

S No.	Vendor Query	CGTMSE Response
1	UTIITSL is CMMI-ML3, ISO 27001:2005, ISO 20000:2005 & ISO 9001:2008. Request you to kindly relax the criteria to CMMI Level 3 allowing more companies for participation	No Change. As per tender document, the company submitting the bid should have either CMM Level 5 or ISO 9001.
2	Project manager absence – Please elaborate how the absence of project manager will be calculated.	The Project manager shall visit CGTMSE once every fort-night and as-and-when required for periodic review of the project. In case the project manager is not present as per requirement mentioned, penalty will be deducted proportionately.
3	Program Manager - Please let us know the role of Program Manager. There is a frequent use of project and program manager.	The terms Program Manager and Project manager means Project manager.
4	Training – We expect thorough technical and functional training during the 4 week training window. Also a walkthrough the entire existing code would be required.	Technical and functional training will be provided during the training window along with walkthrough of existing code.
5	SLA Definition What is the mechanism to calculate and define the resolution time of the SLAs?	Calls logged will be maintained in excel file or any other tool depending on requirement and other factors.
6	Request you to kindly consider the SLA for resolution time after 3 months period.	Agreed
7	There are two SLAs given one for enhancement and modification. Please elaborate on the other.	First table is service level target for resolution of problems whereas second table is for modification and enhancements in application software. Change Addition in Service Level Agreement Category : S5 Severity Type : Major modifications Response time & Resolution time: will be mutually decided by project managers of both the parties.
8	Who will define and validate the service level severity?	As has been mentioned under Service Level Definition.
9	Kindly define the response time and resolution time mentioned in the RFP.	As per RfP
10	Kindly let us know the mechanism of response and resolution if multiple issues of same levels appear.	In case multiple issues of same level appear, the resolution will be on FCFS basis.
11	The resolution time should be applicable just for the individual effort and not for the issues dependant on other system.	Agreed.