

CORRIGENDUM 1		Pre-Bid Queries & Clarifications		
Date:		02/05/2024		
BYPL NIT NO:		CMC/BY/24-25/RS/SvS/AvS/01 Dated: 19.04.2024		
Work:		Information Technology Service Management in BYPL		
S.No	NIT Clause Reference/ Section	Clause Description	Bidder's Query	BYPL's Reply / Clarifications
1	Section-I Request for Quotation, Clause 7, Page no. 18 of 141	Date & Time of submission of bid 10th May 2024 upto 14:00 Hrs	Request for extension of bid submission time by at least 2 weeks	Bid submission due date is extended till 17th May 2024 upto 14:00 Hrs.
2	Section-V Scope Of Work, Clause 9, Pg. no. 87 of 141	Under heading Performance Indicator	-	Under P1 Incident Resolution time to be read as: Minimum 98% ticket of the total P1 Tickets
3	Section-I Request for Quotation, Clause 6.3.3, Page no. 18 of 14	Bid Submission: 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?	There is no H1 elimination for reverse auction.
4	Section-I, RFQ, Clause no. 4.2 (iv)	Financial QR:The completed Cost will be escalated by BYPL @ 8% compounded rate for each completed year, ending March 31st for the assessment purpose.	The bidder need clarification on the 8% compound rate for each completed year.	The completed Cost will be escalated by BYPL @ 8% compounded rate for each completed year, ending March 31st for the assessment purpose.
5	SECTION-II, NSTRUCTIONS TO BIDDERS (ITB), General, Clause 1.6	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?	To be decided at the time of award
6	Section-III, SCC, Clause 5- Rates & Escalation, Page 32	Rates & Escalation	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 quoted rate should include all the applicable statutory & other compliances required to execute the job. > Please refer to Section-III, SCC, Clause 5- Rates & Escalation, Page 32
7	Section-III, SCC, Rate & esclation, Clause 5.2 (iii) page no. 32 of 141	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.	i) Please confirm the total number of on call locations and type of asset located across those location. ii) Please confirm the average distance from the base the location of BYPL to Non RE locations iii) Does the onsite resources travel to the nearby non RE location, Please confirm,.	BYPL having approx. 154 offices/grid location in East & Central part of Delhi. You need to consider Mobile & conveyance expenses accordingly.
8	Section-III, SCC, Clause 10, Page 36 of 141	GUIDELINES REGARDING INSPECTION & MAINTENANCE OF PITS /DUG AREA WHILE DOING WORK AT SITE IN BYPL AREA	Does this clause is applicable to IT service provide, Please confirm	This clause & corresponding Annexures have been deleted
9	Section-III, SCC, Clause-7 Page no. 34-141	Payment Terms	We understand all the payments will be made within 30 days from the invoice/billing date. We propose payments to be made within 15 days from the invoice date.	Tender conditions shall prevail.
10	Section-III, SCC, Clause-8 Page no. 35-141	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.	Tender condition is clear in this regard, please refer to Section-III, SCC, Clause-8 Page no. 35-141.

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11	SECTION – IV GENERAL CONDITIONS OF CONTRACT (GCC) 11. PERIOD OF MOBILISATION	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 required, is to be mutually discussed & agreed upon by the BYPL. Further, the transaction/mobilization period shall be as per the tender condition. You may discuss with C&M team for further clarification, if any.
			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)	
12	Section-IV, GCC, Clause 11-Period of Mobilisation, Page 45 of 141	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 mobilisation period is 30 days and at least key resources required to be on-board 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 shall prevails.
			We understand that the Actual contract will start beyond the 30 days post LOA, please confirm.	The work shall start from the start date to be mentioned in LOI/LOA/RC.
13	Section-IV, GCC, Clause 36.44- Contractor's Obligation, Page no. 66 of 141	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 conditions shall prevail.
14	Section-IV, GCC, Clause 36.45- Contractor's Obligation, Page 66 of 141	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 BYPL , Please confirm	Please refer to the tender terms & Conditions
15	Section-IV, GCC, clause 33 (H) page 58 of 141	All safety wears required for the Contractor's manpower during the execution of work must be provided by the Contractor at its own cost and the Contractor shall ensure that its employees regularly use such safety gears.	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.
16	Section-IV, GCC, Clause 34.3, Page no. 61 of 141	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,Please refer to page no. 97 of 141 for details of minimum deployment for Software development resources.
17	Section-IV, GCC, Clause 36.46- Contractor's Obligation, Page 66 of 141	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	Please refer to the tender terms & Conditions
			Does this resource required dedicated onsite for the project or can be available fortnightly /weekly or as and when required basis in BYPL premises , Please confirm.	This is the bidder's responsibility to ensure the service level of the work by adequate depoloyement of the supervisors. BYPL would need a point of contact to address our concern.
18	Section V - Scope of Work, page 75 of 141	BYPL having approx. 154 office/ grid locations in Delhi. It also has 2 Data Centres - one each at BYPL located at Karkardooma and SCADA Data centre at Shankar Road 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 154 Office Location/Grid ?	154 Locations and 2 Data centre Across in Delhi. East and central Delhi.
			Can we propose hybrid model or resource to be deployed?	BYPL is looking for dedicated model
			kindly share the past six month support ticket dump for end user support and data Center ?	For Oct-23 - 1692 nos. For Nov-23 -1561 nos. Dec-23 -1379 nos. Jan-24 -2248 nos. Feb-24- 2115 nos. Mar-24: 1792 nos.

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19	Section V, Scope of Work, Part A, Page 75 of 141	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 the BYPL environment and plan no.of resources accordingly. You may discuss with C&M team for further clarification, if any.
20	Section-V Scope Of Work, Clause 9, Pg. no. 87 of 141	Performance Indicator	Also confirm the is there any relaxation in the SLA post transition.	Please refer to tender terms and conditions
21	Section V, Scope of Work, Part A, Page 75 of 141	BYPL 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 BYPL's has its own arrangement , please confirm.	> Tender condition is clear in this regard. Please refer to Section-V, SOW, Clause 1 (V)-Service Desk Management, Page 77. > Bidders need to manage the service level by providing need-based L3 support from its Head Office, if required.
22	Section V, Scope of Work, Part A, Page 75 of 141	1.1 Service desk Services	Please share the Call details at least for last 6 month	The details are as follows: Oct-23: 1692 nos. Nov-23: 1561 nos. Dec-23: 1379 nos. Jan-24: 2248 nos. Feb-24: 2115 nos. Mar-24: 1792 nos.
			What will be the support window for service desk team ?	Tender condition is clear in this regard, please refer to Section-V SOW, clause 10 - Service Hours, Page no. 88 of 141
			Please confirm the location for Service desk setup.	The Location of service desk would be in Karkardooma office of BYPL.
			Is there any existing Service desk tool ? If not who will provide the service desk tool ?	BYPL will provide all the required tools and services.
			Does these Service desk resources also perform the First call resolution also , if yes what is the FCR %	Yes it is required from day one, We would like to have FCR with 65% and above and improve the user experience as engagement and maturity grows in this contract.
23	Section V, Scope of Work, Part A, Page 75 of 141	1.2.End User Support Service	Please confirm the Service Window for EUS support .	Tender condition is clear in this regard, please refer to Section-V SOW, clause 10 - Service Hours, Page no. 88 of 141
			Please specify the location wise number EUS devices to be cover under scope.	Tender condition is clear in this regard, please refer to Section-V SOW, clause 11, Page no. 89 of 141
			Pleas confirm critical location where in onsite dedicated support required	To be provided to successful bidder.
			Please share the detail list of on call locations along with Asset spread.	Tender condition is clear in this regard, please refer to Section-V SOW, clause 11, Page no. 89 of 141
24	Section V, Scope of work, Part-A, End user Support clause no. XVIII, Page no. 77 of 141	Test patches for compatibility and stability before deployment.	Please confirm do you have any tool for patch management or it's a manual activity.	Yes we have centralised patch Management tools.
25	Section V, Scope of work, Part-A, Data Centre Services, Page no. 76 of 141	2.Data Centre Services 2.1.Database Administration Service 2.2.Network Administration Services 2.3.System and Server Administration 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.	DC support is Onsite
			If remote support is possible , please confirm can we propose the L2 support from GCC .	DC support is Onsite
			We assume that the tool access and connectivity from the customer DC to Bidders GCC will be responsibility of BYPL , kindly confirm.	Not applicable as of now.
			Please share the number of physical as well as Virtual Instances needs to cover under Server Administration Which all are OS under support	In BYPL physical servers are 52 and VM are 106 Instances BYPL has MS OS, Linux and Ubuntu
			Which all are databases are under support	DB in BYPL are Oracle, MS SQL and MySQL
			Please confirm the is there any Backup tool in the current environment ?	Yes. We are using Veristas for server and Vembu for End users
			Please confirm the frequency for the Backup activity.	Backup policy will be shared to successful Bidder

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			Which is the network monitoring tool in use.	Everest is the monitoring tool for EMS and NMS
26	Section V, Scope of work, Part-A, Telecom, Contact centre & CCTV Services, Page no. 76 of 141	Telecom, Contact Centre and CCTV Services	Please confirm the service window , Ticket details ?	Tender condition is clear in this regard, please refer to Section-V, SOW, Clause-10, Page no. 88 of 141.
			Who is responsible for CCTV data back and what will be the retention period.	We have centralised VMS and NVR is local at remote office (Division) DC team will be responsible for Backup and day to day maintenance.
27	Section-V Scope Of Work, Part-A, Page no. 76-141	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.	Location will be in BYPL Office. You may discuss with C&M team for further clarification, if any.
28	Section V, Scope of work, Part-A, Call centre Administration services, Page no. 81 of 141	Call Centre Administration Services	Please confirm where does call centre located	Contact center is part of scope (Cisco PCCE, servers/storage/Recording) administration and support. Delivery location is out of scope.
			Please share the user count.	105
			Which is the existing call centre tool in place.	Cisco PCCE
			What would be the average monthly call volume of Call centres	9200 calls
			Does this call centres users calls also falls on the centralised service desk, Please confirm.	NO
29	Section V, Scope of work, Part-A, Call centre Administration services, clause 3. B (VI) Page no. 81 of 141	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 responsible to configure PoC setup as per technical requirement
30	Section V, Scope of work, Part-A, Monitoring services, clause 4 Page no. 81 of 141	Monitoring Service	Please confirm which are the existing tools to monitor the Network Infra and Applications .	Everest is the monitoring tool for EMS and NMS
			(NON Application)	As on date There are 219 applications, Out of which 20 are critical applications.
			Does these tools are integrated with Service desk software available in the current Environment.	Monitoring tool is not integrated with Service desk tool, This is under provisioned under FY 24-25
			We understand the support window is 24x7 for monitoring the network as well as Applications, please confirm.	Yes its is 24x 7 for Network and Application Monitoring in Both DC KKD and SRD.
31	Section-V Scope Of Work, Part-A, Clause 9, Page no. 86-141	Performance Monitoring: Suggested Service level Agreement - Service Hours	Details of the call volumes/ incidents (P1,P2, P3 & P4 incidents) for the last six months.	Please refer pt. no. 22 above
32	Section V, Scope of work, Part-A, IT Estate Details, clause 11 Page no. 89 of 141	IT Asset details	We require detail location wise break up of the IT landscape mentioned in the tender.	To be provided to successful bidder.
33	Section V, Scope of work, Part-B, 97 of 141	Part B: Providing the Resources for various software development service in BYPL	Please confirm which analytics tools SAP - BW/Analytics	BW and B4H
34	Section-V Scope Of Work, Part-B, Pg. no. 98 of 141	GIS Developer Junior (L1)	GIS Developer Junior (L1) Job description is given on page no. 98. 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
35	Section-V Scope Of Work, Part-B, Pg. no. 98 of 141	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. 98 will be referred as job description for GIS administrator(L2).	GIS Developer L2
36	Section-V Scope Of Work, Part-B, Pg. no. 97 of 141	II) Software Development Service GIS support - Android Dev	Job Description is not given for Android Dev	JD is Enclosed at annexure-1
37	Section-V Scope Of Work, Part-B, Pg. no. 103-141	8 SAP ABAP Developer Junior(L1)	SAP ABAP Developer Junior(L1) position job description is given on page 103, 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. 97	To be deleted

S.No	NIT Clause Reference/ Section	Clause Description	Bidder's Query	BYPL's Reply / Clarifications
38	Section-V Scope Of Work, Part-B, Pg. no. 108-141	Position Title - 13 SAP MM(L1)	The job description is given on page 108 but this position title is not mentioned in the summary given on the page 97 ((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. 97	To be deleted
39	Section V - Scope of Work, Part-A, Clause-6, Page no. 83 of 141	New Services BYPL 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.	Refers to introduction of new Products and services, if the nature of such changes and quantification can be clarified?	Tender condition is clear in this regard, please refer to Section-VI, Price Bid, Clause-10, Page no. 114 of 141.
40	Section-V, Scope of work, Clause 9, Page no. 86 of 141	Performance Indicator	There are 2 tables provided for SLAs. If table 1 relates to the SLAs being sought, What is table 2? What is the proposed overall SLA penalty CAP?	Tender condition is clear in this regard, please refer to Section-V, SOW, Clause-9, Page no. 86,87 of 141.
41	Section-V Scope Of Work, Part-A, Pg. no. 87-141	Performance indicator:The maximum penalty shall not exceed more than 7% 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 shall prevail.
42	Section-V Scope Of Work, Part-A, Clause 11, Page no. 89-141	IT Asset details	Need Asset Inventory as well as resource location details for more clarity. Virtual server platform details and database.	Tender condition is clear in this regard, please refer to Section-V, SOW Clause-11. You may discuss with C&M team for further clarification, if any.
43	Section-V Scope Of Work, Part-A, Clause 12, Page no. 89-141	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 BYPL.	The ticketing and Monitoring tool will be provided by BYPL
44	Section-V Scope Of Work, Part-A, Clause12 (a), Page no. 90-141	L-1 support Engineer- User Support Servies 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 vendor who is supporting BYPL for hardware break fix calls.	All the HW is under AMC, this is not part of FMS.
45	Section-V Scope Of Work, Part-B, Page no. 97-141	Software Development Service	Please specify the location for deploying software development resources.	Shankar Road and Okhla, Location may be changes depend on operations requirement
46	Section-V, SOW, Part-B, Position Summary,Page- 101-141	Linux Admin	Positions like Linux administrator are not mentioned in the Software resource requirements but are part of the JD section for the same. Request clarification for the same.	To be deleted
47	Section V - Scope of Work, Clause 1 (B), Page no. 77 of 141	End user Support	Kindly share total User bidder is required to Support ?	2250 approx.
48	Section-V Scope Of Work, Part-A, Page no. 76-141	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 BYPL will provide the Resource count ?	Bidder is expected to access the BYPL environment and provide resource plan. You may discuss with C&M team for further clarification, if any.
49	Section-V, Scope Of Work, Part-A, Clause 4 (C) Page no. 82-141	Call Centre Monitoring: (Contact Centre Monitoring)	Kindly let us know the list of software and application and monitoring tool used in Call center ?	1. OS- MS Windows, Linux, ubuntu 2. Backup- Veritas, Vembu 3. EMS & NMS- Everest 4. End Point: Zoho for End point, AD Manager, AD Self Services 5. AV- Croud Strike. 6. CCTV- VMS 7. Acrobat Professional. 8. NW- Cisco, fortinet 9. Waf- Fortinet This list is not exhaustive.

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50	Section V - Scope of Work, Part-A, Clause-6, Page no. 83 of 141	New Services BYPL 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 BYPL Responsibilities ?	Yes new services and initial SOP preparation will be provided by BYPL. Bidder responsible would be provide the skill training to the resource for on going support. If any SOP is missing, Bidder will responsible to Prepare and maintain all the SOP for BYPL IT.
51	SECTION – VI, Price Bid, Page 113 of 141	Price Bid	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.	Tender condition is clear in this regard, please refer to Section-I, RFQ, Clause 1.3, page no. 11 of 141 and Section-VI, Price Bid, Page no. 113 of 141.
52	General		Whether BYPL shall arrange the required HW/ SW/ Communication Infra for the onsite team?	Yes, BYPL will provide asset/sw to deployed resource
53	General		As part of Software development service specific requirements are provided for different positions which appears to be a T&M requirements. However, it is also mentioned that 'However bidder has to assess the actual requirement of manpower based on the SLA'. This does not appear to be a SLA based service rather a manpower based one. Hence request you to clarify.	Tender conditions in this regard is clear. You may discuss with C&M team for further clarification, if any.
64	General		What are the tools used in the environment including those used from an ITIL, monitoring and automation perspective and who administers those tools?	Currently we are using Everest as ITSM tool.
55	General		Can Rebadging is allowed for the project , Please confirm.	Rebadging will be mutually agreed with the BYPL and Bidder
56	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.
57	General	DC & DR and branch locations	Please specify the location for deploying resources in DC, DR and branches	DC is in Karkardooma and Shankar Road . Branches are same as the BYPL office location which is shared
58	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 ?	Everest ITMS
59	General		Kindly share the List of Tool used for	BYPL will share all the tools and services and list of tools will be shared with the successful bidder
60	General		Kindly confirm BYPL would provide all the IT assets to Deployed resource or BYPL would be providing the same ?	Yes, BYPL will provide asset to deployed resource
61	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 BYPL allocated Partner or BYPL 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 coordinate with BYPL vendors for replacement of Hardware
62	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 ?	Bidder to access & quote as per Price format considering the overall Scope of Work for Part A & B