



REPLY TO BIDDER'S PRE-BID QUERIES
HIRING OF CONSULTANCY SERVICES FOR DATA PROTECTION AT IGL
BID DOCUMENT NO. IGL/ET2/CP/CM18173

Owner: INDRAPRASTHA GAS LTD

SI No	Page No.	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1			IGL is one of the leading CGD Company and operate in Delhi & NCR along with state of UP, Rajasthan, Haryana in several GA's	What all places of operation does the scope of work include?	IGL's operations are spread across various geographical areas including NCT of Delhi; districts Gautam Budh Nagar, Ghaziabad, Hapur, Muzaffarnagar, Shamli, uncovered parts of Meerut & Kanpur, Fatehpur, Hamirpur, Banda, Mahoba and Chitakoot in Uttar Pradesh; districts Rewari, Gurugram, Karnal and Kaithal in Haryana; and, district Ajmer, Pali & Rajsamand in Rajasthan.
2			IGL have more than 2.5M PNG domestic customers as well as industrial & commercial customers.	Are there any international customers/service provider?	Currently NO.
3			Currently there are more than 50 applications /services are running to support customer and internal users for their day-to-day working. Being a customer centric company lot of data being stored and generated through these applications.	Approximately how many applications/web/mobile applications are processing personal data?	This is part of scope under data discover and classification.
4			Data is stored across a mix of major databases like Oracle, Microsoft SQL Server, MySQL and Mongo DB etc. on cloud, On-premise and SAS applications.	Can you please share the list of all the data storage platforms/databases?	The major database and platforms are Oracle for SAP ERP data, MySQL server, postgre DB2, Mongo DB, SAAS Applications (Azure and AWS), O365 etc.
5			There are 10 major departments at IGL. Currently, there is not any DLP solution in use.	Can you please share the list of all the departments at IGL? Any sub-divisions that are included in these departments?	C&P and Stores, Finance, Marketing, O&M, CC, ERP & IT, Fire & Safety, HR, MD & DC office, Projects, Legal, CS etc.
6			The purpose of this RFP is to hire qualified consultancy firm for data protection in IGL in compliance with "The Digital Personal Data Protection Act, 2023 (DPDP Act 2023)" . The protection of Customers, employees and other critical information is the highest priority.	What are expected number of policies that are required to be drafted for DPDPA?	No such idea on numbers, but it should be as per market standards & practices.
7			The consultant shall ensure that the criteria/framework align with relevant laws (such as DPDP Act 2023, IT Act 2000 or other applicable laws), regulations, guidelines, and industry standards.	Please specify which would be the primary regulation to be focused for this scope of work?	DPDP ACT 2023 & any other applicable laws in India on information security.



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8			Workshops, Training Sessions, and Establishing Review Processconsultant shall organize workshops or meetings at major IGL locations involving the cross functional teams to educate members about the purpose and objectives of the DLP initiative. The two workshop should be for top leadership. The consultant shall explain the importance of data protection, the potential risks associated with data leakage, and the methods and benefits of implementing a DLP at IGL locations.	How many members are to be trained(approximate count)?	The IGL employees as on date is around 730
9			The training session each shall be conducted physically at Delhi & NCR locations of IGL and may be conducted virtually at other major IGL locations	Kindly specify the count of onsite trainings to be conducted.	Up to 10
10			Creation of Use Cases with Business Stakeholders/Data Owners.The consultant shall gather understanding of the IGL's business environment, operations, IT system, and data landscape in consultation with the business stakeholders. The consultant shall identify the types of sensitive data the organization handles keeping in view various applicable laws, regulations,standards and best practices, including personally identifiable information (PII), financial data, intellectual property, and other critical data assets.	What all technologies are currently in place for data protection?	Web security, EDR, firewalls, Email security, SOC, WAF, DDoS, backup, DR site etc. as explained in SOW.
11			Assisting IGL for Configuring/Customizing IGL's Existing Solution.The consultant shall assist IGL in configuring and customizing the existing systems to align with IGL specific DLP use case needs and requirements. The consultant shall work with the tool's settings including email system and parameters and shall suggest changes, steps to ensure it accurately captures the established criteria.	Please specify the existing system that are required to be customised for this DPDP Program.	Brief info has been already shared. Deep information shall be shared with qualified bidder only.
12			The consultant shall assess potential solution providers/vendors who offer the technologies/solutions identified in the previous step. The consultant shall evaluate the vendors based on factors such as product features, scalability, compatibility, reputation, support services, and pricing models.	Is the bidder expected to create the RFPs of the potential solutions?	No



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13	9	7.1	Given that a single work order is approximately 7.2 lakhs, we anticipate participation from small vendors as well.	Could you please revise this criterion?	Tender Conditions Prevails.
14			Considering that the financial BEC figures are also low	could you please amend the criteria?	Tender Conditions Prevails.
15	7	3	Is the completion timeline for the defined work 6 months	Is the completion timeline for the defined work 6 months, or can it be completed within the contract period?	Work completion period is 6 months from the date of kickoff meeting, kick off meeting to be done within 4 weeks from the date of LOI/PO.