

Tender Notification

NIT NO: AEML/MDB/2018-19/012

The bid is reopened, Please refer below for following revision.

Sr. No	Steps	Revised Date
1	Last date of receipt of bid documents	03.03.2019 16:00 Hrs
2	Date & time of opening of tender – Part A	04.03.2019 16:00 Hrs

ADANI IT Consultancy Service for IT Development & Support, Ref: Change in BOQ and Clarifications to the raised Queries.

Revised Corrigendum includes:

- 1) Revised BOQ with requirement of Maximum Manhours for the work areas specified below.

Sr No	Area of Work	ManHours Required
		Maximum Hrs
1	SAP ABAP	4500
2	SAP BIW/BO	2250
3	SAP Basis	16200
4	SAP Server Administration	4500
5	DotNet	11250
6	Java	2250
7	Mobile Development	9000
8	GIS SDE Administration	2250
9	GIS ESRI – ArcGIS / ArcFM / Responder	4500
TOTAL		56700

2) Clarifications for more understanding towards call logging and tracking

2.1) AEML has ILS (Issue Log system) and ICPM which are Portal based applications for call logging, workflow tracking as well as E2E tracking of created incidents/call.

2.2) The application also has MIS capabilities to fetch reports on specific issue/ incident or monthly basis report on call resolutions.

2.3) Both these applications will be used and managed by the deployed team from the successful bidder. Therefore our helpdesk team itself would be able to cross check the time taken for the completion of any specific incident or within a due course incidents which are completed.

2.4) Design and development of application will be monitored through the effort estimate and time booking done against the project in ICPM module. In case of any change of scope or modifications in application development effort estimate will be revised accordingly without any impact on SLA.

2.5) In case of any hardware failure or dependency at IDC, E2E resolution period will not impact the SLA defined for specific activity. However any delay after reinstatement of the system would be measured in defined SLA.

2.6) Attendance of the deployed resources during the tenure of the contract should be maintained as per the defined SLA, mentioned in RFP (refer 3.a and 3.b).

2.7) Resources replacement and availability should be maintained as per defined SLA, in RFP (refer 4.a and 4.b).

2.8) The resources interview / domain skill test is the sole responsibility of AEML, however it is mandatory that before short listing of resources, successful bidder must have completed technical discussion and skill test at their end. The report of same should be submitted to AEML to start the interview process.