



Name of Work: HIRING OF AGENCY FOR MAINTENANCE SUPPORT OF IGGL SAP SYSTEM (RISE WITH S/4 HANA PRIVATE CLOUD EDITION) FOR 02 YEARS.

Tender No.: IGGL/GHY/C&P/IT/SAP_MAINTENANCE/08/23 date 28.08.2023 (E-tender No. IGGL 100052)

Details of queries raised and their replies:

- 1) One bidder i.e., **M/s In2IT ENTERPRISE BUSINESS SERVICES Pvt. Ltd.**, vide e-mail dated 04.09.2023 raised some queries against the subject tender.
- 2) Bidder queries and IGGL reply are as follows for information to all concerned:

M/s In2IT ENTERPRISE BUSINESS SERVICES Pvt. Ltd. (Mail dated 04.09.2023)					
Sl. No.	Tender Reference		Bid Description	Clarification / Query / Change Request	IGGL Reply
	Page & Clause no.	Section			
1.	Page no.: 151 Clause no.: 1.3.1.8.	SCOPE OF WORK (SOW)	Resources should be deployed onsite as and when required to address the issue within the timeline.	Kindly confirm the educational qualification of the manpower to be deployed.	There is no specific mention of educational qualifications in the tender document. However, it is essential for consultants specializing in various modules, BASIS, and ABAP to possess experience that aligns with the criteria outlined in the BEC (Bid Evaluation Criteria). This includes having experience in the implementation or support of S/4 Hana on a private cloud.
2.	Page no.: 133 Clause no.: 1.1.1 Experience Criteria	CHECKLIST FOR BID EVALUATION CRITERIA (BEC) QUALIFYING DOCUMENTS	(a) Detailed work order/LOA along with detailed Schedule of Rates (SOR). (b) Completion certificate issued by end user / Owner (or their consultant who has been duly authorized by owner to issue such certificate). (c) Certificate of Authorized implementing partner of SAP for the Implementation of SAP S/4 HANA ERP on RISE with SAP Private Cloud Edition.	We assume that the Go-Live confirmation mail can be treated as the completion letter for the project. Kindly confirm.	We will accept a certificate in any form of communication from authorized users that includes the necessary details stated for the completion certificate.



<p>3.</p>	<p>Page no.: 155</p> <p>Clause no.: 1.3.2.10</p> <p>Proposed Service Level Summary for user calls</p>	<p>SCOPE OF WORK (SOW)</p>	<p>The Incident management will be monitored as per the Proposed Service level summary given.</p>	<p>Kindly share us the module wise ticket volume per month/per year for preparing a competitive price bid.</p>	<p>The complete SAP infrastructure including implemented modules in IGGL is detailed in the tender document. module-wise ticket volume could not be ascertained upfront. The bidder needs to use past experience in this matter.</p>
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- 3) All other terms & condition of the tender document remain unchanged.
- 4) All participating bidders are requested to submit/upload the seal & signed copy of this document (i.e., Reply to bidder queries) along with un-priced bid as their acceptance.