

Minutes of Pre-bid meeting regarding RfP to Engage cloud service provider (Procurement of servers) for hosting of Web portals developed for Building Energy Efficiency Programmes of BEE GEM Bid No.: GEM/2024/B/5764728

A Pre-bid meeting regarding RfP to Engage cloud service provider (Procurement of servers) for hosting of Web portals developed for Building Energy Efficiency Programmes of BEE convened through VC on 21st January 2025 at 10:30 AM.

Meeting started with brief round of introduction. Further BEE highlighted a brief about the requirements of servers, which is as follows:

- a. There are two portals needed to be hosted on servers. There are two schedules on GeM portal, one for each portal.
- b. Each portal requires multiple VMs (Virtual Machines), which is already indicated in the RfP document.
- c. We need consolidated amount for each schedule, hence individual schedule for each VM is not created.
- d. The requirement of server is for 24 months, and bidders may have to submit total cost for each server inclusive GST.
- e. On the GeM portal, the bidder may be asked to provide monthly cost. In that case, the bidder has to input monthly cost which includes all associated cost in such a manner that the total cost inclusive GST must be matching with the final cost mentioned in the financial bid.

1. The queries asked by the bidders, and response to their queries are as follows:

Table-A

| Sl. no | Reference | | Queries | Response |
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| 1 | 3. SCOPE OF SERVICE / Page No. 4 | (A) Star Rating of Commercial Buildings and Shunya Labelling Portal : 6. Operating System - Windows Server 2025 Std. Edition | Kindly requesting you to clarify if the organization is already having the Windows Server licenses Or does this need to be included in the cost of the BOQ by the bidder. | The license cost needs to be included in financial quotation. |
| 2 | 3. SCOPE OF SERVICE / Page No. 5 | (A) Star Rating of Commercial Buildings and Shunya Labelling Portal : Backup Storage | Kindly requesting you to clarify as to how has the calculation for the backup storage been done? As per the backup schedule mentioned in the RFP as the values doesn't match with our calculation as per the RFP. Suggestion: We suggest to change the value from 2500 GB to 2000 GB rounded off. We have taken into | The backup storage may be reduced to 2000 GB |

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| | | | consideration only the production environment where the total cumulative value of the storage is 1800 GB with a 7 day incremental backup, 1 full backup and 4 weeks of retention. With the daily change rate of 0.30% the absolute value would be equal to 2000 GB. | |
| 3 | 3. SCOPE OF SERVICE / Page No. 5 | (A) Star Rating of Commercial Buildings and Shunya Labelling | Kindly requesting you to clarify if backup storage also needs to be considered for the UAT environment or not? | backup storage not required for UAT environment |
| 4 | 3. SCOPE OF SERVICE / Page No. 4 - 5 | Portal: UAT Environment | Kindly requesting you to clarify what will be the running hours for the UAT environment servers. If the production environment runs for 730 hours a month, then what will be the UAT Environment running hours. | UAT environment servers running hours in a month should be 380 hours from 08:00 am to 10:00 pm from Monday to Saturday |
| 5 | 3. SCOPE OF SERVICE / Page No. 5 | (B) ECO-Niwas Portal for Residential Buildings : Backup Storage | Kindly requesting you to clarify as to how has the calculation for the backup storage been done? As per the backup schedule mentioned in the RFP as the values doesn't match with our calculation as per the RFP. Suggestion: We suggest to change the value from 2500 GB to 850 GB rounded off. We have taken into consideration only the production environment where the total cumulative value of the storage is 750 GB with a 7 day incremental backup, 1 full backup and 4 weeks of retention. With the daily change rate of 0.30% the absolute value would be equal to 850 GB. | The backup storage may be reduced to 850 GB |

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| 6 | 3.2 Mandatory Inclusion with Each VM (For both the servers) / Page No. 6 | (iv) Auto Scaling (vi) Scheduling (vii) Turnaround Time | <p>1) Kindly requesting you to clarify as to what kind of auto scaling feature is required for the VMs are you referring to vertical scaling or horizontal scaling.</p> <p>2) Kindly requesting you to clarify as to what is meant by "Scheduling" for each VM in the RFP, as it is not clear.</p> <p>3) Kindly requesting you to mention as to what is referred to as "Turnaround Time" in the RFP.</p> | <p>1) Vertical auto Scaling feature will be required for the Schedule-1</p> <p>2) Automated scheduling mechanism should be followed to efficiently manage VM resources.</p> <p>3) Downtime should be in night hours, not in the working hours</p> |
| 7 | 5. Terms & Conditions / Page No. 6 | (i) The intended agency shall submit self-certified copy of valid MeitY empanelment certificate as part of technical document. | <p>Kindly requesting you to modify this clause to:- "The intended agency shall submit self-certified copy of valid MeitY empanelment certificate of the proposed Cloud Service Provider (CSP), as part of technical document."</p> <p>Justification: MSPs/Agency/Bidder's are not directly empanelled by MeitY rather the CSPs that they propose are. CSP can be MSP incase they bid directly, but MSP can't be CSP. CSP will authorise the MSP Partner to participate in the bid and offer the CSP Services.</p> | The MSP may apply in consortium with CSP (CSP shall be prime bidder) having valid Certificate of Meity Empanelment. |
| 8 | FINANCIAL BID FORMAT / Page No. 9 | c. Operating System / DB Administration: Installation of OS, Patch updates | <p>Kindly requesting you to clarify as to what is meant by "DB Administration".</p> <p>Does this mean that an administrator is required for maintaining the database schema OR is it only required for monitoring and administering the database</p> | DB Administration may include installation and patch update, any maintenance at infrastructure level Database schema shall not be part of DB Administration |

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| | | | server that the database is hosted on. | |
| 9 | GeM Bid Document Page No. 2 | Schedule 1 EMD Amount (In INR) 20,000/- Schedule 2 EMD Amount (In INR) 20,000/- | We Kindly requesting you to allow EMD exemption as per GeM General Terms & Conditions Page No. 19, Clause 4. (xiii) (m) | The exemption shall be provided to eligible agencies as per govt. guidelines and submission of supporting documents The bidder has to submit a bid security declaration, stating that if the agency issued LoA but withdraws offers, the agency shall be blacklisted for 3 years. |
| 10 | GeM Bid Document Page No. 1 GeM Bid Document Page No. 5 & 7 | Contract Period : 1 Year(s) Planned Duration (in Months) : 24 | Kindly requesting you to clarify on the contract period. Bidder need to quote price for 2 Years, or 1 Year? As the GeM Portal Pricing will be calculated for 24 months, because you have asked the "Planned Duration (in Months): 24". Please help with clarity. | Total duration is 24 months (2 years), but the contract shall be signed for 1 year and extendable to 1 more year, based on the performance of the agency |
| 11 | Additional | Additional Query | Kindly requesting you to also mention the RPO and RTO of the DR solution that is required by the organization as it is not mentioned in the RFP. | As per Govt. guidelines |
| 12 | Additional | Additional Query | Kindly requesting you to clarify as to how many VPN point to site connections OR site to site connections are required for this RFP, as only "VPN connection for secure access" clause is mentioned and no parameters have been included for sizing. | 2-4 VPN, for each server |
| 13 | | | Where is the current IT infrastructure hosted? Is it on-premises, cloud (AWS, GCP, Azure), or hybrid? | Hosting is yet to be done |

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| 14 | | | Is the infrastructure intended for a new implementation, or does it involve migrating any existing applications or data to the new cloud setup? | New Implementation |
| 15 | | | Who currently manages the infrastructure? Is it handled by your in-house IT team or a contracted vendor? | The infrastructure is to be handled by the CSP |
| 16 | | | Does the scope of managed services include L1, L2, and L3 support? | All level of support needs to be provided by CSP |
| 17 | | | Is there an existing ITSM tool and incident management process that can be used, or should the managed services provider establish a new one? | ITSM tool not required for any of the schedules |
| 18 | | | Is there an existing AWS account with foundational services already configured? If yes, can we use the same setup, or should we consider a completely new setup for this engagement? | Completely new setup |
| 19 | | | What is the expected volume of traffic on the two BEE portals? | Tentatively 200 GB per month @200 mbps speed, but that should be matched with future requirements |
| 20 | | | Can the cloud managed services be provided remotely, or is there a requirement for on-site resources for support? | On-site resources not required |
| 21 | RFP page 4 Pt 2.3 | | Please specify if any data migration is to be done for the pre-existing website | Not required, as there is no any existing website |
| 22 | RFP page 5 | | Please specify the MySQL license edition to be deployed (Free, Standard, Enterprise) | Free version is sufficient |
| 23 | RFP page 5 | | Please specify the OS for Production Database as a Service and DR Database as a Service | OS and infrastructure has to be maintained by service provider |
| 24 | RFP page 5 | | Please specify the no of IP needed for both the environments | 2 IPs for the Schedule-1, and 1 IP needed for Schedule-2 |

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| 25 | RFP page 5 | | Please specify the no of logical firewall unit for both environments | |
| 26 | RFP page 5 | | Please specify if DR is in active-active or active-passive mode for both environments | For database server, it should be active-active, for rest of servers Active-passive |
| 27 | RFP page 5 | | Please specify the no of antivirus to be considered | Many financial transactions are supposed to be done, hence the antivirus should suffice the security requirements |
| 28 | RFP page 5 | | Please specify the internet bandwidth required | Tentatively 200 GB per month @200 mbps speed, but that should be matched with future requirements |
| 29 | RFP page 5 | | Please specify the replication bandwidth for DCDR replication | Replication shall be done once in a day, so may be calculated by the service provider accordingly |
| 30 | RFP page 5 | | Please confirm if any onsite resource is required | On-site resource not required |

2. Additionally, in reference to the points mentioned or not mentioned in the RfP and/or MoM the standards/ guidelines (if any) issued by Meity or Cert-In or any other concerned Ministry/ regulatory/authority (or any govt. organisation) shall prevail.
3. In case of any unforeseen matter/issues, the decision taken by the competent authority shall be final and has to be agreed by the bidder.
4. Each bidder has to submit a declaration on letter head of the company, that the bidder is agreed for the terms and conditions mentioned in the RfP and Minutes of Pre-bid meeting. The declaration should be sealed and signed by the authorized signatory.
5. The bidder has to submit the copy of RfP and MoM, each page signed by the authorized signatory. In case, the signed declaration, RfP and MoM is not submitted, the bidder shall be disqualified before evaluation.
6. Last date for submission of Bid is extended till 03/02/2025.

Annexures:

1: Bank Details for DD and NEFT Transaction

