S.No.	Document / Reference	Query/Doubt/Suggestion	Response by IRDA
1	Page 10, Level 1 suPage 10, Level 1 support: Help desk at Level 1 will be responsible for receiving the calls from the end users, logging the problems in to call logging system & respond to the end users on the status of the problem.pport: Help desk at Level 1 will be responsible for receiving the calls from the end users, logging the problems in to call logging system & respond to the end users on the status of the problem.	Is there an existing call logging / tracking system being used currently? Or Should vendor propose a its own call tracking solution. Kindly confirm	SOLMAN' tool has been installed and is in use. If the Vendor desires to propose an alternative system, it may be considered as part of AMC only but not at extra cost. In addition to 'SOLMAN', e-mails and telephonic communication is being used for call follow-up / resolution.
2	General query	Please provide us the data regarding no. of calls logged per module with different levels of severity, to better understand and map the support requirements of IRDA.	The average number of issues per month would be arround 8-10. With regard to severity, many of these issues are at End-User level only which requires simple advisory support.
3	Page 3 Training	Quarterly Refresher training to core users is to be given at IRDA premises. Kindly advice on cost of travel & lodging. Do we need to give training on each module. What would be nos of trainee? Should we propose a separate rate for onsite training?	Training in the context of AMC means that the routine training to the End-User with reagard to the changes / additions in the SAP system during the Quarter in the form of Information Sharing and clearing the doubts. Training to be conducted at IRDA premises by the Vendor representatives on the day(s) of their scheduled visits as part of AMC and AT NO EXTRA COST.
4	Page 2, 12. Vendor shall also co-ordinate with Hardware AMC provider for all hardware related issues. The selected vendor shall extend all possible support to the hardware AMC provider to ensure that the servers are maintained properly.	Is Hardware AMC already given to other vendor. Is it expected that for h/w issues, bidder should directly coordinate with h/w AMC provider. Kindly explaine the expectation.	The Bidder is expected to coordinate with the Hardware AMC Vendor, in concurrence with IRDA, whenever required.
5	page 10, level 1 support	Level 1 support done by IRDA team. Please confirm.	L1 support will be provided by the vendor
6	Carrying out customization/configuration changes for new requirements / new processes as and when required. Any customisation work with estimated effort of less than 2.5 man days /100 man hours shall be done as a part AMC, without any extra cost. Efforts requiring more than 12.5 man days /100 man hours shall only be considered through change management process. Vendor shall submit the effort estimation template (to be followed by the bidder during change management process) as a part of their technical bid.	Guess 2.5 is a typo. Please confirm.

Please give details of how many such requests (CRs<12.5 man days) were received each quarter in the last 1 year. | Yes. It is a typographical error. There are arround 10-15 such CRs during the year. |
| 7 | Page 22: Application Maintenance and Support | This cost item to cover the following: SAP FICO 70 person hours SAP HCM & Payroll 70 person hours SAP BASIS 70 person hours SAP ABAP 70 person hours, and Unlimited Change Requests <12.5 mandays of effort Training Charges Please confirm. | It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter. |

8	Page 22: Application Maintenance and Support	Prices for only 1 year has to quoted right? Kindly confirm	The duration of AMC is one year extendable for one more year on mutual consent
9	Page 22: Change Management Cost (for issues requiring more than 100 person hours / 12.5 mandays)	Are we to quote man-day rate? Please confirm.	Blended man month rates needs to be quoted
10	Page 22: Taxes	Are the prices to be quoted inclusive of taxes or exclusive? The table and the notes mention contradictory statements.	Price quoted for all items shall be inclusive of taxes. However, the tax component should be mentioned separately .
11	Page 21: Penalty	Request you to relax the Penalty cap to 10% of the contract value	As per RFP
12	Others	Request you to add the following legal clauses as these are not part of tender: **Force Majeure** Neither Party shall be liable for any default or delay in the performance of its obligations if and to the extent such default is caused, directly or indirectly, by fires, floods, power failures, Acts of God, act of public enemy, civil commotion, sabotage, wars, insurrections, riots, labour disturbances, strikes, lockouts, go-slow, damage to machinery on account of accident or passing of any statutory order by the eligible authority/ies, prohibiting performance of such obligation by a competent authority; and restrictions of any country affecting the performance of this agreement or any part hereof. In the event of the occurrence of any of the foregoing, the date of performance will be deferred for a period of time equal to the time lost by reason of the delay. The affected party shall intimate the other party within reasonable time period of such occurrences. **Limitation of Liability** Anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort, or otherwise, for special, punitive, indirect or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of vendor for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the consideration actually received by vendor under this Agreement.	May be considered at the time of signing the agreement after formal vetting by our legal department
13	Others	Request you to add the following legal clauses as these are not part of tender: **Dispute Resolution** Any dispute or differences arising out of or touching this agreement if not resolved amicably within 30 days of raising such dispute or difference shall be referred to the arbitration, of single arbitrator mutually agreed between the parties. In case the parties fail to agree upon single arbitrator then each party shall appoint one arbitrator and those two arbitrators shall appoint third arbitrator. The decision of the arbitral tribunal shall be final and binding on the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996. The language of arbitration shall be English and the venue of arbitration shall be _____ (place of work), India. **Governing Law** This Agreement shall be governed and construed in accordance with the laws of India and the courts of _____ (place of work) shall have the exclusive jurisdiction to entertain any dispute or suit arising out of or in relation to this agreement. **BANK GUARANTY LIABILITY CLAUSE** Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of Customer under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of Customer under this Guarantee shall be valid and shall not cease until we have satisfied that claim.	May be considered at the time of signing the agreement after formal vetting by our legal department

14	Section 1 under Scope of work	Need clarity whether the bidder is expected to consider any activity involving efforts 12.5 man day/100 hours as change request or IRDA is looking for 100 man hours of additional efforts for enchanacements to be considered by the bidder.	It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.
15	Scope of work	Kindly provide the details for the number of reports to be developed per month.Also the segregation for the same as High/Medium/Low.	New reports as and when required with effort lessthan 12.5 man days will be done as a part of AMC . For efforts more than 12.5 man days the response in 14 will apply
16	Trainings	What will be the number of core users whom training need to be given.Also ,can bidder conduct trainings from offshore.? In case any additional trainings requirements come from IRDA users on need basis then under such a scenario such additional trainings requirements will follow change Request.Kindly confirm .	Training in the context of AMC means the routine training to the End-User with reagard to the changes / additions during the Quarter in the form of Information Sharing and clearing the doubts. Training to be conducted at IRDA premises by the Vendor representatives on the day(s) of their scheduled visits as part of AMC and AT NO EXTRA COST.
17	Support	Need clarity whether the bidder can propose offshore support for both functional and technical support?or IRDA is looking forward for Hybrid model-Comprising of technical support from onsite and functional support from offshore ?	Support will be On-site / offshore model on shared support basis. However, the proposed hybrid model compraising of technical support from onsite and functional support from offsore is also acceptable
18	ABAP Support scope	The 100 person hours is required separately for ABAP support or it will be utilised from the initial 100 man hours requirement as mentioned in point no 1 in the query above.	It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.

19	Continuous improvements	All continuous improvements initiatives will follow chanage request procedure.Please confirm.	It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.
20	Change Management	Need clarity on the details for Change Management procedure wrt efforts as expected by IRDA.	It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.
21	Basis Support scope	Please elaborate the support scope of device management	The Bidder has to coordinate with the Hardware AMC Vendor, in concurrence with IRDA, whenever required.
22	Basis Support scope	Do we have to include additional efforts for Basis Moinitoring as some of the activities defined in the Basis support scope are part routine monitoring activities	No continuous(full-time) monitoring is required. Further to routine monitoring activities, issue based support is required.
23	NA	Support is required for a period of 1 year.Kindly confirm	The duration of AMC is one year extendable for one more year on mutual consent
24	NA	In case IRDA is looking for Onsite support then in such a case IRDA will provide all the necessary infrastructure facilities like desktops,printer,fax etc to the onsite support team.Kindly confirm.	AMC support is required on a Shared Service Model which means that it is not full time onsite support. However, exclusive desktops, printer if required, will be provided
25	Basis Support scope	How is the system architecture (2 tier or 3 tier)? Please specify the no of physical servers ? Where are the servers placed ? Is DR set up available and where it is placed ?	All the servers are in IRDA. No DR site is setup. It is a 3 tier architecture. No of physical severs = 6
26	NA	When was SAP implementation done and who was the implementation partner ?	November 2011. Mahindra Satyam.
27	NA	Please Specify geographic locations which will be covered as a part of support scope	HYDERABAD
28	NA	Are you currently using any third party software's, Bolt-on applications like IVL etc with SAP	No
29	NA	List of External interface (applications interfaced with SAP)	Biometric System

30	NA	Is Solution Manager been implemented ? If yes then what are the current functionalities implemented in Solution Manager?	SOLMAN' tool is installed and is in use, though sparingly. It is not fully operational. In addition to 'SOLMAN', e-mails and telephonic communication is being used for call follow-up / resolution.
31	NA	What is the current support tool used for logging the helpdesk calls?	As above
32	NA	Please provide number of Abap developments / module wise	Around 70
33	NA	What is the current support tool used by the helpdesk team for logging the calls?	Solman
34	NA	Please confirm on the documents which are available as respository (Business blueprint ,Configuration document, functional specs, Techical specs,User Manuals etc)?	Yes.These documents are availale as a repository and will be shared to the selected vendor
35	NA	Please provide us the call logs (L2, L3 and CR) for past 6 months module wise ?	On an average, 8 to 10 routine issues will be raised in a month. With regard to severity, many of these issues are at End-User level only which requires simple advisory support.
36	NA	Is there any other support partner currently supporting SAP application for IRDA? What is current application support team size ? Please provide existing resource breakup supporting the modules?	Current Support Partner : Tech Mahindra. It is a shared support model.
37	NA	Who will provide knowledge transfer during the transition process?	KT will be through the existing vendor
38	NA	What will happen to inflights change requests which will be inprocess / left out by the existing support partner ?	They are to be taken up by the new AMC vendor as a fresh issue withing the limits of new AMC contract.
39		3 days refresher training at IRDA -which modules to be covered - By modules we are considering HR/PY, FI,ESS-MSS, ABAP and BASIS	Your understanding is correct. The training should be at End-User Level AND part of AMC only.
40		Date of system Go Live	Nov-11
41		What is the present ticket and cr volume . If IRDA has any register, please share the same	No specific register. Agerage volume is 8-10 routine issues per month.
42		Has solman being installed and used? If not how the ticketing system is working?	SolMan is installed, but, being used sparingly.
43		How many legal entities are there?	THREE
44		Size of the core team and it team- dedicated?	THREE / NINE
45		Who was the implementation partner?	Mahindra Satyam
46		DO you have *dedicated* L1 Support team? If yes - what is the size of team	NO
47		What is the distribution in QCBS	**As per the eligibility criteria in RFP.**
48	Cross module efforts transfer	Resources cannot be loaded by more than 50% due to unused cross modules effort transfer. Ex: in FI we have balance, but same cannot be transferred to HCM beyond 0.16 man months in a calendar month.	Note that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. **It is not fixed 70 hours per module**. The flexibility to interchange among the modules should be there.
49	On efforts when they cross 280 man hours per month for existing functionality and regular tickets only	Efforts carry forward is allowed only for one quarter. That is from Q-1 to Q-2 is agreed but not to the Q-3, at the start of Q-3, Q-1 balance hours will become "0". Similarly at the beginning of Q-4, Q-2 balance will become "0", however the efforts from Q-2 will be carried forward to Q-3 and so on.	Your understanding is correct. It is highly expected that no issue should span across two quarters.

50		If there are more efforts spent in a month; then hours excess of **"280 permitted hours"** will be treated as non billable CR's which go by estimation and mutually agreed priorities and not by SLA's	
			It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.
51	For Change Requests	All new developments / configuration changes which cross 100 hours effort are treated as billable CR's and billed as per proposed rates. Estimation will be provided for each CR.	
			It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.
52	Payment terms	Quarterly billing is based on 4 equated installments. And there is no dependency on the efforts consumed or non consumed in a quarter	Payment is based on performance and delivery and achieving targets with regard to SLA. However, if no issues are raised or there is no pending from the vendor for the issues raised or the progress of the pending issues is satisfactory, then consumption or non-consumption of 280 person hours doesn't matter.
53		Being a shared model, at the end of the contract year, efforts balance will become zero. However, in case of continuation of contract to next year, balance may be carried forward from last quarter of current year to the 1st quarter of the next year on mutually agreed terms.	Your understanding is correct

54	Carrying out Customization/configuration changes for new requirements / new processes as and when required. Any customisation work with estimated effort of less than 2.5 man days /100 man hours shall be done as a part AMC, without any extra cost. Efforts requiring more than 12.5 man days /100 man hours shall only be considered through change management process. Vendor shall submit the effort estimation template (to be followed by the bidder during change management process) as a part of their technical bid.	2.5 man days/100 man hours shall be done as part of AMC without any extra cost. Is this typographical mistake?	Yes, it is a typographical mistake. It should be read as 12.5 man days / 100 person hours
55	09:00 to 19:00 hrs IST, 6 Days a week.	Normal working timings are 9.30 am to 18.30 p.m. Can we go-ahead with these timings?	Yes, you can go with these timings.
56	Vendor Office in India	We Shall operate from Hyderabad office	The Vendor should operate from Hyderabad only.
57	The functionalities which have been implemented would be supported for the above mentioned modules.	This clause has Binding with RFP and assumed that it has no reference to the sub modules mention in page no 1/1. Please confirm.	**Your assumption is not correct.** All modules includes sub modules also. There should be 100 % reference to the sub modules mentioned in page no. 1/1.
58	SAP FICO 70 person hours	Does this contridicts with Page 2, Section 1 and sub section 2 clause which explicitly says that "No Change request till 100 person hours"?	It may be noted that the requirement is for a Total Number of 280 person hours per month in aggregate means 70 person hours per module notionally and interchangeable among the modules. With regard to change requests, it is not about unlimited change requests that we require you to support. The fact of the statement is that any change or new addition should be part of AMC only if the effort required for that particular change / addition is less that 12.5 man days / 100 person hours. If any single activity (change / addition) for which an effort of more than 12.5 man days / 100 person hours is required will only be considered as Change Request. However, in a month, if the total person hours used for change requests and other issues are less than 280, the change requests will be absorbed as AMC only and no additional payment will be made. On efforts when they cross 280 man hours per month for CRs and regular tickets, efforts carry forward shall be allowed by the bidder within the current quarter.
59	SAP HCM & Payroll 70 person hours	Does this contridicts with Page 2, Section 1 and sub section 2 clause which explicitly says that "No Change request till 100 person hours"?	
60	SAP BASIS 70 person hours	Does this contridicts with Page No. 4, Section 1 clause which explicitly say that "No Change request till 100 person hours"?	
61	SAP ABAP 70 person hours	Does this contridicts with Page No. 4, Section 1 clause which explicitly say that "No Change request till 100 person hours"?	
62	THE UNUSED PERSON HOURS WILL HAVE TO BE SPREAD ACROSS THE REMAINING MONTHS IN THE AMC PERIOD. ALSO, THE PERSON HOURS OF ONE MODULE SHOULD BE INTERCHANGEABLE WITH THAT OF OTHER MODULES.	It will be very herculant task to maintain the data and as well the cost arrival is based on the proposed utilisation of hours in a month. In shared support model it is not practical.	The AMC contract being financial in nature, proper account needs to be maintained and should be made practicable.
63	**1 - Critical -** Respond within 1 hour - Resolve within 4 hrs - Business Hours Mon – Sat - 95%	Response shall be with in 1 hour. Resolving can not be assured unless it is on-site support. In view of the remote shared support services it may please be considered the resolve time to 12 hrs and SLA at 90%. Please confirm.	In this high speed networking era, resolution withing 4 business hours is well within reality. Hence, the request is not considered.
64		What is the contract term?	The duration of AMC is one year extendable for one more year on mutual consent
65		Aegis is a preferred implementation partner for SAP Treasury and Risk Management Solution across India. Aegis has SAP Partnership in USA, but not in India (which is currently being pursued). Can the eligibility criteria of Certified SAP Partner be relaxed?	No we cannot relax the Certification criteria
66		Please provide the number of users for every module	All Modules put together, there are around 200 users
67		Was Solution Manager used to implement and rollout the SAP System Modules? What functionalities of solution manager are being used?	SOLMAN' tool is installed and is in use, though sparingly. It is not fully operational. In addition to 'SOLMAN', e-mails and telephonic communication is being used for call follow-up / resolution.
68		Pls. provide the details of the interfaces from and to SAP	Biometric System

69		Please provide number of SAP Reports (ABAP) along with reporting trees and level of documentation available	New reports as and when required with effort lessthan 12.5 man days will be done as a part of AMC .For efforts more than 12.5 man days the response in 14 will apply. For existing reports, the documentation is available in repository.
70		How often (period) the patches are applied and what is the criteria for the same?	SAP patches are applied automatically
71		Please specify your transport mechanism. What are the Roles and Responsibilities of existing team involved in moving transports to Development, QA and PRD system.	All SAP standards are followed
72		What is the frequency of moving these Transports to production (e.g. Daily / Weekly)	As and when the changes happen
73		Please provide statistical data which describes nature of the calls such as user training issues, technical bugs, functional issue, and user access related etc. (month wise for last 6 months) by Severity, and by In office hrs. and Out of Office Hrs.	On an average, 8 to 10 routine issues will be raised in a month. With regard to severity, many of these issues are at End-User level only which requires simple advisory support.
74		Please provide statistical data about the number of issues on specific SAP module / sub-module for (R/3 PRODN) instance only (data for last 6 months) By Severity, and by In office hrs. and Out of Office Hrs.	On an average, 8 to 10 routine issues will be raised in a month. With regard to severity, many of these issues are at End-User level only which requires simple advisory support.
75		Pls. share with us your current call management process (from the time a call is raised till it is closed in call management system). Please specify as how the call is recorded and traced. Pls. embed a ppt as well	SOLMAN' tool has been installed and is in use. If the Vendor desires to propose an alternative system, it may be considered as part of AMC only but not at extra cost. In addition to 'SOLMAN', e-mails and telephonic communication is being used for call follow-up / resolution.
76		Pls. share with us your current issue escalation and resolution process	SOLMAN' tool has been installed and is in use. If the Vendor desires to propose an alternative system, it may be considered as part of AMC only but not at extra cost. In addition to 'SOLMAN', e-mails and telephonic communication is being used for call follow-up / resolution.
77		What are the support metrics that are currently reported / generated?	Monthly and Quarterly logs are generated and given to IRDA by the AMC vendor
78		What is the governance mechanism for multi-vendor scenarios?	Activities are clearly demarked among the vendors
79		Team Structure – Please provide details on current support organization. Pls. provide for each instance and geography if there is a separate team (and not shared services) providing support. Pls. embed a org chart of the current model	As the modules are limited Team members are allocated accordingly. The RFP gives you indepth details which you can go thru
80		How the team is currently organized for development / major enhancements and Production support? Is it one common team responsible for all the work or support and minor enhancements are handled by one team and development and major enhancements by a separate team? Pls. provide the break up.	One common team carryon with any type of support
81		What is the Software Configuration Management tool implemented for Version and Change Control of the development environment?	No there is no version contral is maintained
82		Are any future rollouts/upgrades/new functionalities planned in the existing systems?	Yes
83		Please provide documentation level for application environment in the adjacent table	These documents are availale as a repository and will be shared to the selected vendor