

Subject: Response to Pre-Bid Queries - FMS EUS 314894

Ref. Documents:

No Attachment

Pre-Bid Queries – IT Facility Management Services (FMS-EUS)

Tender Name: IT Facility Management Services – End User Support (FMS-EUS)

Tender No.: GEL/IT/FMS-EUS/2026-27

Tender ID: 314894

Organization: Gujarat Energy Limited (GEL)

Sr. No.	Page No. / Clause No.	Title of Clause as per Tender	Description of Clause as per Tender	Bidder's Query	GEL Reply
1	34	SoW	Section II & III – Scope of Work & Schedule of Rates	Annexure B is referred for End User Applications. Kindly provide Annexure B.	Please refer to SoW Page# 67 & Page# 68 (10. Annexure) for details
2	18-34	SoW	Scope of Work	Please provide location-wise asset inventory and user count.	Inventory - Please refer SoW Page# 13 for details Current users – 1400+ approx.
3	18-34	SoW	Scope of Work	Please share location-wise manpower/resource deployment requirements.	Please refer to SoW Page# 37 for details
4	18-34	SoW	Scope of Work	Please provide current monthly ticket volume and incident/service request breakup.	Please refer to Page# 35 for details
5	34	SoW	Scope of Work	Kindly clarify whether application support is included in the scope.	Please refer to SoW Page# 53 for details
6	18-34	SoW	Scope of Work	Please confirm whether support is required on weekends, holidays, and after business hours.	Please refer to SoW Page# 36 & SoW Page# 49 for details

7	18-34	SoW	Scope of Work	Please provide details of VIP/CXO support requirements.	Please refer to SoW Page# 26, SoW Page# 36 & SoW Page# 37 for details
8	18-34	SoW	Scope of Work	Kindly share details of the current ITSM/Ticketing Tool being used.	Please refer to SoW Page# 15 for details
9	SLA Section	SoW / STC	Scope of Work / STC	Please provide detailed SLA measurement criteria and penalty methodology.	Please refer to SoW page# 58 for details
10	18-34	SoW	Scope of Work	Will GEL provide seating, workspace, network access, and infrastructure for deployed resources?	Please refer to Sow Page# 52 for details
11	NA	Tender Documents	Tender Documents	Kindly confirm the estimated contract value/budget for this engagement.	Material Team to respond
12	Relevant Section	ITB / Commercial Conditions	ITB / Commercial Conditions	Is any annual price escalation permitted during the 3-year contract period?	You may use any methodology as long as it meets GGL business requirements
13	Relevant Section	GTC / STC	GTC / STC	Will statutory cost increases be reimbursed separately?	Please refer to Sow Page# 51 & Sow Page# 52 for details
14	Relevant Section	GTC / STC	GTC / STC	Please confirm whether GST shall be payable extra at actuals.	Material Team to Respond
15	Payment Section	GTC – Payment Terms	GTC – Payment Terms	Kindly confirm the payment timeline from invoice submission date.	Please refer to Payment Terms on Page# 65
16	BQC Section	BQC	BQC Checklist	Will ongoing projects be considered for qualification?	Please refer to BQC Section B & supporting info on BQC Page# 6
17	BQC Section	BQC	BQC Checklist	Can work orders be accepted where completion certificates are unavailable?	Please refer to BQC Section B & supporting info on BQC Page# 6
18	BQC Section	BQC	BQC Checklist	Please clarify the definition of Similar Work.	Please refer to SoW Page# 8. Please refer to BQC Section B & supporting info on BQC Page# 6
19	NA	Not Mentioned	Not Mentioned	Kindly provide details of the incumbent service	Kindly contact materials team.

				provider and current support team strength.	Current support team strength - Please refer to Sow Page# 37 for details
20	Bid Schedule Section	ITB	ITB	Please confirm the expected timeline for contract award and resource mobilization.	Please refer to Performance Targets & Review on Page# 53
