



**RfP for Application S/w Maintenance, Support and Managed Services  
Tender No. 2015-16/IT/04 dated March 18, 2016**

**Pre Bid Queries & CGTMSE's Response – Pre-bid meeting held on March 28, 2016 at 11:00am**

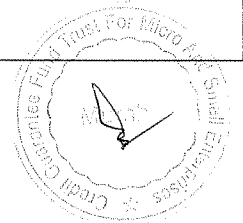
**Important Note: The RfP reference number viz. clause and page numbers mentioned hereunder are that of the RfP before incorporating the below mentioned changes/ revisions.**

S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response
1	Clause 3.5.3, para 3 (Service Window), last bullet point page 26	❖ In exceptional cases, team should be ready to work beyond normal working hours and on holidays.	In case, If resources will come on Sundays and Holidays, or More than one resource comes on Saturday (As spelled in RFP), request you to provision compensatory off for such presentism.	<b>Agreed.</b> If one or more resources are required to work on Sundays and Holidays, compensatory off shall be allowed to such resource(s) on different working days i.e. such resource(s) may not be permitted to take compensatory off on the same working day. However, this would not be applicable to the resource(s) working on Saturday. Accordingly, this bullet point should be read as: <b>❖ In exceptional cases, team should be ready to work beyond normal working hours and on holidays including Sundays. Resources working on holidays/ Sundays shall be permitted to take compensatory off with prior permission of CGTMSE.</b>
2	Clause 3.5.4, para 2 (Additional Resource Requirement), page 27	As per rows as at Sr. No. 1 & 2 of the table (about Senior and Junior Developer) under this clause.	In case any project have additional resource requirement with skill of SQL server, will it be a separate resource and on the same rate?	CGTMSE is using Oracle as the database for all its applications. So, for all the applications developed around Oracle database, necessary support shall be extended by the PL/SQL Developer from the on-site team deployed by the service provider. Accordingly, the <b>'Development Platform/ Area of Operation'</b> for both resource types viz. Senior Developer and Junior Developer should be read as under: <b>'Microsoft Dot Net with .NET 4.0 /C# / Oracle 11g or above/ WCF/WPF etc.'</b>





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3	Clause 3.5.4, para 4.8, sub-para 2(ii) (Service Level Targets), page 39	❖ Following would be the Service Level Targets to be met for <b>support related calls</b> : <table border="1" data-bbox="443 467 987 659"> <thead> <tr> <th>Severity Level</th> <th>Response Time</th> <th>Resolution Time</th> <th>Calculation Window</th> </tr> </thead> <tbody> <tr> <td>S1</td> <td>10 min</td> <td>40 min</td> <td rowspan="4">Quarterly</td> </tr> <tr> <td>S2</td> <td>15 min</td> <td>45 min</td> </tr> <tr> <td>S3</td> <td>20 min</td> <td>60 min</td> </tr> <tr> <td>S4</td> <td>20 min</td> <td>90 min</td> </tr> </tbody> </table>	Severity Level	Response Time	Resolution Time	Calculation Window	S1	10 min	40 min	Quarterly	S2	15 min	45 min	S3	20 min	60 min	S4	20 min	90 min	<ul style="list-style-type: none"> <li>Mentioned SLT of support related calls seems not-practical, therefore requested to make it justified or as per industry SLA standards</li> </ul>	<b>Agreed.</b>  SLTs for Support related calls stands revised as under: <table border="1" data-bbox="1518 472 2072 644"> <thead> <tr> <th>Severity Level</th> <th>Response Time</th> <th>Resolution Time</th> <th>Calculation Window</th> </tr> </thead> <tbody> <tr> <td>S1</td> <td>20 min</td> <td>1 Hr.</td> <td rowspan="4">Quarterly</td> </tr> <tr> <td>S2</td> <td>30 min</td> <td>2 Hr.</td> </tr> <tr> <td>S3</td> <td>40 min</td> <td>3 Hr.</td> </tr> <tr> <td>S4</td> <td>50 min</td> <td>4 Hr.</td> </tr> </tbody> </table>	Severity Level	Response Time	Resolution Time	Calculation Window	S1	20 min	1 Hr.	Quarterly	S2	30 min	2 Hr.	S3	40 min	3 Hr.	S4	50 min	4 Hr.
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		❖ Following would be the Service Level Targets to be met for <b>new development/ enhancement/ modification/ bug-fixes related calls</b> : <table border="1" data-bbox="443 815 987 1007"> <thead> <tr> <th>Severity Level</th> <th>Response Time</th> <th>Resolution Time</th> <th>Calculation Window</th> </tr> </thead> <tbody> <tr> <td>S4</td> <td>1 day</td> <td>5 days</td> <td rowspan="4">Quarterly</td> </tr> <tr> <td>S3</td> <td>1 day</td> <td>3 days</td> </tr> <tr> <td>S2</td> <td>1 Hrs.</td> <td>2 days</td> </tr> <tr> <td>S1</td> <td>4 Hrs.</td> <td>1 day</td> </tr> </tbody> </table>	Severity Level	Response Time	Resolution Time	Calculation Window	S4	1 day	5 days	Quarterly	S3	1 day	3 days	S2	1 Hrs.	2 days	S1	4 Hrs.	1 day	<ul style="list-style-type: none"> <li>Response time of new development S1 and S2 response time needs to be changed, S2 has lesser response time than S1</li> <li>Enhancement should be highlighted as major and minor, Major enhancement should be treated as new development for SLT</li> </ul>	<b>Agreed.</b>  SLTs for <b>new development/ enhancement/ modification/ bug-fixes related calls</b> stands revised as under: <table border="1" data-bbox="1503 820 2087 992"> <thead> <tr> <th>Severity Level</th> <th>Response Time</th> <th>Resolution Time</th> <th>Calculation Window</th> </tr> </thead> <tbody> <tr> <td>S4</td> <td>1 day</td> <td>5 days</td> <td rowspan="4">Quarterly</td> </tr> <tr> <td>S3</td> <td>1 day</td> <td>3 days</td> </tr> <tr> <td>S2</td> <td>4 Hrs.</td> <td>2 days</td> </tr> <tr> <td>S1</td> <td>1 Hrs.</td> <td>1 day</td> </tr> </tbody> </table> <b>No Change</b>	Severity Level	Response Time	Resolution Time	Calculation Window	S4	1 day	5 days	Quarterly	S3	1 day	3 days	S2	4 Hrs.	2 days	S1	1 Hrs.	1 day
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4	--	Not applicable	Is any ticket management system/ tool also expected from partner?	<b>Yes.</b> Please refer para 3.5.5(4), page 30 of RfP in this regard.																																		
5	--	Not applicable	We would require CGTMSE Bank Details to process PBG, PI share.	Bank details are as under: <b>A/c. No.:</b> 018102000014951 <b>A/c Type:</b> Current <b>Bank Name:</b> IDBI Bank Ltd., <b>Bank Branch:</b> Chembur Brach, Mumbai <b>IFSC Code:</b> IBKL0000018																																		





S No.	RfP reference no., if any	RfP Existing Clause	Bidder's Query	CGTMSE's response						
6	Row as at Sr.No.3 of the table at Critical Information Sheet, Page 3	Last date of submission of bids is April 07, 2016, 3:00pm	Request you to extend the bid submission deadline by at least 01 week.	<p><b>Agreed.</b> Revised dates would be as under:</p> <table border="1"> <tr> <td>Last date for bid submission</td> <td>April 13, 2016, 3:00 pm</td> </tr> <tr> <td>Tender Closing time</td> <td>April 13, 2016, 4:30 pm</td> </tr> <tr> <td>Date of opening of Minimum Eligibility Bids</td> <td>April 13, 2016, 4:45 pm</td> </tr> </table>	Last date for bid submission	April 13, 2016, 3:00 pm	Tender Closing time	April 13, 2016, 4:30 pm	Date of opening of Minimum Eligibility Bids	April 13, 2016, 4:45 pm
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Date of opening of Minimum Eligibility Bids	April 13, 2016, 4:45 pm									
7	Page 26 - 4. Leaves & Holidays	As per tender document.	If a resource is required to work on Sunday and other declared holidays for some urgent requirement then that resource can take a comp off for working on Sunday or holiday.	Same as at Sr. No. 1 above.						
8	Page 52, Annexure – I	3. Details of presentation and site visit/ customer feedback are given below:	What details are expected in the shared tabular format? Site Visit of any other projects would be accepted or only of the projects mentioned for the meeting clause are required. Please Confirm?	Site visits should be arranged for the customers whose reference has been given at Sr. No. 13 on the table in <b>Annexure-II.Minimum Eligibility Criteria.</b>						
9	Page 55, Sr.No. 17, Annexure-II.Minimum Eligibility Criteria	Bidder should attach Appendix to <b>Annexure-II.Resource Deployment and Service Delivery plan</b> with all relevant details and bio-data at least 06 resources (02 in each category) proposed to be deployed at CGTMSE.	Request you to reduce the requirement of 02 in each category to 01 for each of the position / role. i.e. if bidder is required to deploy 1 Team Lead and 2 Sr. Developers and 2 Jr.. Developers, then allow bidder to submit indicative profiles for the respective positions and role and no alternate resumes. As it is difficult to block 02 resources for a particular requirement and commit the availability of resources in advance. However we will ensure that if the proposed resource is not available, then the same will be replaced with an equivalent profile meeting RFP requirements.	<p><b>Agreed.</b> The clause stands revised as under:</p> <p>“Bidder should attach Appendix to <b>Annexure-II.Resource Deployment and Service Delivery Plan</b> with all relevant details and bio-data at least 03 resources (01 in each category) proposed to be deployed at CGTMSE.”</p> <p>However, it further clarified that it would be at the sole discretion of CGTMSE to accept or reject the bio-data(s) submitted by the bidder. In case CGTMSE is not satisfied with any of the bio-data, it may ask bidder to provide alternate bio-data within specific period and if the bidder fails to do so, CGTMSE may not consider its bid for further evaluation.</p>						

