

Reply to Bidders Query

Tender Document No.: IGL/ET2/CP/CM17732 for Hiring of Cloud Services for IGL Mobile Apps

SI No	RFP Clause	Description	Query Revised Clause as per Query (Requested by Vendor)	IGL Response
1	RFP Clause .pg no 65 point ix	Bidder should host the applications in secure Virtual Private Cloud infrastructure facility in a reputed Cloud Service Provider (CSP) i.e. AWS/Azure/Google. from "leaders" quadrant of Gartner's MQ	Request for ammendment of clause to : Bidder should be CSP , Meity empaneled cloud service provider. This would enable domestic cloud service provider to bid for the RFP. More over we provide sevicees to cenral government . PSU & Banks and have 1000+ customer at our data center.	Tender condition prevails
2	BIDDER EVALUATION CRITERIA (BEC), Page 8, Clause 7.1b	The bidder should have successfully executed at least 01 similar work order of hosting of mobile app/web app with CSP (i/e AWS/Azure/Google) of Rs 6.21 Lakh for preceding last 07 years	Since the purpose of "hosting of mobile/web app" may not necessarily be mentioned on supporting order copies, we request IGL to amend the clause as: The bidder should have successfully executed at least 01 similar work order of cloud hosting with CSP (i/e AWS/Azure/Google) of Rs 6.21 Lakh for preceding last 07 years	Tender condition prevails
3	BIDDER EVALUATION CRITERIA (BEC)	All BEC Criteria	Kindly add the following clause: "In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify."	Tender condition prevails
4	Notes for Technical BEC: pagge 9, CLAUSE 7.3	Documentary evidence in the form of Purchase order (s)/ Work Order (s) with completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer. In case of a running contract a certificate issued by the end client to the bidder clearly, stating the executed value till the date of floating of tender defining the complete scope of work duly certified by end client must be submitted along with the offer. The bidder is required to submit the documentation and proof for above requirements and IGL may at its discretion make additional checks for the same	if the contract is on Going, Can we submit the Invoices copies, instead of Completion Certificate.	For ongoing contracts, the executed value till date of bid submission should not be less than the amount required to qualify in BEC . In this case, performance certificate should be obtained from the client metioning the contract period and executed value till date.

5	"Section V, Scope of Work" Page 62	Hosting Service for Fire & Safety app Production Server for IGLConnect app Production Server for Meter Reading app	Please confirm if this is final sizing of Production Server. Please confirm if this sizing is on 70% or 80% utilization.	This is the total infra size required for production server including both app and DB server considering 70 % utilization. Since, currently there is a single server, Bidder has to split this total sizing into app and DB servers.
6	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	Hosting Service for Fire & Safety app Hosting Service for IGL Connect & Meter Reading app Production Server for Meter Reading app	Please clarify the Windows OS & Database version. Is this standard or Enterprise Version?	Windows - Standard SQL server- enterprise
7	Scope of Work of cloud hosting services for IGL mobile applications	The bidder needs to carry out the capacity planning in advance, in consultation with IGL to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution.	Please clarify the current Users & Growth % in users along with current peak load details in next 2 years to make the scalable solution and to meet the performance requirement & Capacity planning for next 24 months.	18 Lac, 3 lacs customers are added.
8	Scope of Work of cloud hosting services for IGL mobile applications	While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP, subsequently, it is expected that the bidder, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute, memory, and storage as per the performance requirements of the solution and meet the SLAs using the auto-scaling features provided by the CSP.	Please confirm the peak and non-peak periods to make the scalable solution as in the hyperscaler we can not offer the fixed billing amount as Hyperscaler charges as per the usage	Connect app as customer app peak period is usually between 11AM-4 PM while non peak period is after 8PM. Automatic scaling is required as and when any surge is observed in utilization of resource with threshold limit of 80% and scaling to its original resources as peak load decreases. Price to be quoted as per required sizing of the infrastructure while payment will be on actual consumption of resources on receipt of invoice of CSP for the said period
9	Scope of Work of cloud hosting services for IGL mobile applications	Vendor will do the re-sizing for all the IGL mobile application to be hosted on cloud as per the cloud infrastructure proposed to achieve high availability and performance of the application with the help and coordination of AMC vendor	Since you have already given the sizing in the tender and we need to quote prices accordingly, if we can increase the sizing then how we will charge back from IGL as you have asked fixed prices BOQ.	Not understood
10	Scope of Work of cloud hosting services for IGL mobile applications	Successful Bidder to ensure that the cloud infrastructure for the application is deployed within 07 days of award of the contract.	We request you to increase the timelines to 2 weeks of deployment after the Confirmed PO as it has migration scope also from other cloud Vendor	The timelines shall start from the date of Letter of Acceptance. However, migration is in the scope of AMC vendor with the support of CSP who has to provision the infra within one week.
11	XI. Exit Management Plan / Transition-Out Services, Page 66,	The bidder shall be responsible for providing the tools for import / export of VMs & content on offline physical storage devices, as agreed by IGL	Please confirm the storage devices, can we provide it in Pen Drive.	Pen Drive is not allowed, use onedrive link or other secure link for the same
12	IX. Miscellaneous page 65	Bidder has to provide the invoice of payment model "Pay as Go" to claim the payment from IGL on monthly basis.	Please clarify the "Pay as Go". As you have asked the fixed unit price in your commercial format.	Prices to be quoted as per sizing of the required infrastructure while payment will be on actual consumption of resources on receipt of invoice of CSP for the said period.
13	SECTION VI SCHEDULE OF RATES, page 69	Basic Unit Rate (INR)	As you have asked the Basic Unit price and hyperscaler cloud services are on Pay as use model and not on fixed rate. Please confirm how to quote as you are asking the scale up or scale down the compute, memory, and storage as well	Price to be quoted as per sizing of the required infrastructure while payment will be on actual consumption of resources on receipt of invoice of CSP for the said period.

14	Scope of Work of cloud hosting services for IGL mobile applications	It will be required to adequately and optimally size the necessary compute, memory, and storage required, build the minimum sufficient redundancy into the architecture (including storage) and load balancing to meet the service levels mentioned in the RFP at all times.	Please confirm the Sizing given in the RFP is not adequately and optimally sized by IGL. What is the expectation from the CSP / MSP hereon the sizing.	This is the total infra size required for production server including both app and DB server considering 70 % utilization. Since, currently there is a single server, Bidder has to split this total sizing into app and DB servers.
15	Paayment term, Clause 16 Sub Clause 16.3 Sr No c	Payment shall be released within 45 days after receipt of relevant documents complete in all respects.	Requesting you to amend clause and release payment 30 days after receipt of relevant documents complete in all respects	Tender condition prevails
16	Page 8 clause 7.1 (a)	The bidder must have a valid CMMI level 3 certification or above	CMMI ML3 Certificate of most of the Vendors is fake. therefore we request you to get it validated from the CMMI Institute or any authorized Partner. You can also validate personally from the below genuine CMMI Website: - https://cmiiinstitute.com/pars/?StateId=d7416244-4b14-4edc-90dd-200568ef9dba	Tender condition prevails.
17	Page 8 clause 7.1 (b)	The bidder should have successfully executed at least 01 similar work order of hosting of mobile app/web app with CSP (i/e AWS/Azure/Google) of Rs 6.21 Lakh for preceding last 07 years.	We request to you please allow the MEITY Empaneled CSP.	Tender condition prevails
18	Section V Scope of work/Miscellaneous/page 65	Bidder should host the applications in secure Virtual Private Cloud infrastructure facility in a reputed Cloud Service Provider (CSP) i.e. AWS/Azure/Google.	We request you to include Oracle in this list of CSP. As Oracle Cloud services provide secure Virtal Private Cloud Infrastructure and empanelled with Meity	Tender condition prevails
19	Section V Scope of work/IGL CONNECT APPLICATION (CUSTOMER APP)/page 60	IGL Connect Application:-Technical Specification	As per our understanding, the softwares (middleware/runtime) required for hosting the workloads are almost approaching/near end of life/support. Is there any plan of IGL to upgarde the softwrae stack before migrtaiion or after migration. Tomcat 8.5- 31st march 2024, My SQL 5.7-21st Oct 2023	Latest version with validity to be provided
20	Section V Scope of work/IGL CONNECT APPLICATION (CUSTOMER APP)/page 60	IGL Connect Application:-Technical Specification	Please specify the editions of software like Enterprise or community. Our suggestion to IGL, please consider Enterprise edition of Software (like My Sql 8.X enterprise so that IGL will always get support from software vendors.	currently its community edition but Enterprise editon is preferred.
21	Section V Scope of work/IGL CONNECT APPLICATION (CUSTOMER APP)/page 60	IGL Connect Application:-Technical Specification	Windows 2016 operating system used for hosting the application, is already out of mainstream support (End of Mainstream support-11th Jan 2022). Is there any plan of upgrading OS before migrtaiion	latest and compatible verision of OS with other software with validity to be provided.
22	Section V /Scope of work/METER READING APPLICATION/page 61	IGL Meter Reading Application: - Technical Specification	Application Framework Iconic 3.9.2 is in end of support state. Is there any plan of IGL to upgrade the softwre stack	It can be planned at later stage, if required
23	Section V Scope of work/IGL CONNECT APPLICATION (CUSTOMER APP)/page 60	IGL Connect Application:-Technical Specification	As we understand, IGL is leveraging open source technology like Php, My sql etc and Operting system is Windows. Is it possible that bidder can consider Linux Enterprise for Operting system as well.	IGLConnect app OS environment should reamins same as exisiting.
24	scope of work	IGL Meter Reading Application: - Technical Specification	Software like PHP 5.6 and My Sql 5.7 are not supported, please share IGL plans to upgarde the software	latest and compatible verision of OS with other software with validity to be provided.
25	scope of work	IGL Meter Reading Application: - Technical Specification	Operating system Ubuntu 18.4 has also reached end of support. Please share plan	latest OS with with validity to be provided.

26	Section V /Scope of work/DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING/page 63	Hosting Service for Fire & Safety app	<ol style="list-style-type: none"> 1. CPUs mentioned are Virtual or Physical 2. Is it a Single Tier application, because 16 core and 96 GB Ram is mentioned. Is there any split between Web/App and Database tier 3. Please share the current architecture because these applications are hosted and running somewhere. 4. Please specify the breakup of 3 TB Storage, whether it is Hot data or archival is also included in it. 5. Please share the Storage IOPS requirement like 50 IOPS/GB. 6. Can Bidder leverage existing Firewall, Antivirus and SSL certificate licenses. 	<ol style="list-style-type: none"> 1. Virtual 2. There is a split required amongst app and db servers from the total sizing of the required resources. 3. 4. Storage is included with archival and basic firewall and antivirus provided by CSP for security purpose. 5. Optimal IOPS 6. Separate SSL for all the application is required.
27	scope of work	Production Server for IGLConnect app	<ol style="list-style-type: none"> 1. CPUs mentioned are Virtual or Physical 2. Is it a Single Tier application, because 16 core and 96 GB Ram is mentioned. Is there any split between Web/App and Database tier 3. Please share the current architecture because these applications are hosted and running somewhere. 4. Please specify the breakup of 4 TB Storage, whether it is Hot data or archival is also included in it. 5. Please share the Storage IOPS requirement like 50 IOPS/GB. 6. Can Bidder leverage existing Firewall, Antivirus and SSL certificate licenses. 7. IGL Connect & Meter Reading app is developed on Open source technologies like My sql, Apache Tomcat etc. It run best on Linux Operating system. Can we consider Linux Operating System Enterprise version instead of Windows OS. 8. Please consider Enterprise version of My SQL (latest version), it will help IGL to get support and updated. 9. Is there any plan of IGL to leverage Managed Database (My Sql latest version Enterprise edition). It will help IGL in improving availability as well as reduce dependency on traditional methods of managed services. 	<ol style="list-style-type: none"> 1. Virtual 2. There is a split required amongst app and db servers from the total sizing of the required resources. 3. 4. Storage is included with archival and basic firewall and antivirus provided by CSP for security purpose. 5. Optimal IOPS 6. Separate SSL for all the application is required. 7. The application shall be migrated to same OS as existing. 8. Enterprise edition of OS and DB is preferred.
28	scope of work	Business Continuity Services	Please share the details required to setup Business Continuity plan like RTO, RPO and Data Change rate	DR is not required
29	scope of work	Business Continuity Services	Please specify that the DC and DR must be in different Seismic Zone. There must be 300 KM distance between two Datacenters.	DR is not required. DC must be in India.
30	Scope of Work Section V	Miscellaneous	Please share backup policy like Daily incremental- retention period 7/15 days, Weekly full-retention period 5/6 week, Monthly full-retention period 12 months	It is to be shared after migration or finalization of contract.
31	scope of work	general	Please share the migration strategy, if IGL has created a plan	Migration can be done by AMC vendor with the help of Infra/ server vendor at the time of migration.
32	scope of work	general	IGL has specifically mentioned names of few CSP, if IGL is looking for bid from Hyperscaler then please include Oracle Cloud as well	Tender condition prevails

33	scope of work	general	IGL will consider only pay as go pricing provided by CSP, because IGL wants to retain termination rights without paying any extra termination fees	Tender condition prevails
34	scope of work	Scalability	1. User Load and Scalability Expectations: What is the current and anticipated user load for each of the mobile applications? Are there specific times of the year when you expect significant spikes in usage? Can you provide more specifics on the expected growth in the user base or data volume so that we can better plan for scalability?	The load on customer app is higher when payment due date approaches, also usually between 11 :00 a.m. to 4:00 p.m. Currently there are around 7-8 lacs users of customer app with 1 lac customers getting added annually.
35	scope of work	Application and Data Migration	Is there an existing environment where these applications are currently running? If yes, please provide details about the current environment. What are the expectations regarding the migration of existing data and applications to the new cloud environment? Are there any specific requirements or constraints we should be aware of during migration?	Details of existing environment is given in the background section in SOW. Migration has to be performed by the AMC vendor with the help and support of infra/server vendor.
36	scope of work	Compliance and Data Security	Are there specific regulatory standards or compliance requirements (like GDPR, PCI-DSS, etc.) that the cloud services need to adhere to? What are your specific requirements for data residency and data sovereignty? Are there any specific encryption protocols or security standards beyond TLS 1.3 and the 4096-bit encryption for SSL certificates that you require?	Regulatory compliance as per industry standards and currently passed Digital Data protection bill in India. IGL Data must be reside in India only, encryption protocols and security standard must be as per given in scope or above as per Industry standards.
37	scope of work	Business Continuity and Disaster Recovery	What are your requirements for backup and disaster recovery (RTO/RPO objectives)? Is there a need for a multi-region deployment to ensure business continuity in case of a regional outage?	Deployment to ensure as per the industry standards and meet the SLA of uptime of 99.9% monthly. DR is not required and backup frequency will be shared at the time of migration.
38	scope of work	Networking	Could you clarify the requirement for servers to have public IP addresses from different ISPs? Is this for redundancy, performance, or another reason? Are there any specific requirements for network performance, such as bandwidth, latency, etc.?	Public IP from different ISP's are required for redundancy purpose, bandwidth and latency as per the industry standard and shall meet the uptime SLA.

39	scope of work	general	Testing Environment: Will there be a need for separate testing/staging environments, or is the production environment the only one required?	Only production environment is required
40	scope of work	general	Future Expansion and Additional Services: Are there plans for future expansion or additional mobile applications to be hosted in this environment? Do you anticipate needing additional related services, such as advanced analytics, AI/ML capabilities, or IoT integrations?	For only application mentioned in the SOW , hosting is required. As of now no service for advanced analytics, AI/ML capabilities, or IoT integrations is required.
41	scope of work	general	Please confirm the SQL Version? -Enterprise	latest Sql version required - enterprise
42	scope of work	general	Please clarify RPO/RTO? - No DR Required, Only Backup Required	DR is not required, backup is required and frequency and other required details shall be shared at the time of migration or after the finalization of contract.
43	scope of work	general	No. of Domains? Three (3)	3 No of SSL which also works for whole domain include sub domain is required for all the three applications. Existing IGL doamin name is used for this.
44	scope of work	general	SSL Certificate? Pls clarify	3 Nos ofseparate SSL certificate is to be used, purchased in the name of IGL.
45	scope of work	general	Kindly confirm, 16 core CPU is the virtual vCPU or normal CPU	Virtual
46	scope of work	general	Kindly confirm SSL Certificate on the total no. of domain and which SSL certificate is required Basic or sub domain	03 nos of SSL which works for both domain and sub domain, if any.
47	scope of work	general	What will be required Internet bandwidth in Mbps or Gbs	it should be best as per the standard for smooth functioning of application.
48	scope of work	general	For My SQL DB, Please share edition (freeware or Paid)	Existing is community editon, but enterprise is preferred.
49	scope of work	general	Kindly confirm, Excepted RTO and RPO.	DR is not required
50	scope of work	general	Kindly confirm no. of DR Drills required.(eg. 2 Drills yearly)	DR is not required.
51	scope of work	general	What will be the required Backup Space at DC site in GB/TB?	All the data must be Backup so it might be in TB according to the size of backup.
52	scope of work	general	What will be the required replication link between DC to DR site	DR is not required so replication link is not required.
53	Scope of work/Resource Management : page 64	Bidder should offer cloud services from major hyper scaler from "leaders" quadrants of Gartner's MQ and must ensure that IGL data resides only in India data centre.	We request you to kindly remove this Clause	Tender conditon prevails

54	Scope of work/Resource Management : page 64	While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP, subsequently, it is expected that the bidder, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute, memory, and storage as per the performance requirements of the solution and meet the SLAs using the auto-scaling features provided by the CSP.	CSP Will provide the Cloud infra as per the Sizing Mentioned in the RFP. IGL has to inform the CSP if there is a need of Additional resource auto scale up or scale down. CSP will share the separate commercials for the additional resources as per the monthly consumptions.	Connect app as consumer app peak period is usually between 11AM-4 PM and non peak period is after 8PM , automatic scaling is required as and when any surge is observed in utilization of resource of threshold limit of 80% and decaling to its orginal resoruses as peak load descreases. price to be quoated as per assumption with required infrastructure, payment will be on done acutal consumption of infra charges on receipt of invoice of CSP for the said period.
55	Scope of work/Resource Management : page 64	The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto scaling limits have to be changed) has to be carried out with prior approval by IGL. The Service Provider shall provide the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.	IGL has to inform the CSP if there is a need of Additional resource auto scale up or scale down. CSP will share the separate commercials for the additional resources as per the monthly consumptions.	automatic scaling is required as and when any surge is observed in utilization of resource of threshold limit of 80% and decaling to its orginal resoruses as peak load descreases. price to be quoated as per assumption with required infrastructure, payment will be on done acutal consumption of infra charges on receipt of invoice of CSP for the said period.
56	Scope of work/Resource Management : page 64	Vendor will do the re-sizing for all the IGL mobile application to be hosted on cloud as per the cloud infrastructure proposed to achieve high availability and performance of the application with the help and coordination of AMC vendor.	Vendor/Bidder/CSP will provide the fixed-sizing as mentioned in the RFP . High availability and performace of the application will be managed by AMC Vendor. CSP will provide access cloud access to application vendor for application and DB configuration.	Infra required for high availability and performance is to be provided by infra vendor/CSP and application shall be managed by AMC vendor from application prespective.
57	Patch & Configuration Management, page 64	Bidder shall provide managed service for system patch and configuration management.	Bidder will provide the patach management portal to IGL for the patch management	Tender condtion prevails. bidder will provide this under managed services given in SOR
58		Critical security patches shall be applied as needed, or when updates or patches are released from OEM.	IGL will do the Installation, re-installation, upgrade and patch deployment of the Operating System in the event of hardware/ Software failure, OS issues, release of new version or patches by the OEM etc.	Tender condtion prevails. bidder will provide this OS/infra related services under managed services given in SOR
59		Implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.	Bidder will provide the IAM Console to create the least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks. IGL team will manage the IAM on provided cloud portal	Tender condtion prevails. bidder will provide this OS/infra related services under managed services given in SOR
60		Administration of users, identities and authorizations, properly managing the root account, as well as any Identity and Access Management (IAM) users, groups and roles associated with the user account	IGL will manage the Administration of users, identities and authorizations, properly managing the root account, as well as any	Tender condtion prevails. bidder will provide this OS/infra related services under managed services given in SOR
61		Implement multi-factor authentication (MFA) for the root account, as well as any privileged Identity and Access Management accounts associated with it.	We request you to kindly remove this Clause	Tender conditon prevails
62	V. Security Administration, page 64	Appropriately configure the security groups in accordance with the IGL's networking policies.	We request you to kindly remove this Clause	Tender conditon prevails

63		Regularly review the security group configuration and instance assignment in order to maintain a secure baseline.	We request you to kindly remove this Clause	Tender conditon prevails
64	IX. Miscellaneous	Bidder should host the applications in secure Virtual Private Cloud infrastructure facility in a reputed Cloud Service Provider (CSP) i.e. AWS/Azure/Google. from "leaders" quadrant of Gartner's MQ.	We request you to kindly remove this Clause	Tender conditon prevails
65	general		Kindly share the current utilization on current servers	CPU utilization is not more than 80% at a time for customer app, other have no peak load is observed.
66	general		Kindly share current mobile application consumer/volumetric	for customer app currently IGL have 18 Lac customer base in which around 8L customer uses connect mobile application for paying bills and other services. On an average, IGL customer base increased 3 Lac every year.
67		Bid Submission Due Date Extension Request	We request you to kindly extend the tender due date by at least 2 weeks after replying with clarifications to our above queries so that we can have time for preparation of our complete proposal along with the EMD.	Tender conditon prevails
68	Scope of work Page No.62 under: IGL SWP Application: - Technical Specification	IGL SWP Application: - Technical Specification	SQL Standard or SQL Enterprise?	Enterprise editon
69	section 7.0 & 7.1, page 8	The bidder must have a valid CMMI level 3 certification or above.	Since the Tender does not ask for any application development, we request that this clause to be removed so we may also submit our bid.	Tender conditon prevails