractor post disbursement in the month of Oct/Nov before Diwali Festival.	We understand that the BYPL will decide on the increment cost and bidder has to pass on the same to the resources, please confirm.	Already cleared the same in Pt No:2 of Section V (Price BID format) in the Tender document
5	Commercial	15	5	Bonus as decided by BRPL shall be reimbursed on actual to the contractor post disbursement in the month of Oct/Nov before Diwali Festival.	Does Bonus is a part of the CTC mentioned under Section V - price bid format ?	Yes it is the part of CTC .
6	Commercial				If Yes , will it be reimbursed to the bidders on actual ,please confirm.	Yes it will be reimbursed to the Bidder after disbursal & duly certified from the User department.

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12	Commercial	section V	49	SECTION-V: PRICE FORMAT	Please confirm the CTC mentioned under section V -Price bid format is inclusive of all i.e. employer Employee PF , ESIC,Bonus, Mediclaim , Insurance - Third party ,Other insurance covers like GAIP , Covid Insurance policy etc .	a)CTC INCLUDES PF, ESIC, BONUS & MEDICAL INSURANCE. B)Premium for COVID POLICY & GPA will be borne by BRPL(refer tender pg no - 19) c) Third party insurance to be taken by the Bidder.
14	Commercial	5	1.3.1 COMMERCIAL QUALIFYING CRITERIA :	Bidder should have minimum annual turnover of Rs.100 Crores during the last three financial years (2018-19, 2019-20, 2020-21). Bidder to provide UDIN based CA certificate / financial statement as proof of the same	Request you to consider change in turnover criteria, as the complete work is of around 5 Cr and the turnover should be 15 Crores. The annual turnover mentioned is too high, that the participation in the bidding process will get effected and will deprive the meritorius and quality service provider. The clause may read like: Bidder should have minimum annual turnover of Rs. 15 Crores during the last three financial years (2018-19, 2019-20, 2020-21). Bidder to provide UDIN based CA certificate / financial statement as proof of the same.	No Change
1	Commercial	3	1.1	EMD in form of Bank Draft / BG / Pay Order	Request you to please allow BID Security Declaration as permitted in all Govt and PSU Tenders in place of Bank Draft / BG / Pay Order	NO CHANGE
2	Commercial	5	1.3	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP - ISO 9001:2008, ISO 20000, ISO 27001, SEI CMMi Level 3 or above.	Please confirm if Bidder need to submit all the mentioned certificate or any one of the mentioned certificate	BIDDER NEED TO SUBMIT ALL THE MENTIONED CERTIFICATES AS PER RFP.
3	Commercial	17	9.2	9.2 The Contract Performance Bank Guarantee shall be of 10% of the total value of order and shall be valid till contract validity, plus three (3) months towards claim period	Request you to please reduce Bank Gaurantee to 3% of total Order Value	The Contract Performance Bank Guarantee shall be of 10% of the total value of order and shall be valid till contract validity, plus three (3) months towards claim period OR The Contract Performance Bank Guarantee shall be of 5% of the total value of order and shall be valid till contract validity, plus three (3) months towards claim period with 5% retention in every bill.
4	Commercial	Gen	Gen		Need Salary breakup and any extra cost that need to be factored & given to Resources (night allowance, EDLI etc)	Salary beakup will be shaed before awarding the contract.
5	Commercial	45	Annexure 5	Note: The total cumulative penalty shall not exceed 10% of the monthly billing value.	Request you to reduce penalty capping to 5% of monthly billing value	NO CHANGE
6	Commercial	Gen	Gen		Do we need to factor any increment / salary hike for the existing resources at the time of taking over the contract or it is factored in shared CTC	NOT REQUIRED
26	Commercial	Pg 49	SECTION-V: PRICE FORMAT		For new hiring of resources, the CTC expectation might not match with given salary in RFP. Who will bear the cost if salary is higher than RFP requirement?	As mentioned in the tender document (pt no 5 & replacement of resources) the same cost to be taken care by the bidder, if any.

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27	Commercial	Pg 49	SECTION-V: PRICE FORMAT		Referring to price format table, what is included in Miscellaneous SLA Services?	a) GIS developer: 4 Nos. b) Website Developer: 2 No. c) SAP Basis : 3 Nos. d) SAP BIW : 1 Nos. e) SAP ABAP Developer - 01 Nos