

REPLY TO BIDDER'S PRE-BID QUERIES



RENEWAL OF SUBSCRIPTION FOR DATA CENTER BACKUP AND RECOVERY SOLUTION

Owner: INDRAPRASTHA GAS LTD

BID DOCUMENT NO. IGL/ET2/CP/CM18331

Sl No	Page No.	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1	52 and 66	Payment Terms and SOR serial no. 1	Support services Payment towards support services from partner shall be released on half yearly basis on completion of six months and on certification by engineer-in charge	Payment towards support services from partner shall be released on half yearly basis against serial no 1	Tender Condition Prevails
2	52 and 66	Payment Terms and SOR serial no. 2 and 5	Licenses / subscription 100% Payment towards backup & recovery software (capacity & renewal) shall be released on yearly basis and receiving of licenses & renewal certificate with relevant documents and on certification by engineer-in charge.	Payment towards backup & recovery software (capacity & renewal) shall be released on yearly basis against from serial number 2 To serial number 5	Payment towards backup & recovery software (capacity & renewal) shall be released in advance on yearly basis against from serial number 2 To serial number 5
3				Any penalty applicable other than LD?	PRS Clause as per IGL PO
4				Any inspections and tests applicable under this contract?	As per Scope of Work
5				Assume the "Monthly visit of engineer for at least 1 day shall be ensured to perform pro-active checks and monitoring or in case required to resolve an issue" required at DC site only, kindly confirm.	Monthly visit by Support Engineer for health check and maintenance activity at DC Site only. Monthly visit report to be shared with EIC. This is mandatory visit in addition to visits if required to address any issue.
6				Assume the Training for IGL IT team on a half yearly basis shall be from bidder's resources and no certifications to be provided, kindly confirm.	Yes, Training will be provided by bidder at IGL assigned location. No certification required.
7				Also the required infra and space for the training shall be arranged by IGL, kindly confirm.	Yes
8				Renewal of Subscription of existing Veritas Backup Software License (35 TB) -- <b>Please share the start date and End Date</b>	Start Date : 22.02.2025 (As per Veritas Portal) End Date : 1 Year from the start date (Kindly contact OEM for further Details )
9				Subscription and renewal of combined capacity for IIInd Year (40 TB) -- <b>Please share the start date and End Date</b>	Start Date : 22.02.2026 End Date : 1 Year from the start date (Kindly contact OEM for further Details )
10				Support services from partner.	Start Date : Award of LOI/ PO Date End Date : 2 Years from LOI/PO
11				AMC of existing Veritas Backup appliance. -- <b>Please share the start date and End Date</b>	Start Date : 22.02.2025 End Date : 21.02.2027
12				Create the backup data as immutable, encrypted and/or air-gapped using the existing appliance (The vendor shall add necessary licenses if required).	Tender Condition Prevails
13	Page No: 52 and Point No: 10.1	Payment terms	Support services Payment towards support services from partner shall be released on half yearly basis on completion of six months and on certification by engineer-in-charge	Could you please clarify if the payment mentioned is an advance half-yearly payment?	No, Payment after completion of 6 months of support service
14				Renewal Start Date: Kindly confirm if the renewal period is set to commence from 01 February 2025.	Start Date : 22.02.2025
15				Contract ID: We would appreciate it if you could share the contract ID received from the OEM that provides all the details related to the devices like serial no, start-end date etc. mentioned in the RFP.	Contract ID : SG000000092493,SG000000089605, SG000000083893,SG000000082258, SG000000082260,SG000000082178

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16	60	1.9 e	Virtualization support like HP-Vpar	As per Netbackup Virtualization compatibility guide, HP-Vpar Virtual platfor is not compatible with the Netbackup.	Currently Oracle DB (BR Backup and BR Archive Backup), Filesystem backup of SAP application partioned on HP-VPAR is already running
17	62	2.2 i	All the critical calls related to the software/ backup issues/ restoration of production system should be resolved on the same day.	Request you to share SLA for the same. Eg 4 Hours resolution time or response time as resolution time will be depend up on the nature of the issue.	For Production Related Issue highest level SLA to be maintained.
18	63	2.5 c	Bidder/partner may be required to configure Disaster recovery features through remote vault etc. as per features available with integrated hardware appliance.	Required more clarity on this point.	The feature is already enabled and shall be supported by the partner for any improvisation. In this process backup copies are moved out to Tape Media for transporting to other location