

Response to Bidder Queries

Sr. No.	Annexure No.	Clause No.	Query / Clarifications	Response
1			Respected Sir, we would like to raise our concern regarding the manpower count, this is not clear in the tender RFP. Request to kindly provide clarification	It is mentioned in Annexure 1 EUD's list excel. Update(including telecom manpower) on manpower requirements will be provided as separate attachment in the form of a corrigendum. Tolerance of 10% has to be incorporated for the same.
S.no	In eligibility criteria point 7.1 Pre-Qualification Criteria mentioned that	Requirement from bidder	Comments	
1	Bidder should have an average annual financial turnover of at least Rs200 Crore for the last three financial year's viz. 2019- 20, 2020-21, and 2021-22.	(kindly amend this point as bidder average annual financial turnover of at least Rs100 Crore for the last three financial year's viz. 2019- 20, 2020-21, and 2021-22)	For turnover criteria- Since, AIESL is an MRO with sensitive locations across India and network complexities, best IT services is required for issues as sensitive as cybersecurity. Company providing FMS service must be of adequate size and sustainable for it to provide seamless services to AIESL. However, AIESL has reduced turnover criteria to 50 Cr to allow maximum participation. A corrigendum for the same will be issued.	
2	The bidder should have had experience of providing at least two L1 & L2 support systems in last five (5) years from the date of issuance of RFP including maintenance of all hardware, software, in India having at least 200 employees in India.	(kindly amend this point as having experience of providing at least two L1 & L2 support systems in last five (5) years from the date of issuance of RFP including maintenance of all hardware, software, in India having at least 100 employees in India	The clause will not be amended as company having 200 employees where such services have been provided is a category for small/medium enterprises and reducing the number further will not help us in understanding whether bidder will be able to provide similar service to an organization of our size.	
3	Experience working for aviation/MRO industry.	Kindly remove/Delete this clause	The clause will not be removed as this is mandatory for us to understand bidder's past experience in similar industry.	
4	Less than 100 and greater than 50 service engineers.	Kindly revise/amend to up to 4 engineers	The clause will not be removed as up to 4 engineers is a very small number which wouldn't be sufficient for providing services to our organization.	
5	Bidder's project experience in supplying and providing maintenance services of infrastructure in India in last 5 years on 2 FMS project from the date of issue of RFP covering the following: a.) Hardware (only servicing component) of Devices Software (Operating System etc.)	(kindly amend this point as having experience in supplying and providing maintenance services of infrastructure in India in last 7 years on 1 FMS project from the date of issue of RFP covering)	Service provider with recent services of similar nature is required hence 5 years span has been provided. Increasing to 7 years will not be possible. Hence criteria of 5 years and 2 FMS services cannot be changed.	

S.no	Annexure no	Clause no	Question	Comments
1	Any other Documents As per Specific Requirement of Buyer -2	1	Proposed Manpower given are 36, is its inclusive buffer/reliver or not? Reason for this clarification are we need to get entry passes for reliver too	Manpower proposed is minimum and Service provider has to account for due diligence in providing the same. Refer corrigendum for update on minimum manpower requirement for telecom services.
2		Line-item 2 Delhi	Airbus – NAC T1 and T2 – proposed manpower is 5, so query is theses all 5 manpower will be for both terminals and will divide in 2:3 ratio	5 manpower is responsible for both the locations; accordingly, service provider should provide service. Refer corrigendum for update on minimum manpower requirement for telecom services.
3		Line-item 2 Delhi	T3 , EMF, PIER B, PIER C – Proposed manpower is 4, 24/7, so query is 1) is it 24/7 365 days or just 5 days or 6 days in week please clarify 2) or these 4 are total count one resource will be deployed in a shift and 4th one will replace in weekly off 3) or all 4 is required in each shift, but as per us 1 resource is enough for managing 179 assets Please clarify	24/7 all days of the year. Manpower allocation should be done accordingly to cover all days of the week. Refer corrigendum for update on minimum manpower requirement for telecom services.
4		Line – item 3 Kolkata	Here 2 shifts are mentioned, and proposed manpower is 4 9:00 AM - 4:30 PM/6 days 9:00AM - 5:50 PM/5 days HR/FIN Hangar 24x7 Q1- so is it like 2 at NTA and 2 at hanger Q2 -And if this is the case for hanger manpower should be 4 for 3 shifts and back up Q3 – please clarify this NTA and Hanger is same location or different	4 manpower is responsible for all the locations; accordingly, service provider should provide service. NTA and Hanger are physically different locations but in close proximity to each other. Refer corrigendum for update on minimum manpower requirement for telecom services.
5		Lime – item 4 Mumbai	Here Group A and Group B are mentioned, and proposed manpower is 6 Group A : 8:00 AM - 4:00 PM/ 6 days Group B : 8:00 AM - 5:00 PM/ 5 days and 24x7 Q1- so all 6 resources will at NEC Q2 – And in Group B is 24/7 but you mentioned 8-5 timing please clarify	All 6 resources will be for NEC and would cover both groups A and B as per shifts and also hangar service 24*7. Group B shift timing is 8:00 AM - 5:00 PM/ 5 days. 24*7 is for the hangar facility located in close proximity. Refer corrigendum for update on minimum manpower requirement for telecom services.

6		<p align="center">Line item 7 and 8 Bengaluru and Chennai</p>	<p>Please clarify will it be 365 days or one day complete off will be there, and if its 24/7 365 then we request it should be 4 resources BGLR and Chennai has low device count. We can have gen shift and rest can be taken care from Service desk. Will save cost.</p>	<p>Minimum required manpower proposed for 24*7 shift is mentioned as 3. Bidders are expected to propose their solution basis information provided.</p>
7		<p align="center">General</p>	<p>1)36 FMs resource count given is inclusive of Service desk or that is separate? 2)If manpower count is not certain, can this not be SLA based engagement with penalties for SLA breach 3)If price is a deciding factor and service desk also is going to be needed, 36 manpower considered is high 4)Where will be the service desk customer or Service provider premise? 5)As discussed, there will be no penalty for delay in mobilization of resource due to government /airport authority rules and protocols. If there is a delay from provider than penalty is valid to have 6) we request you to please mention procedures for getting entry passes and security deposit amount so all bidder will consider this price, this will help AIESL to avoid last minutes problem and experience bidder will be in place 7) Our understanding is service desk telecom charges also is to be factored in commercials 8) Will AIESL provide laptop to engineers, or it will be on bidder</p>	<p>1) Inclusive of local service desk. Every site will have a local service desk. Refer corrigendum for service desk requirement.2) SLA's will be monitored and penalties enforced accordingly. Manpower deployment needs to be adequate to ensure seamless service.3) Manpower requirements proposed are minimum requirements basis our understanding of the current system.4)Local helpdesk at each major location has to be provided.5)Yes, no penalty for delay in mobilization of resource due to government/airport authority rules and protocols. However, as per RFP section 8.9, successful bidder must provide services within 28 days from award of contact/LOI. 6) This is the responsibility of the bidder. 7) Yes8)It's on the bidder.</p>

8	AMC	<p>1) Assets count for AMC are 2739. 5% more or less will be considered under support.</p> <p>2) OS and software licenses – Who will provide licenses and activation keys?</p> <p>3) Consumable items like tonner, cartridge and laptop battery are under customer support.</p>	<p>1)No, Tolerance of 10% to be considered</p> <p>2)OS and Software licenses will be provided by AIESL when required, the same can be asked from Service provider and paid on actuals as per payment terms mentioned. Antivirus will be provided by Service Provider on cloud, a corrigendum for the same will be issued.</p> <p>3)Yes, Consumable items like tonner, Cartridge and laptop battery are under customer support although the same can be asked from Service provider and paid on actuals as per payment terms mentioned.</p>
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S.no	Question	Comment
1	<p>Turnover criteria: ON GEM portal shows a 2 cr turnover for eligibility criteria as per CVC guidelines which have " any buyer put maximum turnover 50% of estimated bid value only" But You ask a minimum of 200 cr in RFQ for eligibility criteria, which has a huge amount for executing 4 cr estimated value tender. Why?</p>	<p>For turnover criteria- Since, AIESL is an MRO with sensitive locations across India and network complexities, best IT services is required for issues as sensitive as cybersecurity. Company providing FMS service must be of adequate size and sustainable for it to provide seamless services to AIESL. However, AIESL has reduced turnover criteria to 50 Cr to allow maximum participation. A corrigendum for the same will be issued.</p>
2	<p>MSE purchases preference and exemption: On the GEM portal you have allowed for MSE purchase preference and exemption for participation but internally in RFQ you are not giving any reservation for them which is doubtful. kindly clear it?</p>	<p>MSE purchases preference and exemption- As per section 8.5 of RFP document, MSE purchase preference has been provided. MSE preference for annual turnover and years of experience will not be provided. The same will be reflected in GeM bid.</p>
3	<p>For services and maintenance ISO 20027, ISO 20000 or ISO 23001 certification is required but you ask for CMMi5 and CMMi3 certificates as mandatory certificates which reduce the fair competition for MSE and the services industry. We request you to wave off this term for healthy competition</p>	<p>CMMi certification- CMMi certification is not a part of pre-qualification but a part of technical scoring wherein level 3 has been considered minimum for evaluation of bidders. This is an important certification which helps in identifying the quality of service providers w.r.t its ability to manage risks, assess maturity of an organizations processes and determine its ability to deliver high quality work. Since providing of IT services is critical to AIESL, CMMi criteria has been kept in the scoring part ranging from level 3 to level 5.</p>
4	<p>On the GEM portal bid is coming as a normal custom bid but in the RFP QCBS evaluation which will create conflict after GEM L1 then how can you award the work order please clarify.</p>	<p>GeM portal will be used for widespread dissemination of information for the bid. All bids must be sent as physical copy at AIESL premises and bid opening/evaluation will be done at AIESL premises in presence of all relevant stakeholders. A corrigendum in this regard will be published.</p>

Sl. No	Annexure / Clause No. / Page No.		Clause/Section	Query / Clarifications	Comments
1	6.3	17	END USER SUPPORT	We understand that all end user laptops/ desktops are running Windows, please clarify	Yes
2	10.2	40	END USER SUPPORT	Kindly specify the number of VIP users (Such as HO teams dept and senior officials) and locations for end user support?	All EUD's at Delhi HQ Safdarjung office (91) and EUD's of DGM/GM office (15 in number) at other major locations. The same will be defined in detail post bidder onboarding w.r.t. SLA management.
3	6.2	page 17, Annexure 1	END USER SUPPORT	What is the support expectation in terms of Location wise and Location details?	For substations, remote support through major locations is required. A corrigendum will be uploaded stating which region would support which outstation. For region wise, support has to be provided as mentioned in tender document and annexure 1
4	6.1	16	END USER SUPPORT	Please provide historical ticket count specific to end user services (Average number of tickets, Type (IMAC, Service Request, Incident), Technology)	No past data can be provided as no such tool was used.
5	6.7	18	END USER SUPPORT	What is the antivirus tool used? We assume that your desktops/laptops anti-virus definitions are updated remotely, please clarify	Antivirus provisioning will also be a part of scope for Service provider, the same will be updated as a corrigendum.
6	6.1	16	END USER SUPPORT	What is the monitoring tool used currently? Is this tool integrated with any other tool today	No tool is used currently
7	6.10	19	Services Desk	Does the Service Desk use an existing ITSM tool to capture and record all incidents and requests? If yes, please specify	No tool is used currently

				the name of the tool for integration scope	
8	6.10	19	Services Desk	Does the Service Desk use remote desktop capture tools for remote troubleshooting of user issues? Or we can proposed Remote tool/ Cloud base solution?	Remote desktop is being used. Solution for service desk proposed has to be on cloud.
9	6.10	19	Services Desk	what is the central helpdesk located?	Currently it is not there, going forward localized helpdesk at each of the 11 major locations will be required. A corrigendum stating helpdesk requirements will be issued.
10	6.10	19	Services Desk	How are hardware and software assets procured in the organization and how are they tracked through lifecycle? Please provide the Asset management process documentation.	Hardware and software procured through empanelled vendors.
11	6.10	19	Services Desk	Please highlight the historical call/ticket data related to helpdesk services - Average number of calls, mode of logging (Chat, email, phone, web portal), Average call handling time per call, peak and off-peak call analysis	No past data can be provided as no such tool was used.
12	6.10	19	Services Desk	Please What are the current service performance metrics measured (FCR,CSAT, Abandoned rate)	Currently these metrics are not measured
13			Services Desk	Technology Readiness	
14	6.10	20	Services Desk	Is an ACD used? If yes, please specify	Currently automatic call distribution is not used.

				the make, model and software version.	
15	6.10	20	Services Desk	Is there an option available to automatically generate reports for Service Desk operations and efficiency? If yes, can you share sample reports?	No such option exists currently
16	6.10	20	Services Desk	Is an IVR used? If yes, what is the menu script and what is the menu options presented to end users?	No, IVR is not used.
17	6.10	20	Services Desk	What is the current helpdesk team size for 24x7 Support?	Currently, Air India is providing the service for all its subsidiaries, hence AIESL specific team size data is not available.
18	7.1 Pre- Qualification Criteria Clause No. 6	21	The bidder should have engaged in supplying and providing maintenance services (at least two) of infrastructure in India in last 5 years from the date of issue of RFP covering the following:a.) Hardware/Software managementb.) Operating System/ Anti-virus management etc.	Our understanding is that ongoing projects, wherein maintenance services of infrastructure are being provided will be considered against this criterion. Kindly confirm if our understanding is correct.	Yes, ongoing projects would be considered.
19	7.1 Pre- Qualification Criteria Clause No. 7	21	The bidder should have had experience of providing at least two L1 & L2 support systems in last five (5) years from the date of issuance of RFP including maintenance of all hardware, software, in India having at least 200 employees in India	Our understanding is that ongoing projects, wherein maintenance services of infrastructure are being provided will be considered against this criterion. Kindly confirm if our understanding is correct.	Yes, ongoing projects would be considered.

20	7.1 Pre- Qualification Criteria Clause No. 6	21	The bidder should have engaged in supplying and providing maintenance services (at least two) of infrastructure in India in last 5 years from the date of issue of RFP covering the following: a.) Hardware/Software management b.) Operating System/ Anti-virus management etc.	Order date can be older than 5 years, if supply & services have been delivered/provided during last 5 years. Kindly confirm.	Yes
21	7.1 Pre- Qualification Criteria Clause No. 7	21	The bidder should have had experience of providing at least two L1 & L2 support systems in last five (5) years from the date of issuance of RFP including maintenance of all hardware, software, in India having at least 200 employees in India	Order date can be older than 5 years, if supply & services have been delivered/provided during last 5 years. Kindly confirm.	Yes
22	7.1 Pre- Qualification Criteria Clause No. 7	21	The bidder should have had experience of providing at least two L1 & L2 support systems in last five (5) years from the date of issuance of RFP including maintenance of all hardware, software, in India having at least 200 employees in India	<i>"at least two L1 & L2 support systems"</i> : Our understanding is that this means that the bidder should have at least 2 projects in last 5 years wherein bidder has deployed L1 and L2 engineers (onsite/remote) to provide maintenance / facility management services. Kindly confirm if our understanding is correct.	Yes
23	7.1 Pre- Qualification Criteria Clause No. 7	21	The bidder should have had experience of providing at least two L1 & L2 support systems in last five (5) years from the date of issuance of RFP including maintenance of all	"at least 200 employees": our interpretation is that this means that the "bidder" should have at least 200 employees on its rolls. Kindly	No, company for which the service is provided should have a user base of at least 200 employees. Form 12 A/B can be used to specify number of employees of the client where service was provided or self-declaration of the same.

			hardware, software, in India having at least 200 employees in India	confirm if our understanding is correct. If yes, please clarify the supporting document required for the same.	
24	7.2 Technical Functional Evaluation Framework: SP Capabilities	22	<p>Bidder's project experience in supplying and providing maintenance services of infrastructure in India in last 5 years on 2 FMS project from the date of issue of RFP covering the following:</p> <p>a.) Hardware (only servicing component) of Devices b.) Software (Operating System etc.)</p> <p>Additional points for experience in implementation related to aviation/MRO industry.</p>	<p>"a) Additional Experience working for aviation/MRO industry: 2 Marks"</p> <p>Our understanding this that projects (for aviation/MRO customer) where "supply" has been completed and "maintenance services" have started/in progress will be considered granting 2 marks. Overall project value should be > Rs.0.50 Crores. Kindly confirm if our understanding is correct.</p>	No, for extra points pertaining to aviation/MRO experience, only where maintenance service has been successfully provided (completed 1 full year of service) will be considered and project value should always be >0.5cr.
25	10.7 Payment Terms	42	<p>Hardware (if provided) 60% of total hardware cost: Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents at respective site.</p> <p>20% of total hardware cost: On Successful installation and acceptance of the infrastructure / hardware by AIESL at respective site</p> <p>20% of total hardware cost: After completion of benchmarking or 3 months after successful running of</p>	<p>Kindly amend the Payment Terms for Hardware as follows:</p> <p>80% of total hardware cost: Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents at respective site.</p> <p>15% of total hardware cost: On Successful installation and acceptance of the infrastructure /</p>	No amendment

			the respective hardware at respective site	hardware by AIESL at respective site 5% of total hardware cost: After completion of benchmarking or 3 months after successful running of the respective hardware at respective site	
26	10.7 Payment Terms	43	60% of total Software cost: On delivery of licenses on submission of invoice with proof of delivery at respective site. 15% of total Software cost: On successful implementation and Acceptance of software at all designated AIESL locations 15% of total Software cost: 1 month after successful running of the respective software at all designated AIESL locations 10% of total Software cost: 3 months after successful running of the respective software at all designated AIESL locations	Kindly amend the Payment Terms for Software as follows: 80% of total Software cost: On delivery of licenses on submission of invoice with proof of delivery at respective site. 15% of total Software cost: On successful implementation and Acceptance of software at all designated AIESL locations 5% of total Software cost: 1 month after successful running of the respective software at all designated AIESL locations	No amendment

27	<p>7.1 Pre- Qualification Criteria Clause No. 7</p> <p>7.2 Technical Functional Evaluation Framework: SP Capabilities</p>		<p>Additional Clause suggested for all criteria covered under eligibility criteria and technical evaluation criteria (marks)</p>	<p>Kindly add the following clause:</p> <p>"In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technic al Scoring and any other criteria requiring bidder's credentials to qualify."</p>	<p>Subsidiary form Form 12 C has been included in the RFP for the same. Bidders are requested to fill the same in case of corporate restructuring.</p>
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28	Form 09: BIDDER'S COMPANY INFORMATIO N	52	8. Details of Commercial Airline clients with name of each client along with contact person.9. Names of Commercial Airline clients using the proposed solution and/or in the process of migration to the proposed solution, along with the fleet Size & aircraft type, the names of modules implemented and date of implementation. Please specify fleet Size of each airline.	Serial Nos. 8 & 9 of Bidder's Company Information do not seem relevant to the scope of this RFP. Kindly delete these to line items from the format.	Name of aviation industry client has been asked to verify services provided to client. The same should be provided for bidder's having provided similar services in aviation/mro sector.
29	Form 12 B From Bidder's Airline Client / Customer	58	From Bidder's Airline Client	Form 12 B - Details of Airline Client/Customer do not seem relevant to the scope of this RFP. Kindly confirm if this format is applicable or not for this RFP.	Name of aviation industry client has been asked to verify services provided to client. The same should be provided for bidder's having provided similar services in aviation/mro sector.
30	7.2 Technical Functional Evaluation Framework: SP Capabilities	24	“Similar work” means supplying and providing maintenance services of infrastructure covering the following: • Hardware (only servicing component) • Software (Operating System etc.) • Database	Our understanding as per RFP scope is that "Database" maintenance is not a part of "similar work". Similar work here means only Hardware and Software (OS). Kindly confirm if our understanding is correct.	Yes, database maintenance experience is not a part of similar work.
31	7.2 Technical Functional Evaluation Framework: SP Capabilities	23	Manpower Requirement (IT Infrastructure, Hardware, software, and telecommunication setup) • The following is tentative requirement for manpower, Service provider will propose. <i>Resumes duly vetted by HR department should</i>	We understand that only indicative resumes of proposed manpower need to be provided (resumes of actual proposed resources may be submitted by the successful bidder on award of contract). Kindly confirm	Resumes should reflect the actual/ proposed manpower to be deployed for the project. For L1/L2 resources, actual resumes of people to be deployed should be attached.

			<i>be submitted for the proposed manpower</i>	if our understanding is correct. Also, kindly clarify as to resumes of how many L1 & L2 resources need to be submitted with the bid.	
32	6.1 Hardware Support	16	Video Conferencing devices	Video Conferencing devices are written but there are 3 projectors in total mentioned, apart from this is there anything else?	Tolerance on equipment's has to be taken into consideration.
33	Annexure 1	66	Video Conferencing devices	Please help with the current AMC status of the projectors	None
34	6	16	Scope of work	Are the Devices of 55 out locations also part of FMS Support? If yes kindly share the list of Devices location wise	Yes, the same is provided as separate attachment by the name of Annexure 1.
35	6	16	Scope of work	How is the support to these devices of 55 out locations is to be provided? Does the Engineer travels from one of 11 locations to replace the spare/make the system good or would these Devices be sent to one of the main 11 locations	Remote support is to be provided. Any part repair will be carried by onsite personnel. Engineer will not be required to travel to these out locations.
36	6.2	17	Hardware Support - Key Activities and Responsibilities	Faulty spare will be provided to Service Provider at the respective location where device has gone faulty. Please confirm.	Yes
37	6.7	18	Antivirus/Cybersecurity Management	Providing of Antivirus Solution and its latest upgrades to Service provider is in	No, antivirus service has to be provided by service provider. The solution proposed should be on cloud. A corrigendum containing details of the same will be issued.

				the Scope of Customer. Kindly Confirm.	
38	6.13	18	6.13 Preventive maintenance Scope	The List mentioning Minimum Resources considered by Customer at each location as mentioned in RFP is missing. Kindly share.	Annexure 1 EUD's list is provided for the same.
39	8.11	30	Force Majeure	Request to include under "Act of God" - Earthquake, flood, tempest, lightening and to include under Force Majeure-epidemic and pandemic	It will be included
40	8.12 (2)	31	Panel of arbitrators	Request to have only one arbitrator mutually appointed by the parties.	No amendment
41	8.15 (2)	31	Intellectual Property	Request deletion of sub point (2) as this is not a "Work Made for Hire" agreement.	No amendment