

Clarification regarding the Bid No. GEM/2025/B/6143897

1. In the RfP Document, In Table-1: RfP Key Information, the 13th row may be read as:

Date & Time of Online Opening of Technical Bids	16th May, 2025, 03:30 PM
---	--

2. The *Form-1: Pro-forma for Cover Letter*, shall be as per **Annex-I**.
3. The break-up mentioned in the RfP is indicative only. The Bidder may choose the same format, or may submit their own format for breakup. The Breakup and the Financial Bid Form **should not** be submitted with the technical bids.
4. The Minutes of the pre-bid meeting, regarding the previous RfP GEM Bid No.: **GEM/ 2024/ B/ 576472**, may be referred for clarity. The same is attached as **Annex-II**.
5. 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. In absence of any such standards/ guidelines, the bidder should consider the best possible specification.

Form-1: Pro-forma for Cover Letter

(To be furnished on the company letter head of prime bidder)

To,
Secretary,
Bureau of Energy Efficiency,
4th Floor, Sewa Bhavan,
R.K. Puram Sector-I, New Delhi -110066

Sub: Technical Proposal to Provide Cloud Service for Building Energy Efficiency Portals developed by BEE”

Sir,

The undersigned Agency, having read and examined in detail all the RfP documents and MoM of Pre-bid meeting, in respect of providing technical assistance for the said assignment, do hereby express their interest to provide Cloud Service for Building Energy Efficiency Portals developed by BEE.

Correspondence Details

1	Name of the Agency	
2	Address of the Agency	
3	Name of the contact person to whom all references shall be made regarding this tender	
4	Designation of the person to whom all references shall be made regarding this tender	
5	Address of the person to whom all references shall be made regarding this tender	
6	Telephone (with STD code)	
7	E-Mail of the contact person	
8	Fax No. (with STD code)	

Requisite amount for Bid processing fees and EMD has been paid, details of which are as follows:

	DD No./ Txn no. (for NEFT/RTGS)	Issuing Bank Name and Branch	Date of Issuance/ Date of Txn.
Bid Processing Fees			
EMD*			

* If seeking exemption for EMD, please mention “Exemption requested” in DD No. / Txn no. column.

We have enclosed the Documents in support of the following:

- Minimum Eligibility
- Prior Experience/ List and Summary of the implemented projects (Work-orders and Project completion certificates to be attached)
- Declaration Letter
- Form A: Bid Security Declaration Form (For the bidders seeking exemption from EMD submission. UDYAM Certificate needs to be submitted)
- Approach and methodology for assignment and Proposed Work plan (with timelines)

- Comments and Suggestions
- Registered Power of Attorney executed by the Agency in favour of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP.

We hereby declare that our proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

We understand that any document/Information submitted by us, if established to be misleading by BEE, may lead to rejection of bid/contract at any stage of the project.

Thanking you,
Yours faithfully
(Signature of the Officer)

Seal:

Name :

Designation :

Date :

Place :

Business Address:

**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
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	The backup storage may be reduced to 2000 GB

			to 2000 GB rounded off. We have taken into 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: User Acceptance Testing (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	The backup storage may be reduced to 850 GB

			to 850 GB.	
6	3.2 Mandatory Inclusion with Each VM (For both the servers) / Page No. 6	(iv) Auto Scaling (vi) Scheduling (vii) Turnaround Time	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. 2) Kindly requesting you to clarify as to what is meant by "Scheduling" for each VM in the RFP, as it is not clear. 3) Kindly requesting you to mention as to what is referred to as "Turnaround Time" in the RFP.	1) Vertical auto Scaling feature will be required for the Schedule-1 2) Automated scheduling mechanism should be followed to efficiently manage VM resources. 3) Downtime should be in night hours, not in the working hours
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.	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." Justification: MSPs/Agency/Bidders 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.	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 / Database Administration: Installation of OS, Patch updates	Kindly requesting you to clarify as to what is meant by "DB Administration". Does this mean that an administrator is required for maintaining the database schema OR is it only required for monitoring and administering the database	DB Administration may include installation and patch update, any maintenance at infrastructure level Database schema shall not be part of DB Administration

			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 must 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 Recovery Point Objective (RPO) and Recovery Time Objective (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-	Hosting is yet to be done

			premises, cloud (AWS, GCP, Azure), or hybrid?	
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 Information Technology Service Management (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	OS and infrastructure must be maintained by

			Service and DR Database as a Service	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
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.