	REPLY TO BIDDER'S PRE-BID QUERIES				
	HIRING OF SERVICES FOR CLOUD HOSTING AND ANNUAL MAINTENANCE OF IGL WEBSITE				
	BID DOCUMENT NO. IGL/ET2/CP/CM18228				Owner: INDRAPRASTHA GAS LTD

Sl No	Section	Clause	Tender Clause Description	Bidder's Query	IGL's Reply
1	Section V Scope of work	METER READING APPLICATION	WEBSITE HOSTING SUPPORT	As per RFP scope, The name of the prefered CSP mentioned . We request you please add OCI (Oracle cloud Infrastrcture) along with other CSP name. **OCI is also Meity empanelled cloud service provider along with Leader in Gartner Magic Quadrant along with CSP mentioned in the RFP.** This clause is restricting OCI partners particiaption in the RFP	Tender condition prevails
				OCI (Oracle Cloud Infrastructure) is also a Hyper scale cloud like AWS,Azure and GCP. Please make this RFP open for OCI to enable our participation	Tender condition prevails
			WEBSITE HOSTING SUPPORT	Please specify the defination of dedicated server. Is it physical or virtual environment	Tender condition prevails VM to be provided with the minimim specification given in tender.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	CPUs mentioned are Virtual or Physical	Tender condition prevails Virutal
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	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	Tender condition prevails Single Tier
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please share the current architecture because these applications are hosted and running somewhere.	NA
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify the breakup of 3 TB Storage, whether it is Hot data or archival is also included in it.	Tender condition prevails It is total size and its included archive.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please share the Storage IOPS requirement like 50 IOPS/GB.	NA
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Can Bidder leverage exsisting Firewall, Antivirus and SSL certificate licenses.	Tender condition prevails Bidder to provide and pre installed in proposed server infrastructure.

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	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please mention My SQL latest version with Enterprise Support	Tender condition prevails MySQL VER. 15.1
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify the processor like Intel or AMD	Tender condition prevails Bidder to provide the latest and best suited as per the requirement mentioned in the tender documents.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Webiste is accesible over Internet, do we need to consider dedicated bandwduth of 500 MBPS	Tender condition prevails Bidder to provide the latest and best suited as per the requirement mentioned in the tender documents.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify Backup and retention policy	Tender condition prevails Already mentioned in the requirements in SOW.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify whether Disaster recovery/Secondary Site is required or not. If yes, please specify RTO and RPO	Tender condition prevails Bidder has to provide if mentioned in the requirement in tender documents.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	please specify SLA requirement like 99.5 %	Tender condition prevails SLA already mentioned in the tender document.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify the requirement like WAF and number of rules for layer 7 secuirty	Tender condition prevails Bidder has to provide if mentioned in the requirement in tender documents.
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify Egress requirement like 10 TB/month	NA
	Section V Scope of work	DETAILS OF SCOPE OF WORK FOR CLOUD HOSTING	WEBSITE HOSTING SUPPORT	Please specify complete secuirty requirements like Vulnerability Assesment, Threat Intelligence, VPN Site to Site along with throughput,Cloud Security Posture management etc	Tender condition prevails Bidder has to provide if mentioned in the requirement in tender documents.

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	Section V S	DETAILS OF S	WEBSITE HOSTING SUPPOF	We request you to please clarify on DB enginers - My sql OR MS SQL.	Tender condition prevails MySQL
			Vendor shall provide a dedicated Server with following minimum specification for hosting IGL website.	Requesting to change this clause to: "Vendor shall provide a ~~dedicated Server~~ Virtual Infrastructure with following minimum specification for hosting IGL website." As IGL is recommending to utilize reputed CSPs such as "AWS/Azure/Google", procuring a Dedicated Server from these CSPs is an expensive affair and seems to be overkill for this particular requirement, as Public CSPs offer very stringent Infrastructure isolation.	Tender condition prevails VM to be provided with the minimim specification given in tender.
			Maintenance and updating the IGL website (bilingual Hindi & English) on regular basis shall include any further redesign of pages (graphical, text and flash), and addition of new pages. This is also applicable on new Intranet portal after redesigning and revamping.	Is the development of the new Intranet Portal also within the Scope of the MSP for this tender?	Tender condition prevails This include the maintenance/updation of exisitng and new webpages along with content. Intranet portal development is not included.
				Kindly help with the details of the existing Application and Hosting environment such as VM Size, OS, DB Size, DB Version, amount of traffic on the website, etc.	Tender condition prevails Infrastructure details already mentioned in tender documents. Incoming monthly traffic is aporx 8GB and bandwidth 135GB.
				What is the tentative budget of IGL for this Project? This information shall assist the bidders in solutioning a cost-optimized solution for the department.	Tender condition prevails bidders can bid accordingly as per the scope of work and requirement.
				What is IGL's expected timeline for the migration and go-live of this Project?	Tender condition prevails Succeesful bidder can migrate and make live the website immediately after contract as soon as possible.