

Response to Pre-Bid Queries for RFP					
RFP Ref. No.	CPCM-01/2025-26 Date: 15-April-2025 GEM Bid No. GEM/2025/B/6138805				
RFP Name	RFP for for Renewal of existing Google Cloud Hosting Services for hosting DigiDoc Application for StockHolding				
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	NA	General Query	General Query	While proposing the Pricing for GCP compute services, Can we propose Commitment model for 1 year (RI)	Yes
2	NA	General Query	General Query	Is the DR in Scope? Do we need to use the same sizing for DR?	We are considering the High Availability of GCP and hence separate DR is not to be considered.
3	NA	General Query	General Query	There is no line item to showcase Managed Service cost. Where will we mention about the Manage service cost for the project?	We do not need Managed Services however currently our partner supports whenever there is support required.
4	NA	General Query	General Query	Should the partner be authorized?	Yes the partner should be authorized and should have a premeier level partnership with the OEM
5	20	ANNEXURE - 3 - Commercial Price Bid Format	Google Kubernetes Engine (GKE) cluster and pods	How many GKE clusters are in the current setup?	4 clusters(PROD) 4clusters(UAT)
6	20	ANNEXURE - 3 - Commercial Price Bid Format	Cloud SQL for PostgreSQL server Enterprise edition vCPUs2, Memory 8 GB,SSD storage 20 GB	Is there any scope of database storage increment in future? How many Cloud SQL instances are in the current environment?	No storage increment,1 Cloud SQL-postgres instance with HA
7	20	ANNEXURE - 3 - Commercial Price Bid Format	Application Load balancer and Gateway, NAT gateway 5GB Data transfer	How many application load balancer or forwarding rule has been configured in current environment? The 5 GB data transfer is combine of load balancer and Nat gateway	4 application LB in both Prod & UAT Each Forwarding rules:6 (Prod) Forwarding rules:5(UAT) Load balancer Inbound/Outbound data: 20 GiB (Prod) & 10 GiB (UAT) NAT Gateway Data transfer: 15 GiB for PROD & 12 GiB for UAT -
8	20	ANNEXURE - 3 - Commercial Price Bid Format	Google Cloud object storage (Persistent Disk) 50GB	What is the disk type HDD or SDD?	Google cloud object storage is GCS bucket not persistent disk.
9	20	ANNEXURE - 3 - Commercial Price Bid Format	Cloud Monitoring and Logging Provides visibility into performance and utilization and Track Audit trail. 30GB storage	What is the retention period of logs?	30 days(default)
10	20	ANNEXURE - 3 - Commercial Price Bid Format	Google Compute Engine (spot temporary instance) for database management Machine type e2-small	How many total servers in Prod and in other environments?	1 instance for DB management(Standard compute engine)
11	20	ANNEXURE - 3 - Commercial Price Bid Format	Security Cost Cloud NGFW Firewall EssentialsEdition(https://cloud.google.com/security/products/firewall?hl=en#pricing)	As per the provided link, the essential Cloud NGFW cost is zero. Do we need to consider the same or different type?	Consider the same as the current config has required security
12	20	ANNEXURE - 3 - Commercial Price Bid Format	Container Registry Vulnerability Scanning, Security Command Center health dashboard Security Command Center Standard Edition (free tier https://cloud.google.com/security/products/securitycommand-center?hl=en)Container Vulnerability Scanning https://cloud.google.com/artifact-analysis/pricing	As per the provided link, the essential Cloud SCC cost is zero. Do we need to consider the same or different type?	Consider the same as we are using Cloud SCC standard free tier
13	5 and 9	Objective & Scope	Cloud Platform Specification	Can bidders quote alternate cloud platforms (e.g., AWS or Azure) if all requirements and SLAs are met, or is GCP mandatory?	Only GCP
14	9	Scope of Work	Backup Plan	What is the required frequency and retention period for the GKE Backup plan?	No backup plan configured
15	9	Scope of Work	Monitoring & Reporting	Are there any compliance-driven monitoring metrics or external integrations required for logging and performance tracking?	No,we are using cloud-native monitoring & logging tool
16	9	Scope of Work	DevOps Services	Are DevOps repositories limited to image registries or do they include version control for CI/CD pipelines as well?	Devops repositories have artifact registry and sorce repository which include version control for CI/CD pipelines as well
17	9	Scope of Work	UAT & Production Segregation	Is logical or physical segregation required for UAT and Production environments?	Already segregated UAT & PROD enviornment at project level
18	9	Scope of Work	Cost Optimization	Is the selected vendor expected to provide ongoing cloud cost optimization support and recommendations?	Yes
19	10	Terms and Conditions	Payment Terms	Please confirm the billing preference—should pricing be quoted for monthly invoicing or on an annual basis?	Commercial proposal should be as per the Format mentioned in "Annexure - 3" of the RFP. However, post on-boarding of vendor, payment will be made on monthly based on acutal usage

20	10	Terms and Conditions	Change Requests	What is the process for commercial treatment in case of additional resource requirements during the contract period?	Based on requirement it can be calculated and require approvals from stockholding
21	11	Performance Bank Guarantee	Penalty on Delay	Does the ₹5,000/day penalty for delay in submitting PBG apply immediately after PO or after the 15-day grace period?	A penalty of ₹5,000 per day will be imposed on the selected bidder if the PBG is not received within 15 days on issuance of PO.
22	13	Exit Management	Exit Management Plan	Will a standard format be provided for submission of the Exit Management Plan?	No standard format is available. Selected bidder to propose post on-boarding.
23	15	ANNEXURE - 2: Eligibility Criteria	Eligibility Criteria Bidder should have Positive Net worth (minimum ₹12.5 Lakhs) for all the last 03 (three) audited financial years	Positive Net Worth should be 12.5 Lakhs in average for last 3 Years of 12.5 Lakhs per year.	This should be for each year for the period mentioned in the Eligibility Criteria.
24	20	ANNEXURE - 3 - Commercial Price Bid Format	Compute Configuration (GKE)	Please confirm whether all configurations (Admin and Client) are to be provisioned simultaneously or are these alternatives?	Admin and client provisioned simultaneously
25	20	ANNEXURE - 3 - Commercial Price Bid Format	Security Services	Should we consider premium versions of Security Command Center or limit to free tier as per the bid template?	currently using standard free tier
26	20	ANNEXURE - 3 - Commercial Price Bid Format	Networking	Is scaling beyond 5GB (Prod) and 1GB (UAT) data transfer expected? What are the anticipated peak bandwidth requirements?	Data transfer varies as per usage every month -expected avg data usage 10GB(UAT) & 25GB(PROD)
27	20	ANNEXURE - 3 - Commercial Price Bid Format	Total Cost	Is GST to be included in the quoted price uploaded on the GeM portal or added separately?	Added Separately
28	23	Integrity Pact	Submission Requirement	Please confirm if the Integrity Pact must be submitted at the bid stage or only by the successful bidder.	Only with the successful bidder
29	20	ANNEXURE - 3 - Commercial Price Bid Format	General Query	Can we consider and propose resource reservations or Committed Use Discounts (1year or 3 Year) as part of our pricing strategy for cost optimization during the contract period?	1 year
30	20	ANNEXURE - 3 - Commercial Price Bid Format	Cloud SQL specs noted.	Kindly confirm whether High Availability (dual-zone) instances are required, and specify the desired retention period for automatic backups.	High Availability: Yes, recommended for production(already enabled). Current Automatic Backup Retention: 7 days
31	20	ANNEXURE - 3 - Commercial Price Bid Format	Replicas not covered	Please confirm if any read replicas or standby instances are planned in addition to the primary?	No
32	12	Requirement – Scope of Work -Data Residency (p 12)	General Query	Region listed as asia-south1. Are there are any disaster recovery (DR) requirements in asia-south2 (Delhi) or any other region.	No
33	12	Requirement – Scope of Work -Security / Monitoring	General Query	Is a Cloud Security Posture Management (CSPM) tool already in place, or is the bidder expected to include one as part of their proposal?	We have cloud native security command center standard edition is in place
34	12	Requirement – Scope of Work -Security / Monitoring	General Query	Is there a requirement to integrate GCP logs with an existing Security Information and Event Management (SIEM) solution or SOC partner?	No.We have cloud native Alert policies & log management for Events in cloud operations suite.
35	NA	General Query	General Query	Is there an existing ITSM tool and incident management process that we can use, or should the managed services provider establish a new one?	No
36	NA	General Query	General Query	We assume the cloud managed services can be provided remotely. Please let us know if there is any need to have a resource onsite for the support.	No
37	NA	General Query	General Query	Does the scope of managed services include L1, L2, and L3 support?	Yes
38	13	Service Level Agreement (SLA) and Penalty	General Query	Are there any minimum expectations for L1/L2 cloud support response/resolution times from the selected bidder?	Response SLAs (4hrs standard, 1hr severe)
39	20	ANNEXURE - 3 - Commercial Price Bid Format	General Query	DevOps services like Artifact Registry and Source Repository are listed. Is CI/CD pipeline management in-scope, or just infrastructure provisioning?	No CI/CD pipeline management in-scope, only Infrastructure provisioning
40	12	Requirement – Scope of Work - Disaster Recovery	General Query	Is the bidder expected to prepare/update DR runbooks and simulate DR drills during the contract period?	No
41	12	Requirement – Scope of Work - Compliance	Compliance: Follow industry standards and regulations for security (e.g., GDPR, HIPAA, SOC 2).	As the infrastructure of the customer is already running on GCP, we assume that these compliances are already in place and is compliant	Yes
42	12	Requirement – Scope of Work - Disaster Recovery	Disaster Recovery: Ensure that there are backup and disaster recovery mechanisms in place to mitigate data loss and system failure.	The current infrastructure of the customer doesn't include any DR site. Is the DR site needed to be considered? Please provision to add the prices for the DR in the BOQ.	No
43	12	Requirement – Scope of Work	Google Compute Engine Service Level Agreement (SLA) - 95.0% to < 99.90%	>=99.9% SLA is possible only when multiple compute engine machines are running in different zones.	https://cloud.google.com/compute/sla?hl=en
44	20	ANNEXURE - 3 - Commercial Price Bid Format	Auto Pilot Standard; Cluster management for 4 clusters, 4 Nodes. (Admin Configuration- 8 vCPUs, 32 GB RAM) (Client Configuration-2 vCPUs, 4 GB RAM) (Admin Configuration-2 vCPUs, 8 GB RAM) (Client Configuration-2 vCPUs, 8 GB RAM) 100 GB Storage	Please clarify the cluster to be regional or zonal?	Regional
45	20	ANNEXURE - 3 - Commercial Price Bid Format	Auto Pilot Standard; Cluster management for 4 clusters, 4 Nodes. (Admin Configuration- 8 vCPUs, 32 GB RAM) (Client Configuration-2 vCPUs, 4 GB RAM) (Admin Configuration-2 vCPUs, 8 GB RAM) (Client Configuration-2 vCPUs, 8 GB RAM) 100 GB Storage	Please clarify the 100 GB storage to be considered for each cluster?	No,Total 100 GB storage for all 4 clusters

46	20	ANNEXURE - 3 - Commercial Price Bid Format	Cloud SQL for PostgreSQL server- Enterprise edition vCPUs2, Memory 8 GB,SSD storage 20 GB	Kindly clarify if High availability and backup needs to be considered for the database.	HA for PROD SQL DB is enabled,HA for UAT SQL DB is not enabled
47	20	ANNEXURE - 3 - Commercial Price Bid Format	Application Load balancer and Gateway, NAT gateway----5GB Data transfer	Application load balancer needs number of forwarding rules, inbound data and outbound data. Requesting you to share the same.	Forwarding rules:6 Inbound/Outbound data:20 GiB
48	20	ANNEXURE - 3 - Commercial Price Bid Format	Application Load balancer and Gateway, NAT gateway----5GB Data transfer	To quantify NAT Gateway, we need number of assigned VM's, amount of data processed and number of IP address used. Please share the same.	Number of assigned VM instances:1 Amount of data processed 15 GiB for PROD & 12 GiB for UAT
49	20	ANNEXURE - 3 - Commercial Price Bid Format	Google Cloud object storage (Persistent Disk)	Google cloud storage and persistent disk are two different storage options. Please clarify if 10 GB of Object storage and 10 GB of Persistent disk needs to be quoted here.	10 Gb of obj storage
50	20	ANNEXURE - 3 - Commercial Price Bid Format	Google Compute Engine (spot temporary instance) for database management	Spot VMs are available on demand basis and therefore price and availability varies frequently as they are available for 24 hours and then needs to be renewed, please justify the expectations for billings.	The vm used for database management is running 24/7 and cannot be considered as spot vm, it is standard GCE VM
51	20	ANNEXURE - 3 - Commercial Price Bid Format	Artifact Registry, Source Repository- 2 registries, 100GB storage	Do we need to consider 100 GB storage each for Artifact registry and Source repository?	Yes
52	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Auto Pilot Standard; Cluster management for 4 clusters, 4 Nodes. (Admin Configuration- 8 vCPUs, 32 GB RAM) (Client Configuration-2 vCPUs, 4 GB RAM) (Admin Configuration-2 vCPUs, 8 GB RAM) (Client Configuration-2 vCPUs, 8 GB RAM) 100 GB Storage	Please clarify the cluster to be regional or zonal?	Regional cluster
53	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Auto Pilot Standard; Cluster management for 4 clusters, 4 Nodes. (Admin Configuration- 8 vCPUs, 32 GB RAM) (Client Configuration-2 vCPUs, 4 GB RAM) (Admin Configuration-2 vCPUs, 8 GB RAM) (Client Configuration-2 vCPUs, 8 GB RAM) 100 GB Storage	Please clarify the 100 GB storage to be considered for each cluster?	No,Total 100 GB storage for all 4 clusters
54	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Cloud SQL for PostgreSQL server- Enterprise edition vCPUs2, Memory 8 GB,SSD storage 20 GB	Kindly clarify if High availability and backup needs to be considered for the database.	HA for PROD SQL DB is enabled,HA for UAT SQL DB is not enabled
55	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Application Load balancer and Gateway, NAT gateway----5GB Data transfer	Application load balancer needs number of forwarding rules, inbound data and outbound data. Requesting you to share the same.	Forwarding rules:5 Inbound/Outbound data:10 GiB
56	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Application Load balancer and Gateway, NAT gateway----5GB Data transfer	To quantify NAT Gateway, we need number of assigned VM's, amount of data processed and number of IP address used. Please share the same.	Number of assigned VM instances:1 Amount of data processed 15 GiB for PROD & 12 GiB for UAT
57	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Google Cloud object storage (Persistent Disk)	Google cloud storage and persistent disk are two different storage options. Please clarify if 10 GB of Object storage and 10 GB of Persistent disk needs to be quoted here.	10 Gb of obj storage
58	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Google Compute Engine (spot temporary instance) for database management	Spot VMs are available on demand basis and therefore price and availability varies frequently as they are available for 24 hours and then needs to be renewed, please justify the expectations for billings.	the vm used for database management is running 24/7 and cannot be considered as spot vm
59	21	ANNEXURE - 3 - Commercial Price Bid Format - UAT	Artifact Registry, Source Repository- 2 registries, 100GB storage	Do we need to consider 100 GB storage each for Artifact registry and Source repository?	Yes
60	20	ANNEXURE - 3 - Commercial Price Bid Format	Price to be quoted is for contract period of 01 (One) year for Total Cost for Production, UAT & Security (₹) Including GST while uploading financial bids on GeM portal.	Will this be a fixed billing or based on actuals?	Based on actual usage
61	20	ANNEXURE - 3 - Commercial Price Bid Format	Cloud NGFW Firewall	Is Essentials NGFW sufficient or will Advanced Threat Protection be required later?	Yes NGFW is sufficient
62	NA	General Query	Data Security	Are full encryption standards like customer-managed encryption keys (CMEK) expected for data security?	No,we have default google-managed encryption
63	NA	General Query	Billing Model	Will billing be monthly consumption-based, committed yearly, or a hybrid model?	1 year Commitment
64	NA	General Query	DR Strategy	What are the expected RPO (Recovery Point Objective) and RTO (Recovery Time Objective) values for DR?	NA
65	NA	General Query	Backup	Do UAT / staging backups need to be retained and for how long?	6 days retention for UAT SQL DB
66	NA	General Query	Scope and Infrastructure	Will there be any scaling or addition of new workloads during contract period?	May not consider while bidding
67	NA	General Query		Any expected expansion into AI/ML/GenAI workloads on GCP?	No
68	NA	General Query	Cloud Configuration Details	Please confirm the final VM sizing, cluster node configurations (vCPU, RAM).	As per RFP
69	NA	General Query		Is UAT environment backup needed along with production?	No
70	NA	General Query	Security Requirements	Is only Essentials tier NGFW sufficient, or is an upgrade expected later?	Yes,No upgrade
71	NA	General Query		Is runtime protection (beyond vulnerability scanning) expected for containers?	No
72	NA	General Query	Service Level Expectations	Any customized uptime SLA required beyond default GCP SLA?	No
73	NA	General Query		How frequently do you want Disaster Recovery (DR) drills conducted?	No DR
74	NA	General Query	Monitoring and Reporting	Any requirement for custom dashboards or specific compliance reports (ISO, SOC2)?	No

75	NA	General Query	Monitoring and Reporting	What type of performance/cost analysis reports are expected monthly?	we have custom dashboard for performance metrics in GCP
76	NA	General Query	Billing and Cost Management	Would proactive cost optimization recommendations be part of managed services?	Yes
77	NA	General Query		Do you need service-level billing segregation (Compute, Storage, Network, Security)?	Yes
78	NA	General Query	Support & Operations	Do you expect dedicated 24x7 Cloud Support Managers or a shared pool support model?	No
79	NA	General Query		Is a critical escalation matrix needed with specific SLA breach actions?	Yes
80	NA	General Query	Exit and Transition Plan	What is the process for cloud data handover after contract termination?	Delete the GCP Services after taking backup if its to be moved to any other platform,Revoke access unlink the billing id
81	NA	General Query		Will data export/migration costs at contract end be vendor's or client's responsibility?	Client responsibility
82	NA	General Query	Roles & Responsibilities Split	Who will manage application layer issues (DigiDoc)?	Stockholding application team
83	NA	General Query		Should we prepare a formal Shared Responsibility Matrix (SRM) document?	Yes
84	NA	General Query	Third-party Tools	Any integration planned with external security platforms like Prisma, Qualys?	No
85	NA	General Query		Any requirement for IAM governance or SIEM tools integration into GCP?	No
86	NA	General Query	Backup Retention	Do UAT / staging backups need to be retained and for how long?	Already backup in place for retention of 6 days