

**Response to Pre-bid queries- APPOINTMENT OF SYSTEM INTEGRATOR (SI) FOR (SUPPLY AND IMPLEMENTATION)
SETTING UP OF DISASTER RECOVERY CENTRE FOR ECGC LIMITED**

Sr No	Page No (tender Ref)	Clause (tender Ref)	Description in the tender (tender Ref)	Query	ECGC Response
1	11	3.3.3	SI will be required to implement DR at NTT Bengaluru Disaster Recovery center site as per the specifications given for the data center components in the tender document.	Is the SI has liberty to change the solution asked in the tender or go with the exact specifications of tender?	SI has to give best optimized solution considering the requirement of ECGC mentioned in the RFP Document.
2	12	3.3.9	The solution should provide a Recovery Point Objective (RPO) – 5 minutes and Recovery Time Objective (RTO) – 4 hours.	Is the Application support the asked RTO or the RTO asked is for the infra only?	The RPO and RTO compliance to be met. The solution should ensure that the above requirement is fulfilled. Any dependency with application should be highlighted in your solution.
3	14	3.3.23	SI shall ensure dedicated SPOC availability at ECGC – HO, Mumbai during the phase of implementation at desired DR Site.	Is ECGC looking to have the dedicated resource at NTT site for management?	as per clause 3.3.23 and as per your solution, hands and feet support may be provisioned at NTT
4	30	4.1.4	Project extension period beyond 5 (five) weeks would not be allowed. The extension beyond 5 weeks may be decided in most exceptional circumstances on case-to-case basis, by the competent authority of ECGC, stating reasons and justifications for grant of extension.	What is the deadline for execution of the project?	31-03-2025 as mentioned in RFP Document
5	39	31	Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 5 years.	Due to NDA with customer we are not authorised to share the PO, please suggest.	mask the name of the customer and share the reference document
6	12	3.3.8	SI needs to propose the replication techniques between DC and DR including the frequency of replication. SI shall estimate the bandwidth requirement for redundant network connectivity between DC and DR site.	Based on our understanding, the Application team determines the replication requirements based on application needs, while the Infrastructure team is responsible for the implementation.	SI shall be responsible for implementation as well as ensuring that the required replication is correctly happening. Application team shall assist in providing details from application end.
7	12	3.3.11	Design for end-to-end recovery	Could you please clarify whether the role of the System Integrator (SI) is restricted to infrastructure recovery, or if involvement at the application level is also expected? If application-level involvement is required, please specify the extent of this involvement.	Recovery at all level shall be responsibility of SI. Application team shall be responsible for configuration and hosting the application.
8	13	3.3.14	The solution should adhere to Insurance Regulatory and Development Authority of India (IRDAI) and Ministry of Electronics and Information Technology (MeitY) regulatory guidelines	Please share the Specific list of guidelines which is applicable to ECGC or this is generic?	These are regulatory guidelines issued by IRDA, MeitY, Cert-IN and other regulatory authorities publicly available related to various aspects of setting up and maintaining data centre compliances and ensuring business operations in case of disaster
9	14	3.3.17	SI shall be able to provide any additional need of devices/ components listed in BOM on the same price for next 180 days from date of work order.	180 days is a lengthy period for price validation, given the rapidly changing dynamics of the IT market and fluctuations in the dollar exchange rate. We request that ECGC reduce the validity period to 60 days.	No change in clause

10	15	3.3.26 (b)	The onsite PM shall require to submit a project progress report based on the nature of duties being executed at DR Site, frequency of the same can be decided mutually.	Is ECGC looking for the dedicated PM at Bangalore site?	as per clause 3.3.23 and as per your solution, hands and feet support may be provisioned at NTT
11	19	3.6.1	Bids shall have the validity period of 90 days from the closing date of submission of bids. Bidders are required to offer 90 days price validity as per Bid Terms. The prices quoted shall remain firm and fixed during the currency of the Purchase order/ Contract unless agreed otherwise by the Company.	Given the combination of the 90-day and 180-day clauses in Section 3.3.17, ECGC is effectively requesting a total price validity period of 9 months. This is quite lengthy. We suggest that ECGC review this requirement and consider making it more reasonable.	No change in the clause
12	26	3.12.8.1	The successful Bidder (hereinafter referred to as the 'Vendor') shall be required to submit a Performance Bank Guarantee ("PBG") as per pro-forma attached as Annexure - 6 for a value equal to 10% of the Contract value (inclusive of applicable taxes) or equal to two quarters payment amount, valid for the period of the Contract (plus additional 8 weeks for claim period) from the date of satisfactory acceptance/ sign off by ECGC.	Given that this project will operate under an Opex model with payments made quarterly based on SLA compliance, a 10% Performance Bank Guarantee (PBG) seems quite high. Could this amount be reduced to 3% or an amount equivalent to one quarter's payment?	PBG stands revised to 5% of total contract value.
13	26	3.12.8.2	The PBG of correct value and validity period as mentioned above must be submitted within two weeks from the date of acceptance of the Letter of Award.	Given that the time from acceptance of the Letter of Award to going live is expected to be around 60-80 days, there will be a discrepancy between the PBG submission date and the project completion date. Should the PBG be submitted within two weeks after delivery, or should it be submitted within two weeks from the date of the Letter of Award? Please advise.	Two weeks from the date of acceptance of the Letter of Award/ Purchase Order
14	31	4.1.6	The SI will be required to install, configure, commission and ensure operation of DR environment by December - 2024.	The standard delivery time for the material is approximately 8-10 weeks, with deployment taking an additional month. Given this, the timeline of December 2024 appears quite tight. Is ECGC flexible on this deadline?	As per the tender "The SI will be required to install, configure, commission and ensure operation of DR environment by March - 2025."
15	31	4.1.7	ECGC may terminate the Contract with at least 15 days prior written notice to the Vendor on account of any material breaches committed by the Vendor in breach of its obligations under the Contract.	Please clarify, what all is covered under Material breaches of this term?	A significant failure to perform a contract's obligations which is serious and significantly affecting the contract's purpose despite providing the correction period.
16	35	4.1.19	*Please Note: Warranty start date shall be from the product delivery and installation date for the 5 years.	According to industry practice, the warranty period for devices (both software and hardware) typically begins from the delivery date. Is ECGC expecting the vendor to extend the warranty period by an additional 2 months?	Date of commissioning shall be considered. Bidder has to accordingly ensure the warranty period 5 years starting from the date of installation of HW .
17	40	Technical Specifications of DR	Servers with configuration of Rack mountable with 2 x 24 core per Processor, Minimum RAM of 512 GB and 5 x 1.92 TB All flash Storage Network 1-10 G, 1-10G SFP, 24	When considering the separate storage box, was the 5x1.92 TB configuration in the server selected with a specific use case in mind?	SI has to give best optimized solution considering the current requirement and future scalability of ECGC mentioned in the RFP Document.

18	40	Technical Specifications of DR	GE RJ45 Network 1-10G 1-10G SFP, Minimum 24 port Switch with 24 x 10G Short Range SFP+ populated Minimum 2 x 10Gb / 40 G or higher QSFP+/ Built in Monitoring software inter site	Is 25G connectivity is Ok with ECGC here?	SI has to give best optimized solution considering the current requirement and future scalability of ECGC mentioned in the RFP Document.
19	18	3.5.5.2	Prices quoted should be exclusive of all Central / State Government levies, taxes (including Service Tax / GST) which will be deducted at source at applicable rates.	The language is not clear, the price quoted should be exclusive of GST and TDS will be deducted at source at applicable rates	Bidder should quote amount excluding all taxes, taxes will be paid on actuals as per govt norms.
20	26	3.12.8.1	The successful Bidder (hereinafter referred to as the 'Vendor') shall be required to submit a Performance Bank Guarantee ("PBG") as per pro-forma attached as Annexure - 6 for a value equal to 10% of the Contract value (inclusive of applicable taxes) or equal to two quarters payment amount, valid for the period of the Contract (plus additional 8 weeks for claim period) from the date of satisfactory acceptance/ sign off by ECGC.	Kindly revise the PBG to 10% of the annual contract value	PBG stands revised to 5% of total contract value.
21	37	21	Bidders should be a profitable company for last 10 years.	Kindly revise it to 3 years as the cloud evolved in recent years only. Also, being a asset heavy business, we request you to revise the profitable to EBITDA We propose as below: Bidders should be a EBITDA positive company for last 3 years.	No Change in clause
22	37	23	Bidders Company should have at least 10 years of existence in India. Company with 10-20 years of experience Company with 20-30 years of experience Company with 30+ years of experience	The Cloud has evolved in the last 10 years. Hence, we propose the below clause: Bidders Company should have at least 5 years of existence in India. Company with 3-5 years of experience Company with 5-10 years of experience Company with 10+ years of experience	No Change in clause
23	38	26	Bidder should be profitable company with net profit of at least 5% in last 2 years. Company with net profit of 5% Company with net profit of 6 to 7% Company with net profit of 8 to 10%	Being a asset heavy business, we request you to revise the profitable to EBITDA. We propose as below Bidder should be EBITDA positive company with at least 5% in last 2 years. Company with EBITDA Positive of 5% Company with EBITDA Positive of 6 to 7% Company with EBITDA Positive of 8 to 10%	No Change in clause
24	11	3.3.3	SI will be required to implement DR at NTT Bengaluru Disaster Recovery center site as per the specifications given for the data center components in the tender document	Since your primary Dc existing is NTT Mumbai It is recommended by TVRA guidelines and other regulatory to have a different service provider for DR. For evaluation purposes we recommend that relevant authorities from ECGC, visit our datacenter. Please suggest a relevant time for us to make necessary arrangements	No Change in clause
25	Gen	SoW	SI will be required to implement DR at NTT Bengaluru Disaster Recovery center site as per the specifications given for the data center components in the tender document	Since your primary Dc existing is NTT Mumbai It is recommended by TVRA guidelines and other regulatory to have a different service provider for DR. For evaluation purposes we recommend that relevant authorities from ECGC, visit our datacenter which is also located in Bengaluru in the same seismic zone . Please suggest a relevant time for the visit .	No Change in clause

26	37	Eligibility Criteria-point no. 23	<p>Bidders Company should have at least 10 years of existence in India. Company with 10-20 years of experience 3 Marks</p> <p>Company with 20-30 years of experience 7 Marks</p> <p>Company with 30+ years of experience 10 Marks</p>	<p>Bidders Company should have at least 10 years of existence in India. Company with 10+ years of experience 3 Marks</p> <p>Company with 10-20 years of experience 7 Marks</p> <p>Company with 20+ years of experience 10 Marks</p>	No change in clause
27	38	Eligibility Criteria-point no. 26	<p>Bidder should be profitable company with net profit of at least 5% in last 2 years. Company with net profit of 5% 5 Marks</p> <p>Company with net profit of 6 to 7% 7 Marks</p> <p>Company with net profit of 8 to 10% 10 Marks</p>	We request for relaxation on this clause or to consider lower net profit for organizations that have taken over or acquired another organization	No change in clause
28	38	Eligibility Criteria-point no. 28	Bidders should provide at least 1 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)	Bidders should provide at least 1 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise) or OWN DC which is MEITY empaneled	Okay
29	39	Eligibility Criteria-point no. 30	<p>Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and at least 1 customer references for Managed Services for Infra and Application support. Up to 2 customer reference (3 Marks)</p> <p>3-5 Customer reference for Application and Infra support (5 Marks)</p> <p>6-8 Customer reference for Application and Infra support (8 Marks)</p> <p>8+ Customer reference for Application and Infra support (10 Marks)</p>	<p>Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and at least 1 customer references for Managed Services for Infra and Application support. Up to 1 customer reference (3 Marks)</p> <p>2 Customer reference for Application and Infra support (5 Marks)</p> <p>3 Customer reference for Application and Infra support (8 Marks)</p> <p>3+ Customer reference for Application and Infra support (10 Marks)</p>	No change in clause
30	39	Eligibility Criteria-point no. 31	<p>Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 5 years. Bidder with 1-2 Similar Solution implementations (5 Marks)</p> <p>Bidder with 3-4 Similar Solution implementations (7 Marks)</p> <p>Bidder with 4+ Similar Solution implementations (10 Marks)</p>	<p>Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 5 years for a customer or self. Bidder with 1 Similar Solution implementations (5 Marks)</p> <p>Bidder with 2 Similar Solution implementations (7 Marks)</p> <p>Bidder with 3 or more Similar Solution implementations (10 Marks)</p>	No change in clause