

Reply to Pre-Bid Queries

TENDER DOCUMENT NO. IGL/ET2/CP/CM17291 IMPLEMENTATION OF BUSINESS CONTINUITY PLAN IN IGL

Sr. No.	Clause	Page No.	Bidder's Query	IGL's Reply
1	Section-V Paragraph 1	59	<p style="text-align: center;"><u>Site Information</u></p> <p>How many sites are there in scope - including HQ, Branch offices, Data centres, DR Data Centres, CNG stations, control rooms etc are they company owned or outsourced.</p>	<i>Head Office and associated 6-7 sites situated in Delhi/Gautam Budh Nagar/Ghaziabad to be visited to understand the functions of IGL Business Operations & Maintenance and Projects activities.</i>
2	Section-V Paragraph 1	59	<p style="text-align: center;"><u>BCM Policy/Procedures</u></p> <p>Does IGL have an existing BCM Policy. Are BCM procedures as per ISO 22301 in place or they have to created afresh.</p>	<i>Yes IGL has Business Continuity Plan (BCP) for Fire & Safety function only. Integrated BCP is to be prepared for all the functions mentioned in the Scope of work of the tender document.</i>
3	Para 13.1	52	<p style="text-align: center;"><u>Critical business processes analysis and services</u></p> <p>How many functions and processes are in scope.</p>	<i>Project, Operations & Maintenance, Marketing, Human Resources, Fire & Safety, Business Development, Finance, Gas Sourcing, ERP&IT, Contracts & Procurement and Stores.</i>
4	Section-V Paragraph 1	59	<p style="text-align: center;"><u>Periodic restoration testing</u></p> <p>Do IGL exercise test methods (tabletop, call trees, utility failure, network element failure, application failure) for IT DR and Process/service restoration testing?</p>	<i>DR not to be covered in scope of this tender</i>
5	Section-V Paragraph 1	59	<p style="text-align: center;"><u>Existing BIAs</u></p> <p>Have you conducted Business Impact Analysis (BIA) to understand and analyse the impact of cyber and non-cyber crisis?</p>	<i>Not relevant to the scope of this tender</i>
6	Section-V Paragraph 1	59	<p style="text-align: center;"><u>IT environment and landscape</u></p> <p>A) Describe your environment (Cloud/On-premise/ Hybrid)? (e.g., AWS, Azure, GCS, Oracle, Govt cloud etc.). How many applications are in scope and where are they hosted e.g. (On-Prem or Cloud)?</p> <p>B) Do you have service to process to application catalogues.</p>	<i>These details shall be provided later</i>
7	Section-V Paragraph 1	59	<p style="text-align: center;"><u>User</u></p> <p>What is the user base? E.g. Internal/Contractor</p>	<i>Approx. 700 IGL employees</i>
8	Section-V Paragraph 1	59	<p style="text-align: center;"><u>User involvement</u></p> <p>Does IGL have a defined team structure to run specific activities around BCP and DR activities?</p>	<i>No</i>
9	Section-V Paragraph 1	59	<p style="text-align: center;"><u>IT DR scope</u></p> <p>A) Does IGL have defined an IT DR policy?</p> <p>B) Please confirm that the DR scope involves only preparation/update of IT DR plans.</p>	<i>DR not to be covered in scope of this tender</i>

10	Para 11.3 and 13.5	51/52	<p align="center"><u>Bidder's scope during Implementation phase (Phase 4)</u></p> <p>What is the role of the bidder that's expected by IGL in Phase 4, "Implementation of the program". Is it a PMO/guidance role?</p>	<p><i>As per the Scope of work and Activity Chart, BCP has to be implemented in IGL which includes hands on experience to function representatives, awareness and training about final BCP of IGL and necessary /suitable guidance for BCP implementation in IGL .</i></p>
11	-	-	Please let us know the insurance coverage limits as required by IGL	<i>Query not clear</i>
12	GCC - Arbitration	54	The clause mentioned in the GCC is one sided wherein, only IGL has the first right to nominate names of the arbitrators. We request you to follow the procedure mentioned under The Arbitration and Conciliation Act, 1996 wherein both the parties get to appoint one arbitrator each and the two appointed arbitrators appoint the third arbitrator.	<i>Tender conditions Prevail</i>
13	Scope of work	59	Under the scope of work, kindly confirm vendor's role in implementation of BCP. Does our role include program managing the BCP implementation or any technical support would also be required.	<i>As per Scope and Activity Chart, BCP has to be implemented in IGL which includes hands on experience to function representatives, awareness and training about final BCP of IGL and maintain the plan.</i>
14	Scope of work	59	Under scope of work, does BCP include cybersecurity as well as IT data recovery	<i>Cybersecurity and DR not to be covered in scope.</i>
15	Bidder evaluation Criteria (BEC)	8	Under BEC, "The bidder must have executed at least one similar work of Rs. 13.23 Lacs in CGD/Utility/Oil and Gas Sector during preceding 7 years reckoned from the date of issue of tender". What is the definition of similar work? Does it include risk management or only BCP is considered	<i>Only BCP shall be considered.</i>
16	Bid Security (EMD)	11	In case of successful bid, would amount given under EMD will be adjusted from PBG	<i>EMD submitted through online transaction directly to IGL account or in the form of DD can only be adjusted against CPBG for successful bidder.</i>