



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) Few prospective bidders (**M/s Protiviti**, vide e-mail dated 11.09.2023, **M/s AeonX Digital**, vide e-mail dated 13.09.2023, **M/s Cinntra Infotech** vide e-mail dated 13.09.2023 & **M/s Infrabeat Tech.** vide e-mail dated 13.09.2023) have raised some queries against the subject tender.
- 2) Bidder queries and IGGL reply are as follows for information to all concerned:

Sl. No.	Tender Reference		Bid Description	Clarification / Query / Change Request	IGGL Reply
	Page & Clause no.	Section			
M/s Protiviti (Mail dated 11.09.2023)					
1.	Page no.: 150 Clause no.: 1.3	SCOPE OF WORK (SOW)	Scope of work of SAP AMS contract	<p>Quote</p> <p><i>Kindly confirm if the tender is open to all models, including the ones we have mentioned or if there is a preferred model you would like prospective bidders to propose?</i></p> <p style="text-align: right;">Unquote</p>	<p>Any model is acceptable if it is recording the total resolution time and priority. It's important to emphasize that a fixed quarterly payment will be issued, and neither the number of hours worked, nor the number of tickets raised will affect the payments, except for the delay in the resolution of the ticket.</p> <p>The consultant can envisage the man-hours in the contract considering below:</p> <p>We have effectively integrated all business functions across the five modules specified in the tender. Additionally, any initial challenges following the GO-LIVE phase have been handled by the implementing agency during the post-GO-LIVE one-year Annual Maintenance Contract (AMC). Also, The organization does not anticipate any new business ventures in the AMS period of the subject tender.</p>
2.	Page no.: 150 Clause no.: 1.3	SCOPE OF WORK (SOW)	Scope of work of SAP AMS contract	<p>Quote</p> <p><i>Additionally, if you could provide an estimation of the expected number of tickets and hours per quarter,</i></p>	<p>A consultant may have a better understanding of the expected number of tickets, however following facts may be useful in ascertaining the volume of work:</p>



				<p><i>based on your ongoing AMS engagements, it would greatly assist us in formulating a precise proposal that aligns with your requirements.</i></p> <p>Unquote</p>	<p>Within one year following the GO-LIVE phase, a total of 500 tickets were generated. It's worth mentioning that the implementation of SAP S/4 Hana was completed in just four months, and a significant portion of these 500 issues pertain to initial post-GO-LIVE challenges.</p>								
<p>M/s AeonX (Mail dated 13.09.2023)</p>													
3.	-	-	-	How many users are there who will be using this SAP System?	Approximately 100 (Including ESS users)								
4.	-	-	-	Is there single location or Multiple location for onsite support?	Single location at Guwahati								
5.	-	-	-	Request you to give extension for 7-8 days.	We regret to inform you that we are unable to grant an extension								
<p>M/s Cintra (Mail dated 13.09.2023)</p>													
6.	-	-	-	How many support tickets you normally get on daily basis?	<p>Within one year following the GO-LIVE phase, a total of 500 tickets were generated. It's worth mentioning that the implementation of SAP S/4 Hana was completed in just four months, and a significant portion of these 500 issues pertain to initial post-GO-LIVE challenges.</p>								
7.	-	-	-	What is the priority of the tickets? How many are they of L1, L2, L3 or P1, P2 and P3?	<table border="1"> <thead> <tr> <th>Priority</th> <th>No. of Issues</th> </tr> </thead> <tbody> <tr> <td>High</td> <td>307</td> </tr> <tr> <td>Low</td> <td>37</td> </tr> <tr> <td>Mid</td> <td>210</td> </tr> </tbody> </table>	Priority	No. of Issues	High	307	Low	37	Mid	210
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Low	37												
Mid	210												
8.	-	-	-	Type of support required like total hours envisage etc.	<p>The consultant can determine hours based on the following criteria:</p> <p>We have successfully incorporated all business functions across the five modules outlined in the tender. Any initial challenges after the GO-LIVE phase have been addressed by the implementing agency during the one-year Annual Maintenance Contract (AMC) period after GO-LIVE.</p> <p>The organization does not anticipate any new business ventures in the AMS period of subjected tender.</p>								



9.	-	-	-	How many Total users	Approximately 100 (Including ESS users)
10.	-	-	-	Number of legal entities / Location	01
11.	-	-	-	How many Z codes you have	27
12.	-	-	-	Does the support cover CR also	Yes, if any
M/s Infrabeat (Mail dated 13.09.2023)					
13.	-	BoQ	BoQ Quantity	<p>Quote <i>In BOQ 8 quantity is mentioned. Can you clarify for the same what is the significance?</i></p> <p>Unquote</p>	<p>8 represents the 8 quarters.</p> <p>Refer Page 148 (Clause 15 of the SCC) of the tender.</p>
14.	Page no.: 39 Clause no.: 11.1	INSTRUCTION TO BIDDERS (ITB)	In case of Manual Tendering	<p>Quote <i>In the tender document on page no. 39 point no. 11.1, it is mentioned in case of manual tendering and on page no. 41 point no.11.2 it is mentioned in case of E tendering wanting to know if we need to submit a physical copy.</i></p> <p>Unquote</p>	<p>The mode of tendering is E-Tendering.</p> <p>Physical copy required only for: EMD/Bid Security /Declaration for Bid Security (as applicable)</p> <p>[Refer Clause 4.0 of IFB]</p>

- 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-II) along with un-priced bid as their acceptance.