

Response to the Pre Bid Queries of the e-Tender no: **TW-IT/OT/01/2017-18**  
For Procurement of IT Outsourcing support for GRIDCO and SLDC Data Center and OPTCL.

Tender Document Reference	Content of RFP requiring Clarification(s)	Clarification sought by Different Vendors	Response
Clause 3.16 of Penalty for noncompliance of SLA	The penalty and liquidated damages are uncapped in your requirement.	We request you to cap this at 5% of the periodic invoice value <b>(asked by IBM)</b>	No Change. As per RFP.
		A complete and exhaustive list of the hardware is required. So we would still like to know it because our resources/ expertise will be based out of that. <b>(asked by IBM)</b>	Please go to Schedule VII at page no 61 of tender document. For more information please visit our offices.
		All the software that is to be managed and the precise expectation from the resources. <b>(asked by IBM)</b>	ERP(Oracle) Application, GIS Application, Oracle Utility Software, CA tool, Legacy Accounts S/w(End-user management).
		The requirements of periodic reports from the FMS team <b>(asked by IBM)</b>	For better management and performance evaluation weekly reports are required.
		Support timing and resource deployment structure <b>(asked by IBM)</b>	Support timing is mentioned in clause 4.2.18 and resource deployment has to be sized by the bidder as per OPTCL's requirement.
		What all activities do you take from the CA tool. <b>(asked by IBM)</b>	All FMS issue management, monitoring and reporting should be through CA Tool.
		The details of the billing software. OEM, version, etc. <b>(asked by IBM)</b>	The Billing Software is Oracle utility based application Software Ver. 1.5.0.4.0.
		We would request you to extend the dates for submission by another 15 days minimum <b>(asked by IBM)</b>	<b>Last date &amp; time of submission of bidding document: 31.07.2017, 13:30 Hrs</b>

Page 62 of Schedule VIII	List of Application System to be hosted and supported for production	Kindly clarify the type of support required. Hands and Feet Support only, Scope limited to 24X& DC operation monitoring <b>(asked by WIPRO)</b>	ERP Application systems, ERP Utility System, Legacy Accounting system and GIS Application System.
Page 57, Schedule IV	2)ERP Application DBA & 3) Software Developer in ERP environment	Required APPS/DBA detail SOW for Development and type of skills required <b>(asked by WIPRO)</b>	As per RFP
	IT Executive ( Software Developer/ Network Administrator/ System Administrator)	B.Tech(CS/IT/ECE)with skills in CNE or CISCO/NORTEL certified Engineer for networking. Pls add MCA degree for qualification. <b>(asked by WIPRO)</b>	MCA qualification may be added.
Clause 4.2.12.F, page 39	Manage database upgrade or patch upgrade as and when required with minimal downtime	Patch & Support to be enable through OEM. <b>(asked by WIPRO)</b>	No Change. As per RFP. Rather the vendor should coordinate with the OEM and execute/resolve the issues.
Clause 4.2.11. H, page 38	Regular analysis of events and logs	Are you suggesting to use any tool for this or it will be a manual process? <b>(asked by WIPRO)</b>	With the help of System/Application Tools and CA Tools.
Clause 4.2.11. I, page 38	Apply OS Patches and updates	What is the current patch compliance ratio? <b>(asked by WIPRO)</b>	As and when comes to resolve the issues in DC. With the help of OEMs.
Clause 4.2.11. J, page 38	Responsible for periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures	We understand that bidder will use GRIDCO's existing EMS tools for monitoring the infrastructure. Please confirm <b>(asked by WIPRO)</b>	Yes. As per RFP.
Clause 4.2.12. D, page 39	Provide performance monitoring and tuning services on Oracle Server, DB2 databases.	We understand that performance monitoring of DB servers to be done using GRIDCO's existing EMS tools. Please confirm. <b>(asked by WIPRO)</b>	Yes.
Page 39	Backup and restore of data of server-systems/Desktops/Laptops in accordance to defined process/procedure	What is the current backup management tool for servers and Desktop. <b>(asked by WIPRO)</b>	As per RFP
Page 40	Maintenance and Upgrade of infrastructure and its desired System/Application software as and when needed in case of New IT Infrastructure like Servers/Storage etc	We suggest to route any major upgrade via CR <b>(asked by WIPRO)</b>	As per RFP except Major upgrades.

Page 37	Any new configuration/installations/Virtualizations/Migration works are to part of this service as part of any change/swapping of Servers' Applications/Database have to be taken care	We suggest to route any configuration / installation / migration / upgradation via CR <b>(asked by WIPRO)</b>	As per RFP
Page 40	GRIDCO/SLDC is evaluating automated backup-solution for End Users (Desktops/Laptops). As and when, available, FM Contractor is required to provide centralized monitoring for compliance for the same for all the users	Will it be limited to only monitoring and informing to respective team? Or management & troubleshooting will also be part of scope. <b>(asked by WIPRO)</b>	Initial trouble shooting and management should be part of scope.
Page 40	GRIDCO/SLDC is in the process of establishing a DR facility which will be ready in due course of time. FM Contractor shall quote for this service also	GRIDCO to share following information's for DR 1. DR infrastructure details, 2. Location 3. Connectivity details 4. Identified technology for DC-DR replication Hope DR implementation will happen through a separate contract. Kindly confirm <b>(asked by WIPRO)</b>	DR implementation will happen through a separate contract.
Page 40	Ensure that DR documentation is up to date and the secondary site is in full readiness for switch over in case of any disaster.	As per our understanding, all DR drill / invoke related process document will be shared by Implementation team and FMS team should follow the same process during switch over. Please confirm if our understanding is correct <b>(asked by WIPRO)</b>	Yes.
Page 41	Mock drills and plan updates will be carried out as per the policies of GRIDCO/SLDC Manage email archival Solution with DR when ready	Kindly mention the frequency Managing email archival is fine but who will implement the archival? <b>(asked by WIPRO)</b>	The FMS vendor.
Page 13, clause 2.i	Conditional Bids shall not be accepted.	<del>Conditional Bids shall not be accepted.</del> <b>(asked by WIPRO)</b>	As per RFP.
Page 16, clause 3.6	The contract shall be for a period of 3 years from the date of Sign-On of Services. The contract period can be further extended on yearly basis subjected to the satisfactory performance of the vendor services, on the same	The contract shall be for a period of 3 years from the date of Sign-On of Services. The contract period can be further extended on yearly basis subjected to the satisfactory performance of the vendor	As per RFP.

	rates, terms and conditions..	services, on the same rates, terms and conditions which shall be mutually decided at later stage.. <b>(asked by WIPRO)</b>	
Page 16, clause 3.7	As per RFP	<u>Any cost incurred by Contractor in relation to suspension event shall be paid by purchaser</u> <b>(asked by WIPRO)</b>	As per RFP.
Page 16, clause 3.8	2. In the event purchaser terminates the contract either in whole or in part, the purchaser reserves the right to purchase such services at such terms and in such a manner as deemed appropriate and the Contractor is liable to the Purchaser for any additional costs and/or penalty for delay as per clause 3.16	<u>Request deletion</u> <b>(asked by WIPRO)</b>	As per RFP.
Page 16, clause 3.9	As per RFP	Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Service Provider) that may arise out of or result from this Agreement. The aggregate liability of Service Provider under this Agreement, shall not exceed the fees received by Service Provider under this Agreement during the three months preceding the date of such claim. <b>(asked by WIPRO)</b>	As per RFP
Page 17, clause 3.10	At its option obtain such services and recover the extra costs so involved from the contractor.	Request deletion <b>(asked by WIPRO)</b>	No Change. As per RFP.
Page 19, clause 3.16	As per RFP	Request to Add: The aggregate penalty that can be deducted in a quarter will not exceed 3% of the quarterly invoice value.	As per RFP

Page 19, clause 3.18	As per RFP	Request deletion <b>(asked by WIPRO)</b>	No Change. As per RFP.
	New clause	In case of new taxes/change in taxes the same will be borne by OPTCL. <b>(asked by WIPRO)</b>	As per OPTCL's rules.
	(New Clause) Transfer of risk and title	Contractor assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Purchaser on delivery of the material at the Purchaser location. <b>(asked by WIPRO)</b>	As per RFP
	(New Clause) Limitation of Liability	<p>Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.</p> <p>Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Contractor for all claims under or in relation to this Agreement, shall not exceed the fees received by Contractor under this Agreement during the three months preceding the date of such claim. <b>(asked by WIPRO)</b></p>	As per RFP

	(New Clause) Termination	<p>Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days.</p> <p>In the event of termination by owner, the Contractor shall be paid for the:</p> <ol style="list-style-type: none"> <li>1. goods delivered</li> <li>2. services rendered</li> <li>3. work in progress</li> <li>4. unpaid AMCs</li> <li>5. third party orders in pipeline which cannot be cancelled despite Contractor's reasonable efforts</li> <li>5. unrecovered investments shall be paid by Purchaser as per termination schedule till the date of termination. <b>(asked by WIPRO)</b></li> </ol>	As per RFP
	(New Clause) Change Orders	<p>Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Contractor will prepare a Change Order reflecting the proposed changes, including the impact on the deliverables, schedule, and fee. In the absence of a signed Change Order, Contractor shall not be bound to perform any additional services. <b>(asked by WIPRO)</b></p>	As per RFP
	(New Clause) Pass through Warranties	<p>Since Contractor is acting as a reseller of third products, Contractor shall "pass-through" any and all warranties and indemnities received from the</p>	As per RFP

		<p>manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Purchaser shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Contractor shall not provide any additional warranties and indemnities with respect such products. <b>(asked by WIPRO)</b></p>	
	<p>Exceptions to Indemnity</p>	<p>Contractor shall not have any liability to Purchaser under this section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by Purchaser where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by Purchaser; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than Contractor where the unmodified version of the Deliverable would not have been infringing. Contractor will completely satisfy its obligations hereunder if, after receiving notice of a claim, Contractor obtains for Purchaser the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing. <b>(asked by WIPRO)</b></p>	<p>As per RFP</p>
	<p>(New Clause) Reference</p>	<p>Notwithstanding anything to the contrary, Contractor may share Contract/engagement/ project details and</p>	<p>As per RFP</p>

		relevant documentation to its Purchasers/ prospective Purchasers solely for the purpose of and with the intent to evidence and support its experience earned under this Contract. <b>(asked by WIPRO)</b>	
	(New Clause) Intellectual Protection	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Contractor may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Contractor, and no rights shall be deemed to have accrued to the Purchaser. <b>(asked by WIPRO)</b>	As per RFP
	(New Clause) Non Hire	Purchaser agrees that for the term of this Agreement and for a period of one (1) year thereafter, Purchaser will not directly or indirectly, recruit, engage, solicit, discuss employment with, hire, employ or engage any Contractor personnel assigned to Purchaser currently or within the previous one (1) year, or induce any such individual to leave the employment of Contractor. <b>(asked by WIPRO)</b>	As per RFP
	(New Clause) Assignment/Discounting of receivables	(1) Purchaser hereby agrees and provides consent to Contractor to have unhindered right to assign the receivables under this Contract to a financial or banking institution or any other institution/organization engaged in the business of funding. For avoidance of doubt, such assignment may include but is not limited to sale of receivables.	As per RFP



		<p>(2) Notwithstanding anything contained or expressed to the contrary in the Agreement or elsewhere, Purchaser is obligated to provide full support and cooperation to Contractor to enable Contractor to assign and discount the receivables by furnishing all data, documents, reports, future projections etc. including last three years financials, latest progress report, financial model etc. to the reasonable possible extent if so required by such financial or banking institution in order to enable them to ascertain the credit worthiness for lending money against the assignment of receivables.</p> <p>(3) In the event if RFP/Contract provides for takeover of ownership of Purchaser asset, it shall be conditioned upon successfully securing the finances from a financial or banking institution or any other institution/organization engaged in the business of funding under a factoring arrangement. <b>(asked by WIPRO)</b></p>	
	(New Clause) Audit - Exclusions	<p>Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Contractor to provide to Purchaser access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of Contractor's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to</p>	As per RFP

		Contractor's profitability or other such financial data. <b>(asked by WIPRO)</b>	
	(New Clause) Company Inputs and Responsibilities.	Company will supply in a timely manner information, materials and actions necessary to the project including as applicable data, designs, programs, specifications, management decisions, approvals, acceptance criteria, and other information and material, at Company's cost, for Contractor's use in carrying out the Services ("Inputs"). Further Company responsibilities may be set out in a Statement of Work or project planning document agreed between the Parties. Company may further provide equipment and software ("Project Tools") to Contractor in order for Contractor to provide the Services. Company shall bear all license, procurement and maintenance expenses related to the Project Tools <b>(asked by WIPRO)</b>	As per RFP
	(New Clause) Warranty Disclaimer	Contractor provides for only those warranty and representations which are expressly mentioned in this Contract and the same are in lieu of all other warranties, express or implied. <b>(asked by WIPRO)</b>	As per RFP
	(New Clause) Know-How	Contractor shall be entitled to use in the normal course of its business the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and SOW(s). <b>(asked by WIPRO)</b>	As per RFP
	(New Clause) Confidential Information	Confidential Information shall be designated as confidential at the time of disclosure.	As per RFP

		<p>Confidential Information shall not include information that:</p> <p>(a) was part of the public domain at the time of disclosure or properly became part of the public domain, by publication or otherwise;</p> <p>(b) was rightfully acquired by the Contractor prior to disclosure by the Purchaser;</p> <p>(c) was independently developed by Contractor or its representatives without reference to the Information; or</p> <p>(d) is required to be disclosed by a government agency or by a proper court of competent jurisdiction <b>(asked by WIPRO)</b></p>	
	(New Clause) Compliance with Law	<p>The Parties further covenant that a change in laws that materially alters the assumptions upon which Contractor entered this Agreement or a particular SOW shall warrant a Change Order.</p> <p><b>(asked by WIPRO)</b></p>	As per RFP
	Faulty Spares/equipment and Standby spares/equipments	<p>Notwithstanding anything to the contrary contained elsewhere, all the Faulty Spares/equipment and any Standby spares/equipment if delivered by Contractor to the Purchaser shall be returned to Contractor within 10 days of the Replacement Spares/Equipment so provided and title of the said Faulty or Standby spares/equipment shall be transferred back to Contractor Limited. Purchaser shall acknowledge receipt of the replacement spares/equipment in accordance with the format provided and shall submit the same to the authorized courier at the time of delivery.</p>	As per RFP

		In the event Faulty or Standby spare/equipment is not returned within the time period stipulated above for any reasons whatsoever, Spares support shall be suspended till the return of the spare/equipment or till the payment is made (period not exceeding 21 days from the date of invoice) for such spare/equipment at the applicable rate (including taxes as may be made applicable). It stands clarified that no SLAs or penalties of any nature whatsoever shall be made applicable to Contractor during such period. <b>(asked by WIPRO)</b>	
Page 7, point i	EMD amount	Please explain EMD exemptions conditions. Can we give BG instead of EMD? <b>(asked by Microcare)</b>	50% exemption on payment of EMD will be allowed to the local MSMEs registered with respective DICs, Khadi village, cottage industries, OSIC and NSIC of Odisha. Registration / Scope of business of MSME should cover the items to be procured in this tender.  No BG as EMD.
	There is no need to supply any H/W & S/W, only manage them.	Could you please just make it confirm ? <b>(asked by Microcare)</b>	No need to supply any H/W & S/W.
Clause 1.3.2 Page 10	The Company's average Annual turnover should be over 100 crores during last 3 financial years immediately preceding to the date of bidding.	Requesting to consider annual average turnover more than 20 cr in last 3 years. <b>(asked by In2IT)</b>	No Change. As per RFP.
Clause 1.3.2 Page 10	Should submit audited Annual Accounts for last three financial years 2014-15, 2015-16, 2016-17	Requesting to consider provisional Annual Account Statement and P & L Statement for the Year 2016-17. <b>(asked by In2IT)</b>	Accepted but should give an undertaking to submit the same before Sept., 2017.

SECTION-IV/ clause 3.23.3.4 Page 21	FMS experience in terms of Contract Value > = Rs. 3 Crore 6 points > = Rs. 5 Crore 10 points	Please confirm to meet this clause can we submit the PO copies of single customer for multiple year or Multiple customers PO for One year or Multiple customers PO's for 3 years <b>(Asked by In2IT)</b>	Single PO per one year
SECTION-IV/ 3.23.3.8 Page 21	Technical Understanding based on submission of document write up i. Requirement Understanding (maximum 01 points) ii. Approach & Methodology (maximum 02 points) iii. Delivery & Execution Plan (maximum 02 points)	The maximum point allotted to point 3.8 is 10 whereas sum of maximum points allocated in the item description is 5 please clarify. <b>(Asked by In2IT)</b>	Technical Understanding based on submission of document write up i. Requirement Understanding (maximum 02 points) ii. Approach & Methodology (maximum 04 points) iii. Delivery & Execution Plan (maximum 04 points)
SECTION-V /4.2.1 Page 26	To maintain the I.T. infrastructure GRIDCO/SLDC are looking for a Service Provider who shall render I.T Maintenance Management (ITMM) (in respect of all the I.T equipment owned by GRIDCO/SLDC), Facility Management (FM) Services and supply Computer consumables and stationery. In addition, as part of Business Application System Production (BASP) work, the corporate Billing System, viz., Oracle Utility needs to be run on regular basis. This work shall be referred to as EBC (Energy Billing Center) work.	Request you to share the entire inventory of GRIDCO/SLDC needs to support by FMS service provider and As Gridco has not specified the count of other devises like UTM, Router,Switches, Access Control , Precession ACs, UPS etc under Schedule – VII <b>(Asked by In2IT)</b>	UTM-1, Router-1,Switches-1, Access Control-2 , Precession ACs-2, UPS(30 KVA) -2 for GRIDCO DC. Same as for SLDC DC.
		Can you please specify number of resources required for Application support and skills required. <b>(Asked by In2IT)</b>	This should be sized by bidder as per Schedule – IV.
		also specify the consumable and stationary requirement in quantity and items names etc. in detailed <b>(Asked by In2IT)</b>	IT Consumables are excluded from the scope.
SECTION-V /4.2.1 Page 27	Contractor shall use his own labour and appropriate tools required for the execution for meeting the Service Level Agreements. GRIDCO/SLDC at the end of the contract term might decide to acquire the tools at the prices to be decided at that time only.	Which tools GRIDCO referring here i.e. Servers/ Network monitoring, Service desk, Asset management etc. , please specify <b>(Asked by In2IT)</b>	If at all any Tools are used by the vendor during execution for meeting the Service Level Agreements shall be decided mutually during end of Contract Term.
Schedule-VII Page 61	Schedule-VII - List of IT Infrastructures including Servers, Storage, Operating Systems and Networking Devices and Services to be managed as part of FMS support:	Please provide detailed inventory for all the devices required support. <b>(Asked by In2IT)</b>	Please go to Schedule VII at page no 61 of tender document. For more information please visit our offices.

SECTION-V /4.2.2 Page 29	FM Contractor will provide support by required software tools and skilled Service	Do you have any existing tool or bidder has to provide the same please confirm. In case you have any then please the details <b>(Asked by In2IT)</b>	CA Tool shall be used for support by the vendor.
SECTION-V /4.2.2.1 Page 31	i) Allow FM Contractor, on case to case basis, to utilize remote access capability to remotely diagnose problems if required; and	Do you have any tool for remote management or using open sources tool/ net meeting to diagnose the issue . <b>(Asked by In2IT)</b>	Yes, we use Team viewer.
SECTION-V /4.2.4 Page 32	I.T. Asset/Inventory Management	Which Asset management tool is in use currently or partner needs to bring in one, please confirm. <b>(Asked by In2IT)</b>	CA Tool.
SECTION-V /4.2.10 Page 37	Data Center Operations	There are 2 Data center i.e. Corporate office GRIDCO and SLDC Mancheswar . And we need to deploy our services skills at both DC from operation perspective, please clarify our understanding <b>(Asked by In2IT)</b>	You have to deploy your own sized Manpower at both DC.
		What would be the Service operation window for these deployed Engineers/ DCO's ? <b>(Asked by In2IT)</b>	Through CA Tool
SECTION-V /4.2.12 Page 39	Data base Administration Services	Can you please specify number of databases / Instances to supported in both the environment i.e. GRIDCO & SLDC <b>(Asked by In2IT)</b>	Three Databases: One for ERP, Second one for Energy Utility and Third one for Legacy Applications and all are Oracle Database.
		As per page 49 there is mentioned of Databases of Oracle , MySQL & Postgresql whereas on page 39 under FM Contractor responsibilities is mentioned Oracle Server, DB2 databases. Please clarify this <b>(Asked by In2IT)</b>	Presently we use Oracle Database.
		Can you also provide level of Support required with number of DBA resources in each stream? <b>(Asked by In2IT)</b>	As per RFP. The bidder has to size as per requirement.
SECTION-V /4.2.14 Page 40	GRIDCO/SLDC is in the process of establishing a DR facility which will be ready in due course of time. FM Contractor shall quote for this service also.	There is no such provision given in price bid so under which head bidder can quote for DR facility <b>(Asked by In2IT)</b>	Presently DR is deferred.

SECTION-V /4.2.14/15	GRIDCO/SLDC will provide tools for data synchronization/backup required for updating the DR site.o)Manage email archival Solution with DR when ready. p) Manage email archival Solution with DR when ready.	What would be the preferred location of DR site?  When would be it will be get ready . <b>(Asked by In2IT)</b>	Presently DR is deferred.
SECTION-V /4.2.16 Page 42	IT Management Software Tool as a “Service”	What tool is this and used for ? Is this used by current vendor for managing the IT services or bidders to provide, Please confirm. <b>(Asked by In2IT)</b>	CA Tool is presently used.
SECTION-V /4.2.17 Page to 42-44	Statement of Work for SLDC only - Energy Billing and Management	Is this scope pertaining to Bidders ( I find this is non IT related activities) <b>(Asked by In2IT)</b>	Support for Production of Energy Billing is part of the FMS.
		If yes, Then how many resources required for this scope and also define the skills requirement. <b>(Asked by In2IT)</b>	Skills are already mentioned schedule IV. Number of resources should be decided by user.
SECTION-V /4.3 Page 45	i) ZITC	For all ZITC centers users, do bidder to provide on call support / remote support services ? <b>(Asked by In2IT)</b>	Bidder has to deploy one(1) IT Manpower/ Executive with qualifications and experience as per Sl.No. 4 of Schedule-IV.
SECTION-V /4.3 Page 45	ii) Helpdesk Support	Do bidder needs to setup separate helpdesk resources here also <b>(Asked by In2IT)</b>	Yes. Helpdesk support at OPTCL’s H.Qrs. only.
		how about helpdesk tool? Who provide that ? <b>(Asked by In2IT)</b>	We purchased CA tool for helpdesk and the same shall be used.
SECTION-VI Gridco.16/ SLDC.17 Page 51 & 52	IT Software as services ie CA Tool	Which are Modules of CA tool has been procured by Gridco please confirm . <b>(Asked by In2IT)</b>	We are using CA Service Desk Manager Module.
	The CA tool License is already procured only maintenance charges by vendor to be quoted	We understood that bidder has to provide the AMC support from OEM, please provide the License details to obtain the AMC price from OEM . <b>(Asked by In2IT)</b>	The present CA Tool charges per annum is Rs. 30,000/-.

SECTION-VI Gridco.16/ SLDC.17 Page 51	PRICE SCHEDULE TO BE SUBMITTED in TenderPriceSchedule.xls file in the e-tender portal	Request you to share the current team size/ structure of GRIDCO/SLDC skills wise /shift wise / Level wise ( L1-L3) resources requirement to manage the FMS support at GRIDCO .	This may vary and depends on your sizing for delivering the FMS support as per RFP.
		Also share the Call volume for last months across Technologies and LOBs. <b>(Asked by In2IT)</b>	500 to 600 calls per month, but again it is not fixed and may vary.
Clause-1.3.2(Sl.No.9) of Q.R.		Request not to consider the Franchisee engineers <b>(Asked by AccelFrontLine)</b>	As per RFP.
In RFP page no. 11, Clause 1.3.3(A) 18		Our request to consider allowing to submit the “list of Residence staff to be deployed for OPTCL”, after getting the PO <b>(Asked by AccelFrontLine)</b>	No change. As per RFP.
	In RFP it was mentioned that <b>Tender Cost 10,000/- (non-refundable) + Taxes</b>	Request to confirm the total amount including the applicable Tax <b>(Asked by all vendor in Pre bid meeting)</b>	Tender Cost would be in Rs(10000+ 12% GST=11200). Tender Processing fee would be in Rs (5000+ 18% GST=5900)
Section VI, Schedule-I		<u>Grand total per one year</u> in both GRIDCO & SLDC price schedule mentioned in Tender Document. But in Price Schedule excel document it is mentioned <u>Grand total</u> Please clarify. <b>(Asked by all vendor in Pre bid meeting)</b>	It is <u>Grand total</u> for all the 3(three) <u>years</u> in both GRIDCO & SLDC price schedule mentioned in Tender Document.