S.No	Page no.	Clause No.	Query Description	Query	IGL Response
				Replies to pre bid queries IGL/ET2/CP/CM17635 dated 21.09.2023 for "Disaster Recovery Site Hosting Services for IGL	
				Corrigendum 2	
1				•What is the condition of existing Hardware status to be asked (IBM , HP , Cisco, Net gear) , Warranty / AMC / OW/OC.	Clarification: All the hardware as mentioned in list is property of IGL or its prtners. Hardware AMC / warranty is IGL responsibility.
2				•Please share the Passive Cabling Requirements for each Rack	Clarification: Only for the inscope systems as per infra list including interconnect cabling.
3				•Which is preferable ISP ,IGL is looking for ?	Clarification: No preference
4				•What is Service Support from Existing Hardware	Clarification: Support available from respective OEM /service providers for inscope assets.
5				•9kVa Rated power with 30% provision What is current Rated / Running Load of Rack	Clarification: Bidder to calculate rated load as per the details provided, however min 9 KVA rated power to provide with 30% provision. See detailed scope .
6				Also Consider Chennai for DR location along with Bangalore,Hyderabad and Pune.	Tender condition prevails.
7	8	Point 7.1(a) Technical BEC	The bidder must have its own TIER-3 rated or higher rated data centre in India.	As it is small tender of hosting sites then there is no need of require own data center so we request you Please consider that the web hosting Experiences. If not then please allow the bidders who have data center OEM authorization letter or either allow Joint ventures.	Tender condition prevails.
8	9	Point 7.1(b) Technical BEC	Bidder should have successfully executed work order for providing of Datacentre hosting services of at least Rs. 8.06 Lakhs for preceding last 07 years from the date of floating of tender.	We request you Please consider these that the bidder should have at least 07 years of experience in Website hosting, developing & maintaining Websites, Web Applications, and Web Designing using dot net technology & SQL server database with Govt./Semi-Govt./PSU/Private etc. The bidder must have successfully executed single order of similar work of Rs. 8.06 Lacs in preceding 07 years from the date of tender floating.	Tender condition prevails.
9			Suggestion	We Suggest you that Please add the point in BEC that the bidder must have a valid CMMI level 3 certification or above. Because of this good or professional company will participate in it and will do their work in professionally manner.	Tender condition prevails.
10	63	Point no 9	Vendor will provide access control mechanism for DR Data center through bio-metric/ electronic devices viz. finger prints, Smart Card etc.	We have a dual factor authentication access control on the server hall entrance hope that suffice the requirement. In case requirement is for dedicated access control IGL racks, kindly confirm the same	Clarification: this is applicable for data center only. For racks access bidder to provide monthly access records along with monthly reports.
11	64	Point no 20	Hand feet support	Request you to kindly elaborate the expected scope for hands and feet support in terms of expected no of tickets/ hours required	Clarification: Support requires includes On / OFF , connect / disconnect and status check of devices, support during drills, any installation & implementation activity, during IGL representatve / support partner visit etc at bidder Datacenter.
12	64	Point no 21	4 no's of cross connect (Fiber +Ethernet) for network connectivity	Request you to kindly provide bifurcation in terms of number of fiber and number of copper cross connect required	Clarification: Currently 2 Fiber & 2 ethernet cross connect to consider, however in future if required it may change.
13	64	Point no 23	Bidder should have (preferred) Cyber Insurance services.	Request you to kindly elaborate the expectation and detailed scope against this clause.	Tender condition prevails.

14	64	The brief scope of work for DR hosting services	In case vendor propose other data center / location for hosting services other than existing site. Vendor to coordinate & arrangement with other service providers, OEMs', network service providers, local authorities, insurance, road permit, lift & shift etc. Vendor to plan, execute and providing services at new location without damage, data loss and to provide the other services also. Bidder to quote as per SOR only, one time charges (including cross connect) other than lift shift to be quote under one time charges.	Our understanding is that bidder to provide lift and shift services along with colocation scope for the DR setup. Kindly confirm if our understanding is correct . Also, request you to elaborate migration expectation from bidder in case bidder is proposing location other than Bangalore	Clarification: Please refer page no 64 for details.
15	9	7.3.c	c. Bidder shall submit minimum following documents to establish their credentials to meet BEC ☐ Purchase order/ Work Order copy ☐ Inspection release note(s) / Dispatch clearance note issued by Purchaser / Consultant or their authorized representative / copy of invoices along with Bill of Lading / GR for relevant orders or any other documents confirming supply of materials.	Kindly note that Dispatch Clearance Note/Bill of Lading/GR etc. are not relevant the the scope of work as this is a services tender. We understand the Installation Report / Customer Sign Off / Customer Email Confirmation will also be acceptable as supporting document. Kindly confirm if our understanding is correct.	Dispatch Clearance Note/Bill of Lading/GR etc. are not relevant the the scope of work as this is a services tender. We understand the Installation Report / Customer Sign Off / Customer Email Confirmation will also be acceptable as supporting document THESE DOCUMENTS ARE ONLY SUPPORTIVE IN NATAURE .COPYT OF PO AND COMPLETION CERTIFICATE IS MUST REQUIRED
16	8	7.1 Technical BEC:	The bidder must have its own TIER-3 rated or higher rated data centre in India.	Tier III is a proprietary term used by Uptime Institute, which is equivalent to NSI/TIA-942 Rated-3. We understand that ANSI/TIA-942 Rated-3 data centers in India will also be eligible. Kindly confirm if our understanding is correct.	Tender condition prevails.
17	63	Section V Scope of Services	Vender to provide hosting services to IGL from its data center which should be minimum TIER3 standard. The bidder tier3 or higher rated data center should be in Bangalore / Hyderabad / Pune.	Tier III is a proprietary term used by Uptime Institute, which is equivalent to NSI/TIA-942 Rated-3. We understand that ANSI/TIA-942 Rated-3 data centers in Bangalore / Hyderabad / Pune will be eligible. Kindly confirm if our understanding is correct.	Tender condition prevails.
18	76	Form 4	CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES	Kindly allow the Form 4 to be issued by "Chartered Accountant" also, as an additional option apart from Statutory Auditor / Chartered Engineer.	Tender condition prevails.
19	18	16.8		We request that the condition (c) be removed from the conditions of bid security forfeiture since we would request that any contract document be mutually agreed between the Parties.	Tender condition prevails.
20	31	4.3		We do not accept best modern practice/ to the satisfications of the Purchaser language. We would only accept that Services would be rendered as per agreed SLAs.	Tender condition prevails.

21	31	4.6		Clause to be deleted not applicable. Metric system does not apply to the scope of services.	Tender condition prevails.
22	32	7		We suggest to modify this requirement. We can contractually agree to provide services as per the agreed SLAs.	This is a standrad GCC clause however the SSC clause supreseded
23	32	8		Confidentiality obligations shall only survive for a period of 3 years after the end of the commercial relationship/ expiry of the contract. Confidentiality obligations need to be mutual. These provisions need to be added.	Tender condition prevails.
24	32	9.3		Services to be preformed shall be as per the agreed scope and SLAs only. In case any other work is required to be perfromed then it should be clearly contractually documented. Contractor shall not be liable to perform any incidental work.	This is a standrad GCC clause however the SSC clause supreseded
25	37	24		We understand the importance of competitive quote and we would like to confirm that we don't indulge in anti-competitive policies including predatory pricing.

The price given is dependent on several factors and change in any of these factors are likely to impact prices. Some of the key elements that impact pricing are payment terms, contractual risks, dependency on OEMs, pricing of OEMs, volume of supply, location of delivery, third party and partner ecosystem, dollar fluctuations. Given the above, we would request removal of this clause. | This is astandrad GCC clause however the SSC clause supreseded |
| 26 | 39 | 30 | | 1. We suggest that termination of contract should only be for our chronic breach of agreed SLAs. Cure period should be given to the contractor for resolving the breach.
2. Even the contractor should have the right to terminate and/ or suspend the agreement in case of non payment/ delayed payment to the contractor. | Tender condition prevails. |
27	41	35		We request that the Arbitrator shall be mutually appointed and not from any panel of the client.	Tender condition prevails.
28	42	36		Limitation of Liability:- We request that liability shall be restricted to 12 months. Indirect, special, consequential including data loss to be excluded in all cases, there can be no exceptions. Only exception to Limit of Liability can be Breach of Confidentiality and IP for which limit shall be total contract value.	Tender condition prevails.
29	44	43 and 44.2		These clauses are not applicable. Request to kindly delete.	Tender condition prevails.
30	45	47, 48, 53, 63, 64.3, 64.10, 64.12		Indemnity can be provided for breach of 3rd party IPR not involving contributory negligence. No other indemnity can be offered considering the scope of services either mentioned in these clause or anywhere else in the documents. Kindly revise the requirements.	Tender condition prevails.
31	45	49 and 50		These clauses are not applicable. Request to delete.	Tender condition prevails.
32	47	55		We request that customer shall not be entitled to set off any amount from the payments. Instead, service credits agreed in the SLA shall be provided to the customer.	Tender condition prevails.
33	48	58		This clause is not applicable. Suggest to delete.	This is astandrad GCC clause however the SSC clause supreseded

34	74	Form 3		We request you to remove the requirement of Auditor certificate or CE certificate for Similar works. List of Order executed in last 7 Years signed by Authorized signatory along with supporting documents shall be submitted	Tender condition prevails.
35	76	Form 4		We request you to remove the below requirment as list of order will be already submitted. "CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES"	Tender condition prevails.
36	79	Form 8		We request you to remove this requirement LETTER FROM STATUTORY AUDITOR / CHARTERED ACCOUNTANT / CHARTERED ENGINEER	Tender condition prevails.
37	64	Scope of Work	Mounting of Racks	Requesting customer to confirm the dimension of the racks (HxWxD)	Clarification: 42U rack, 600*1200
38	64	Scope of Work	Mounting of Racks	Requesting customer to confirm that rack will be provided by IGL or bidder	Clarification: Racks & other infra are IGL property. (refer infra lists page 65)
39	64	Scope of Work	Cabling (SAN Fiber cables, LAN Network Cables)	Requesting customer to confirm that inter-rack cabling will be under scope of bidder's migration partner or IGL	Clarification: Yes under bidder scope
40		Scope of Work	Execution Phase (GRACEFUL POWER OFF PROCESS) ☐ Ensure availability of spares and resources from project partners – customer,	Requesting customer to please clarify on availability of spares.	Clarification: IGL have contract with its partners to support & hardware will we handover after graceful shudown to bidder team (in case of shifting) however in case of any damage to IGL assets during dismentling / shifting / mounting etc. it will be bidder responsibility only. So bidder to take necessary precautions during activity with skilled resources.
41		Scope of Work	The brief scope of work for DR hosting services 5. Vendor will provide minimum 9 KVA / rack rated power load to IGL at its data center. 6. There should be provision to increase 30% of rated load if required.	Requesting customer to please confirm our understanding as below : 1. Total power provision to be 24 KVA for two racks 2. Provision Rack density to be 12 KVA each rack, considering 30% increase on 9 KVA per rack 3. Actual peak load per rack will be 9 KVA.	Tender condition prevails.
42	(page 64)	Scope of Work	Also Consider Chennai for DR location along with Bangalore,Hyderabad and Pune.	a. Customer racks are already avaialble at Ctrls Bglr DC which are manual lock and key setup. Kindly confirm if we need to quote for new racks or if existing racks can be modified for Biometric access .Current racks are 600x1200 wide . (Customer to share their approval for racks EOL and modification since these are IGL racks.) b. Biometric lock modification of the rack may ask for a small IT downtime or close customer monitoring to avoid any loose *IT* cable. c. There is a power hike provision requested(if required) of 30% over 9KVA per rack in future, this is doable but will require additional socket installation. Is 32A,1ph suitable or 32A, 3ph required for the same for extra sockets as per IT Infra power design . d. What is the Rack PDU configeration required (sockets type/power)?	Tender condition prevails.

43	(page 64)	Scope of Work	21. 4 no.s of cross connect (Fiber +Ethernet) for network connectivity	a.Current cross connect are on copper, can the same be considered for this tender. Customer to guide basis on their device port . b. Kindly provide the bifercation of Fiber and ethernet XC's numbers as per tender. We can also provide the additional copper cross connects in place of fiber, which will save capex/opex. c. Do we need to quote for static IP, if yes please suggest the version(IPV4/6) and number.	Clarification: Currently 2 Fiber & 2 ethernet cross connect to consider, however in future if required it may change.
44	(page 65)	Scope of Work	4. In case of migration to other location, the activity should complete within 3 days.	Since the customer setup is existing avaialable, this can be excluded in quote and same will reduce the cost.	Tender condition prevails.
45	64	Scope of Work	The bidder tier3 or higher rated data center should be in Bangalore / Hyderabad / Pune	The bidder tier3 or higher rated data center should be in India or Delhi/NCR.	Tender condition prevails.
46	NA	NA	Physical Server (on-premise)	want to confirm you need only physical server or else we are allowed to provide cloud infra services to host services for IGL!	Clarification: The tender is for DR hosting services at bidder own data center, all the hardware is IGL property.