S-16004(02)/1/2019-Technical coordination-MOSPI-Part (2)
Government of India
Ministry of Statistics & Programme Implementation
National Statistical Office
Data Quality Assurance Division (HQ)

Mahalanobis Bhavan
164, G. L. Tagore Road
Kolkata-700108
Dated: 28.08.2020

CORRIGENDUM-3 TO e-TENDER NOTICE

With reference to the e-Tender Notice No. S-16004(02)/1/2019-Technical coordination-MOSPI-Part (2) dated **31.07.2020**, published earlier for the *Appointment of MeiTY empaneled Cloud Service Provider/ Managed Service Provider for providing IT Infrastructure Services for supporting GSS (General Survey Solution) for MOSPI*, the following Corrigendum 3 (Annex - 1) and Consolidated Pre-Bid Queries and Replies (Annex – 2) are hereby issued. Such Corrigendum/ Addendum/ Clarification shall form an integral part of the e-Tender Document and it may amount to amendments to relevant Para/Clause of the e-Tender document. Wherever there is any conflict, the provisions herein shall prevail over the relevant part of the e-Tender document.

Other Terms and Conditions of the above e-Tender remain same.

28/8/2020

(Arindam Modak)
Deputy Director General & HOD
DQAD (HQ), NSO
Email: arindam.modak@gov.in

Enclosed:

1. Annex - 1 (Corrigendum 3)
2. Annex - 2 (Consolidated Pre-Bid Queries and Replies)

Corrigendum 3 (Annex 1)

MINISTRY OF STATISTICS AND PROGRAMME IMPLEMENTATION

RFP for Selection of Meity empanelled Cloud Service Provider/ Managed Service Provider for providing IT Infrastructure Services for supporting GSS (General Survey Solution) for MOSPI

Bid Ref. No: S-16004(02)/1/2019-Technical Coordination-MOSPI-Part(2)

NSO, DQAD(HQ), Mahalanobis Bhawan, 164 GLT Road, Kolkata, 700108

S. No.	RFP Reference (s)	Content of RFP	Modified content
1.	**Clause 13(Section 3.1 - Design, provisioning of IT infrastructure and setup of Cloud**	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes.	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=30 Minutes and RTO (Recovery Time Objective) shall be <=2 Hour
2.	**Pg 21, 5.3.1 Bidders / CSP Compliance to Technical specifications**	Bidders / CSP with maximum compliance to all technical requirement specifications will be awarded 20 marks	Bidders / CSP with maximum compliance to all technical requirement specifications will be awarded ~~20~~30 marks
3.	**Pg 18, 4.2, Pre-qualification Criteria for Cloud Service Provider (CSP)**	The CSP or the Data Centre facility provider where the CSP has its Cloud not be blacklisted by Private/PSU/Central Govt/State Govt. or any other Organisation or agencies in India. Also both CSP & Data Centre facility provider should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India.	The CSP or the Data Centre facility provider where the CSP has its Cloud not be blacklisted by ~~Private/~~PSU/Central Govt/State Govt. or any other *government* Organisation or agencies in India. Also both CSP & Data Centre facility provider should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any ~~Private/~~PSU/Central Govt/State Govt. or any other *government* Organization or agencies in India
4.	**Pg 19, 4.2, Pre-qualification Criteria for Cloud Service Provider (CSP)**	Pt 11 - > Documents required Letter from authorized signatory on the letter head of MSP regarding nonblack listing	Pt 11 - > Documents required Letter from authorized signatory on the letter head of ~~MSP~~ CSP regarding nonblack listing
5.	**Pg 14, Point 6, Section 3.3 Maintenance & Support of implemented Cloud**	Bidder is required to provision additional VM's when the utilization exceeds 80%.	Bidder is required to provision additional VM's when the utilization exceeds 80% *and also shall be required to scale down VMs when the utilization goes below 50%. This shall be enabled through auto-scaling.*

S. No.	RFP Reference (s)	Content of RFP	Modified content
			These threshold utilization percentage shall change as per project requirements during the actual implementation. The bidder shall be required to scale-up and down as per the requirements.
6.	**Section 4.2 Pre-qualification Criteria for Managed Service Provider (MSP)**	Sr. 2 & 3 - last three financial years (2017-18, 2018-19 & 2019-20)	In case the audited balance sheet of financial year 2019-20 is not available, the bidder shall submit the audited financial statements of last three years 2016-17,17-18 and 18-19
7.	**Pg 18, 4.2 Pre-qualification Criteria for Cloud Service Provider (CSP), Sr.No. 4**	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6 Cr per year. **Documents required** Work order from clients	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects government projects from **state governments/**Central Govt/PSU in last 3 years for an annual annual consumption of 6 Rs.1 Cr per year. **Documents required** Work order from clients **mentioning the cloud consumption value in the name of CSP** Or Work order from clients **in the name of MSP mentioning the overall value of the contract + self-certificate from the CSP detailing the cloud consumption value + authentication / validation by appropriate authorizing party (such as CA certificate or letter from MSP/ client serving partner)**
8.	**Pg 23, 5.4 Bidders / CSP's Experience, S.No. 3**	**Documents required** Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	**Documents required** Copy of Client certificate/ work order/ completion certificate/extract from the contract mentioning the scope of work, **failing which, bidder should provide a *mail from official client email ID***

S. No.	RFP Reference (s)	Content of RFP	Modified content
			endorsing the cloud consumption on government community cloud (along with self certificate)
9.	**Pg 17, 3.7 Responsibility Matrix Sr. No. 12 Data integrity testing**	**Data integrity testing** (C) – Application vendor (appointed by MOSPI) (R,A) - MSP/CSP (I) - MOSPI	**Data integrity testing** (R,A) - Application vendor (appointed by MOSPI) (C) – MSP/CSP (I) - MOSPI Application vendor (appointed by MOSPI) shall be responsible for data integrity testing. CSP shall ensure that appropriate technical capabilities are provisioned to support data integrity testing
10.	**Additional Details**	**Additional details - NIIP cloud details**	NIIP Cloud shall be hosted on Azure platform and has been setup for IT enablement of various functions at MOSPI including data gathering and data collection. The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data from the proposed cloud setup of GSS to NIIP cloud (Azure or any other cloud / on-premises environment that may host NIIP in future) and enable a system of seamless throughput and reverse throughput of data, as per the requirement and at required frequencies. Application level replication however shall not be in the scope of the bidder
11.	**Additional Details**	**Additional Details - Migration related details**	The selected bidder would be required to perform migration of data which is already there. The legacy and historical data would require to be ported to the cloud application as and when required. The existing data is available in flat files and MS SQL databases. Cloud vendor shall be responsible for migration of this data as per requirement. Further, generalized survey solution has generated huge volume of legacy data which is available in multiple formats. The same needs to be ported onto the cloud as and when it is digitized and made available for cloud.

S. No.	RFP Reference (s)	Content of RFP	Modified content
			Volume of data for migration: 1 TB Both the egress and ingress bandwidth shall be provided by the bidder/CSP.
12.	**Additional Details**	**Additional Details - Number of Concurrent Users: Scope of Work**	Average number of users shall be 2000. However, this number is an indicative number and the requirement shall scale in the future in either direction (up or down). The bidder is expected to provision as per the requirements
13.	**Pg 53, (iv) Other conditions**	b. The underlying CSP shall be responsible for providing the tools for import / export of VMs, associated content, data, etc., and the bidder, in consultation with the Purchaser, shall be responsible for preparation of the Exit Management Plan and carrying out the exit management / transition related activities.	b. The underlying CSP shall be responsible for providing the tools for import / export of VMs, associated content, data, etc.**(without any cost to MOSPI)**, and the bidder, in consultation with the Purchaser, shall be responsible for preparation of the Exit Management Plan and carrying out the exit management / transition related activities.
14.	**Pg 53, (iv) Other conditions**	d. The bidder is responsible for both transition of the services as well as migration of the VMs, Data, Content and other assets to the new environment. e. The Managed Service Provider shall carry out the migration of the VMs, data, content and any other assets to the new environment (alternate Cloud Service Provider or Data Centre) identified by the Purchaser to enable successful deployment and running of the Purchaser's solution in the new environment.	d. The bidder is responsible for both transition of the services as well as migration of the VMs, Data, Content and other assets to the new environment **(without any cost to MOSPI)**. e. The Managed Service Provider shall carry out the migration of the VMs, data, content and any other assets to the new environment (alternate Cloud Service Provider or Data Centre) identified by the Purchaser **(without any cost to MOSPI)** to enable successful deployment and running of the Purchaser's solution in the new environment.
15.	**Pg 25, Bid conditions Validity for EMD/Bid Security**	180 days from bid submission date.	~~180 days from bid submission date.~~45 days beyond the expiry of bid validity period
16.	**Pg 27, Bid conditions**	Addition of a row (no. 21)	Bid Validity Period: The Bid validity period shall be 180 days from the last date of bid submission

S. No.	RFP Reference (s)	Content of RFP	Modified content
17.	**Pg 27, 6.4 Earnest Money Deposit (EMD) and Refund**	Bidders shall submit, along with their Bids, EMD of INR 10,00,000 in form of DD from a Nationalized/Scheduled Bank. The validity of the EMD shall be for a period of 180 days from the date of submission of the bid and the validity of the EMD should be extended in the event the last date of submission of the bid is extended. The Bidder shall mark its name and RFP reference number on the reverse of the Demand Draft.	Bidders shall submit, along with their Bids, EMD of INR 10,00,000 in form of DD**/ an unconditional bank guarantee (format enclosed at the end of this corrigendum)** issued by a nationalized/ scheduled bank **located in India**. **The EMD shall be submitted in original before the bid submission deadline.** The validity of the EMD shall be for a period of ~~180 days from the date of submission of the bid~~ **45 days beyond the expiry of bid validity period** and the validity of the EMD should be extended in the event the last date of submission of the bid is extended. The Bidder shall mark its name and RFP reference number on the reverse of the Demand Draft.
18.	**Pg 26, Bid dara sheet, Sr.No. 17 and 18**	Due Date for Submission of Bids - 24/08/2020; 11:00 hrs. Date and time for opening of Bids - 25/08/2020; 12:00 hrs.	==Due Date for Submission of Bids - 14/09/2020; 11:00 hrs. Date and time for opening of Bids - 15/09/2020; 12:00 hrs.==
19.	**Pg 18 4.2 Pre-qualification Criteria for Cloud Service Provider (CSP), Sr No. 3**	The CSP must have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 3 clients form PSU/Central Govt/State Govt. **Documents required** Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	The CSP must have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 3 clients form PSU/Central Govt/State Govt. **Documents required** Copy of Client certificate**/** work order**/**completion certificate **/** extract from the contract mentioning the scope of work, **failing which, bidder shall provide self certificate along with client satisfaction email**
20.	**Pg 5.4 Bidders / CSP's Experience**	**Documents required** Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	**Documents required** Copy of Client certificate/ work order/ completion certificate / extract from the contract mentioning the scope of work, **failing which, bidder shall provide self certificate along with client satisfaction email**

Note: The changes mentioned in the corrigendum shall have precedence over the text in RFP (in relation to the context in which the change has been made). In case of conflict between the text in RFP and corrigendum, the text in corrigendum shall prevail.

Form of Bid Security
(Bank Guarantee)
[Guarantor letterhead or SWIFT identifier code]

Bank Guarantee No……………………. *[insert guarantee reference number]*
Date………………………… *[insert date of issue of the guarantee]*

WHEREAS, _____ *[name of Bidder]* (hereinafter called "the Applicant") has submitted his Bid dated _____ *[date]* or will submit his Bid for execution of _____ *[name of Contract]* (hereinafter called "the Bid") under Request for Bids No……………………… *[insert number]* (hereinafter called "the RFP")

KNOW ALL PEOPLE by these presents that We _____ *[name of bank]* of _____ *[name of country]* having our registered office at _____ (hereinafter called "the Bank") are bound unto _____*[name of Employer]* (hereinafter called "the Employer") in the sum of _____[1] for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 20___.

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[1]*The Applicant should insert the amount of the guarantee in words and figures denominated in Indian Rupees. This figure should be the same as given in Instructions to Bidders.*

THE CONDITIONS of this obligation are:

- If a Bidder withdraws the proposal or increases the quoted prices after opening of the bid and during the period of Bid validity period or its extended period, if any.
- In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
- During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____[2] days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE _____   SIGNATURE OF THE BANK _____

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[2] *45 days after the end of the validity period of the Bid.*

WITNESS _____   SEAL _____

_____

[signature, name, and address]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

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Pre-Bid Queries (Annex-2)						
#	Page No	Section (Name&No)	Statement as per RFP	Statement as per bidder	Justification for query(if any)	Response
1	17	Section(3.5.5 - Project Planning and Management - Migration/Installation Plan	The Bidder will be required to submit a migration / installation plan to MOSPI for migrating the existing application on its Cloud. Necessary support will be provided by the application vendor of MOSPI	Is there any database migration activity from an existing application to cloud platform.	If yes, then which is the existing database platform Oracle, MYSQL or any other, please specify	Refer to Corrigendum S.No. 11
2	20	Sec 4.2.3 Pre-qualification Criteria for Managed Service Provider (MSP)	The MSP should have an annual turnover of INR 100 Crores from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20)."		Query: The RFP is to supply Cloud subscription provided by OEM (CSP) and provisioning and operation services. The RFP value annually is under 2crores. MSP with less than 100crore turnover can very well execute the RFP. Recent precedence is of BPCL cloud	NO change

| 3 | 20 | Sec 4.2.4 Pre-qualification Criteria for Managed Service Provider (MSP) | "The MSP must have strength of at least 50 IT Professionals (data center/networking/system administration/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual server administration/system administration, Virtualization, security, database etc " | | Query: The RFP is to supply Cloud subscription provided by OEM (CSP) and provisioning and operation services. The RFP value annually is under 2crores and does not require a team of 50 people to execute the RFP. Infact, majority of cost in RFP is towards cloud resources and not manpower. We hereby request the committee to remove the PQ criteria for MSP so that msme companies are not excluded to participate. | No change |

| 4 | 14 | Clause 13(Section 3.1 - Design, provisioning of IT infrastructure and setup of Cloud | The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes. | As per the SLA details given on Pg 44, RPO is 30 mins & RTO is 2 hours. However in this clause RPO & RTO details are mentioned as opposite, looks like a typo. Please correct as per the given SLA details of RFP.

Statement should be 'The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.The RPO (Recovery Point Objective) during disaster recovery shall be <=30 Minutes and RTO (Recovery Time Objective) shall be <=2 Hours' | To be corrected as per the SLA section of RFP | Refer to Corrigendum S.No 1 |

5	21	Clause 8(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP)	CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2	Statement should be 'CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2 & SOC 3.'	Request to include SOC 3 security standards certification as well.	NO change
6	21	Clause 9(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP)	Data Centres should be compliant at a minimum with the following: Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 PCI DSS Level 1	Statement should be 'Data Centres should be compliant at a minimum with the following: Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 ISO/IEC 27701 PCI DSS Level 1 ISO/IEC 22301 ISO/IEC 20000	Request to add ISO/IEC 22301 which is for the best practices for BCDR requirements, ISO/IEC 27701 Privacy Information Management System (PIMS) and the latest MeiTY standard ISO/IEC 20000 for IT Service Management.	No change
7	21	5.3 Compliance to Technical Requirement Specifications	l Bidders / CSP with maximum compliance to all technical requirement specifications will be awarded 20 marks		Request to confirm the allocation of the marks since the maximum marks mentioned is 30 whereas the points says max. is 20.	Refer to corrigednum S.No.2

8	88	Section 10.5.2 Cloud resources price bid value (CRPBV)	Disaster Recovery capabilities (As per MEITY specification)		Request department to please confirm what all VM types configuration is required for the DR provisioning as line items for Disaster recovery is not given as part of price bid value.	As per RFP
9	20	Clause 4.2 Pre-Qualification criteria for MSP	The MSP should have managed or managing the IT infrastructure for Data Centre /Cloud services to at least 3 clients (Private/PSU/Central Govt/State Govt. or any other Organization or agencies) in India during last three Financial Years (2017-18, 2018-19 & 2019-20))	The MSP should have dedicated NOC/Managed Service Center to provide 24*7 IT Infrastructure support within Delhi/NCR	Having a managed service support center will help in achieving the desired SLA's & better supporting tools & processes, MSP will play major role in provinding support SLA's so need to have local base station	As per RFP
10	20	Clause 4.2 Pre-Qualification criteria for MSP	The MSP must have strength of at least 50 IT Professionals (data center/networking/system administration/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid.	The MSP should have CMMI Level 3 & above certificate and :- ISO 9001 ISO 27001 ISO 20000	If DC are compliant as per latest security & quality standards then MSP should also required to have minimum quality & security standards to avoid any security breach & highest level of standards to be maintained	As per RFP

11	12	Clause 3, Sect 3.1 , Point 11	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per day, per month and per quarter utilization reports based on which the payments will be made to the Bidder.	The bidder shall provision monitoring tools including Infrastructure & Application Monitoring	Monitoring at Infrastructure & Application level should be a part of proposed Solution	As per RFP
12	80	Clause 10.5, Point 2	Database-SQL Licenses at Point No 10	SQL Enterprise Licenses should be procured	If DR is required to keep always ON feature for Active-Active Mode SQL Enterprise licenses should be procured instead of Standard edition	As per RFP

13	18	Clause 4.2 Pre-Qualification criteria for CSP	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for total project value 10 Cr	System Integrators work on integrated projects which include lots of components like hardware, Software, Networking , Cloud hosting etc. So standalone pure cloud reselling work orders will be few. That's why total project value should be asked in which cloud hosting was provided. Also as per RFP the	Refer to corrigendum S.No. 7
14	14	Point 6, Section 3.3 Maintenance & Support of implemented Cloud, Pg 14	Bidder is required to provision additional VM's when the utilization exceeds 80%.	Are they looking for Auto Scaling kind of option		Refer to corrigendum S.No. 5
15	14	Point 8(1), Section 3.3 MIS reports	Daily reports 1. Summary of resolved, unresolved and escalated issues / complaints 2. Log of backup and restoration undertaken	Please clarify on log retention		As per RFP
16	52			Is this a migration Project ?		Refer to corrigendum S.No. 11
17				Are they looking for SMS notification services?		As per RFP
18	87	Additional Clarification		Which version of SQL server license ?		MS SQL enterprise edition (bidder shall ensure that the

19				LDAP server to be on Windows AD? Sizing has		As per RFP
20				Asked for Hourly based unit price in RFP. Request to change		Query not clear
21	19	4.1 Pre-qualification Criteria for Cloud Service Provider (CSP)	CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2	We would request to remove SOC 1 accreditations.	All Govt institutes follows Meity standard that suffice standard requirements.	NO change
22	19	4.1 Pre-qualification Criteria for Cloud Service Provider (CSP)	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6 Cr per year.	The Firm / Company providing Cloud Services should be operating in India for at least 10 years. The Firm / Company providing Cloud Services should have experience in India of providing cloud services for at least 2 projects of Govt / PSU in last 3 years for a *cumulative* annual *consumption of Rs. 6 Cr per year.*		Refer to corrigendum S.No. 7

23	19	4.1 Pre-qualification Criteria for Cloud Service Provider (CSP)	The CSP is compliant with IT Act 2000 (including 43A) and amendments	We don't have any specific certificate or letter for this but being a MeitY, Govt. of India empaneled CSP it should be generally accepted. Request confirmation based on Meity empaneled		This needs to be provided in the form of a "letter from authorized signatory on the letter head of CSP mentioning the compliance"
24		Scope of Work and Commercial	General	You have not mentioned the DR infra required. Should we assume that you need the exact same infra as that of DC ? Also the whole quote for DR should be covered under		As per RFP
25	84	Commercial	DNS Services	DNS works on the no of hosted zones or the domains and no of queries. Kindly provide the same.		As per requirement
26		Commercial	Database(Managed Instance With SQL License)	Which edition of SQL is required.		MS SQL enterprise edition (bidder shall ensure that the latest version of MS SQL enterprise edition is used throughout the project duration)

27		Scope of Work	General	Kindly tell us the no of concurrent users so as to decide the usage of bandwidth.		Refer to corrigendum S.No. 12
28	80	Commercial	Multiplication Factor(MF)	What is MF ? Is this the no of hours that VM will run ? Please clarify.		Multiplication factor shall be used to arrive at the bid value and it is only for the calculation purpose. However actual consumption would be as per actual requirements
29	13-14	Scope of Work	DR drills needs to be performed by the bidder half yearly to check disaster preparedness.	According to SOW we have to perform DR Drill but there is no line item in Commercial format to add the quote. Please add line item for DR Drill in commercial format also.		The cost needs to be built into the bid value

30	14	Scope of Work	The Bidder shall conduct vulnerability and penetration test (from a third-party testing agency which may be CERT-IN empanelled) on the Cloud facility every 6 months and reports should be shared with MOSPI.	According to SOW we have to conduct VAPT but there is no line item in Commercial format to add the quote. Please add line item for VAPT in commercial format also.		The cost needs to be built into the bid value
31	20	4.2 Pre-qualification Criteria for Managed Service Provider (MSP); point no. 3	The MSP should have an annual turnover of INR 100 Crores from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20).	We request you to consider MSP's **average annual turnover of INR 100 Crores** from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20). So, that MOSPI receives maximum competitive		As per RFP
32	18	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP); point no. 4	CSP should be operating in India for • Work order from clients at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6 Cr per year.	We request you to revise the clause as **CSP should have experience in India of executing government projects from Central Govt/State Govt/PSU in last 3 years of project value 6 Cr cumulative.** So, that MOSPI receives maximum competitive participation from CSPs.		Refer to corrigendum S.No. 7

33	RFP Page no. 25	EMD/Bid Security	INR 10,00,000 (Ten Lakh INR) in the form of Demand Draft to be drawn in the favour of "PAO, MOSPI, Kolkata"	We request you exempt EMD for MSME organizations as per Govt. of India guidelines.		Exemption as per rules of GOI
34	RFP Page no. 11	Point no. 8a	The Bidder shall be responsible for provisioning of adequate Internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access GSS application.	Please specify the internet bandwidth required at DC & DR. Please specify the concurrent users. Also, specify the incremental data.		As per RFP
35	RFP Page no. 12	Point no. 13	The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.	Please specify the internet bandwidth for replication between DC & DR. If it is open to bidder to decide we request you to fix minimum bandwidth so, that all bidders participating in the tender are on same page.		As per RFP
36				Please let us know where it is hosted currently.		It is a new project.

37	RFP Page no. 80		10.5 Commercial Sheet Format for Reference	Load balancer and Firewall qty in BOQ should be 2 units so, we should plan this in HA mode to make the system more redundant.		The bidder is required to submit the unit rates. The quantity of items is not fixed at this stage. Being a cloud based RFP, the actual usage shall be determined
38	RFP Page no. 14	Point no. 6	Bidder is required to provision additional VM's when the utilization exceeds 80%.	We request you to consider Rate card for calculating additional VM's i.e. Per GB RAM, PER CORE and PER GB HDD with PER MBPS connectivity.		Refer to corrigendum S.No. 5
39				GSS to NIIP Cloud Data Replication – Please clarify us would there be any separate connectivity required or DC Bandwidth will serve the purpose		Bidder to ensure that secure data transfer is enabled between GSS cloud and NIIP cloud. Suitable
40	RFP Page no. 16	3.7 Responsibility Matrix	(C); (R,A); (I)	Please elaborate on the abbreviations here.		R : Responsibility, A : Accountability C : Consulted I : Informed

| 41 | 12 | 3.1 Design, provisioning of IT infrastructure and setup of Cloud 13. | The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 minutes. | Requesting you to please change RTO (Recovery Time Objective) to **4 hours** as per GOI MeitY guidelines. | As per Meity guidelines standard for RPO is 2 hrs and RTO is 4 hrs | Pls refer to corrigendum S.No 1 |

42	12	3.1 Design, provisioning of IT infrastructure and setup of Cloud 15.	The solution needs to provide the ability for MOSPI IT Administrators to automatically provision the services via a Web Portal (Self Provisioning), provide metering and billing to provide service assurance for maintenance & operations activities. Detailed user level or user group level auditing, monitoring, metering, accounting, quota and show-back information is essential the cloud platform to be offered.	Kindly confirm if we can offer EMS for the same.	EMS can help MoSPI to monitor and mange their Infrastrucutre from single console	As per RFP
43		3.1 Design, provisioning of IT infrastructure and setup of Cloud 8 (d)	The bidder shall ensure that the DR is established at an appropriate geographical location with low risk of natural disasters as per Government regulations.	Requesting you to please ammend this as The bidder shall ensure that the DR is established at an appropriate geographical location in different sesimic zones with low risk of natural disasters as per Government regulations.	As per Meity guidelines and standard for many govt. organizations requirement request you to add different seismic zones	This is already as per MEITY guildeines

44	15	3.5 Project Planning and Management	Migration / Installation Plan: The Bidder will be required to submit a migration / installation plan to MOSPI for migrating the existing application on its Cloud. Necessary support will be provided by the application vendor of MOSPI.	Kindly confirm size of data to be transferred to CSP DC with details of all flat files and log files to propose migration stratergy. Also share current deployment architecture.		Pls refer to corrigendum S.No 11
45	18	Pre-qualification Criteria for Cloud Service Provider (CSP	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6 Cr per year.	Kindly amend the clause as; Criteria : CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 Government projects from Central Govt / PSU in last five years for cumulative work value as under:- a. One Projects – Rs.40 crore or b. Two Projects - Rs. 10 Crores or more of each or	As customers project requires experience of same scale	Pls refer to corrigendum S.No 7

| 46 | 22 | 5.4 Bidders / CSP's Experience 1. | Bidders / CSPs experience of managing the IT infrastructure for cloud services for Infrastructure as a Services (IaaS) to at least 2 clients (PSU/Central Govt/State Govt.) in India | Kindly ammend this caluses as

Bidders / CSPs experience of managing the IT infrastructure for cloud services for Infrastructure as a Services (IaaS) to at | As project tenure is 5 years so work experience criteria should be of same time. | NO change |
|----|----|----|----|----|----|----|
| 47 | 23 | 5.4 Bidders / CSP's Experience 3. | Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Government community cloud to at least 2 clients (PSU/Central Govt/State Govt.) in India | Please allow us to submit self certification letter with GCC work orders. | | Pls refer to corrigendum S.No 8 |

| 48 | 71 | 9. Annexure II: Instructions for Technical Bid Document Format | Details of Resources Proposed | We request MOSPI to allow CSPs to manage cloud infrastructure with shared resources at CSP's disposal. If MOSPI wants to have dedicated resources to manage cloud infra, we request MOSPI to list no. of resources required with qualification details which will be applicable to all bidders and also add manpower requirement in commercial format for commercial evaluation. | In order to provide proper details we need a standard format for everyone so it would be easy for MosPI to evaluate | NO change |
| 49 | 73 | 9.4 Technical Requirements Specification * Managed Relational Database as a Service 23. | Support synchronous replication and automatic failover of a primary 1 database to a standby database copy in a separate physical datacentre to improve data redundancy | This requirement can only be achieved with DC and Near DR setup with DR in near proximity of DC where DC and DR will not be 100 km away from each other which contradicts DC and DR clause in RFP (3.3 Maintenance & Support of implemented Cloud (4) on page no. 13). Hence we request to allow asynchronous replication between DC and DR and | As per MeitY - Asynchronous replication is mentioned for DR | No change |

50	80	2. Cloud resources price bid value (CRPBV)	Unit of measurment of billing : Hourly	As OS, DB licenses and other components required are paid for in monthly basis. We request MOSPI to evaluate commercials **on monthly basis price model instead of hourly model**. MOSPI however during actual usage will only pay for resources consumed.	In case of hourly billing only compute can be given on hourly and rest on subscription basis.Also in MeitY they have asked for Monthly billing model	NO change
51	82	2. Cloud resources price bid value (CRPBV)	Core/ Unit	Kindly confirm whether requested configuration is for physical cores per unit or virtual cores per unit? Eg: For Adobe application core/ unit is 4. So we need to consider 8 vCores or 4 vCores considering 1:2 ratio.	please acknowledge	For clarity, 'core per unit' in the context refers to virtual CPU (vCPU). For example, for adobe application, core / unit required is 4, i.e. 4 vCPU are required (therefore minimum 2 physical cores for ensuring 1:2 ratio)

52	82	2. Cloud resources price bid value (CRPBV)	Windows Server 2016 Std CPU Launch Year: Year 2019 onwards Physical Core to vCPU Ratio: 1:2 (Suitable for Production Environment)	We request MOSPI to **remove this clause as**, as per MeitY requirements CSPs should propose cloud on processors with 2.2 GHz clock speed which all MeitY empanelled CSPs follow and are performance oriented processors. Also as deployment on cloud and MOSPI can always check and contact bidders if there is any performance issue.	As per MeitY - we are going to propose of latest processors and of 2.4 Ghz clock cycle	No change
53	82	2. Cloud resources price bid value (CRPBV)	7. Database (Managed Instance with SQL License) *	Kindly confirm database required with database name, version and edition to propose commercial. eg: MySQL community edition, MS SQL standard edition	please acknowledge	MS SQL enterprise edition (bidder shall ensure that the latest version of MS SQL enterprise edition is used throughout the project duration)
54	84	2. Cloud resources price bid value (CRPBV)	12. Backup for 5 instances + 2 SQL databases (Daily incremental, monthly)	We consider backup needs to be considered for all instances except pre-production VMs. Please validate.	please acknowledge	As per RFP

55	84	2. Cloud resources price bid value (CRPBV)	DNS services	Please confirm no. of domains are to be managed by CSP.	please acknowledge	As per requirement
56	84	2. Cloud resources price bid value (CRPBV)	DNS services	We consider domain name will be purchased by MOSPI and ESDS only needs to provide DNS management services. Please validate.	please acknowledge	Domain names shall be provided by MOSPI while DNS services shall be provided by MSP
57	85	2. Cloud resources price bid value (CRPBV)		Kindly confirm no. of Public IPs required at both DC and DR site respectivelly and line item for Public IP in CRPBV.	please acknowledge and specify	No change
58	85	2. Cloud resources price bid value (CRPBV)	SIEM with EPS count of 700 with shared SOC for monitoring the incident with 100+ people + threat advisory	Kindly amend the said clause as "SIEM with EPS count of 700 with shared SOC for monitoring the incident"	please acknowledge	No change
59	86	2. Cloud resources price bid value (CRPBV)	Client license for LDAP as a service	Kindly confirm what exactly is expected from bidder here.	please acknowledge whether LDAP mangaement is required from our end	As per RFP

60	86	2. Cloud resources price bid value (CRPBV)	Disaster Recovery Capabilities	To have fair competiotion for bid evaluation we request MOSPI to release separate BoQ for DR with delieverables with expected compute size at 25%, 50% or 100% which can equalled with DC when DR is in active mode.	please acknowledge and specify	As per RFP
61	86	2. Cloud resources price bid value (CRPBV)	Disaster Recovery Capabilities	Kindly confirm no. of DR drills to be conducted in annually.	please acknowledge	As per RFP
62	19	3.7 Responsibility Matrix - 12	Data Integrity testing	This would be joint responsibility of MosPI and Application vendor	please acknowledge	Refer to corrigendum S.No. 9
63			General	Kindly confirm total no. of concurrent users expected at any given time.	please acknowledge	Pls refer to corrigendum S.No. 12

64		General	Kindly confirm expected daily data generation for sizing replication link between DC and DR.	please acknowledge	Data generartion estimate is not pssoible at this stage. The bidder shall be required to provision infrastructure as per the requirements
65		General	Will MOSPI terminate any internaet links at DC and DR site. Please mention no. of links if any	please acknowledge	As per RFP
66	21	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP) - 9	Data Centres should be compliant at a minimum with the following o Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified. o ISO 9001 o ISO/IEC 27001 o ISO/IEC 27017 o ISO/IEC 27018 o PCI DSS Level 1	Please add ISO 22301 also as there is requirement of BCP	please acknowledge	No change

| 67 | 22 | 4.2 Pre-qualification Criteria for Managed Service Provider - 3 | The MSP should have an annual turnover of INR 100 Crores from IT Services over the last three financial annual revenue from IT services over last 3 financial years (2017-18, 2018-19 & 2019-20). | Kindly ammend this caluses as

The MSP should have average annual turnover of INR 100 Crores from IT Services over the last three financial annual revenue from IT services over last 3 financial years (2017-18, 2018-19 & 2019-20). | | As per RFP |

| 68 | 27 | Section 6.4 Earnest Money Deposit (EMD) | Bidders shall submit, along with their Bids, EMD of INR 10,00,000 in form of DD from a Nationalized/ Scheduled Bank. | Request to remove EMD or Please provide option of depositing the EMD in form of Online Bank Guarantee (through SFMS mode). | Ministry of Commerce and Industry vide their order P-25020/13/2019-EODB Dated: 11th Sep 2019 advised – Business facilitation through rationalization of the system of Earnest Money deposits. The Order recommended to refer the GFR 2017 Rule No. 170(iii) and which confirms that EMD should not be charged from the prospective Bidders'. Rather an undertaking needs to be signed by prospective Bidder confirming Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, | As per GOI guidelines |
| 69 | 20 | Section 4.2 Pre-qualification Criteria for Managed Service Provider (MSP) | Sr. 2 & 3 - last three financial years (2017-18, 2018-19 & 2019-20) | Sr. 2 & 3 - last three financial years (2016-17; 2017-18 & 2018-19) | Financials for 2019-20 will be Provisional because Final Balance Sheet signed by the Statutory Auditor would not be available before October/ November 2020 | Refer to corrigendum S.No. 6 |

70	20	Section 4.2 Pre-qualification Criteria for Managed Service Provider (MSP)	New Clause	MSP should have valid ISO 9001:2015; ISO 27001-2013 Certification and CMMi – level 3/ 5 as on date of bid submission.	For Quality Bidder Participation	As per RFP
71	20	Section 4.2 Pre-qualification Criteria for Managed Service Provider (MSP)	New Clause	MSP should have at least One Certified Public Cloud Professional	For Quality Bidder Participation	No change
72	20	Section 4.2 Pre-qualification Criteria for Managed Service Provider (MSP)	New Clause	MSP should have inhouse SOC/ NOC	For Quality Bidder Participation	No change
73	20	Section 4.2 Pre-qualification Criteria for Managed Service Provider (MSP)	New Clause	MSP should have 24x7 In-house Technical Helpdesk with Toll-free no.	For Quality Bidder Participation	No change
74	22	Section 5.4 Bidders / CSP's Experience	Bidders / CSP's Experience	Please confirm if this Bidder means MSP	Seeking Clarification	Bidder shall be MSP
75	22	Section 5.4 Bidders / CSP's Experience	1. Bidders/ CSPs experience of managing the IT infrastructure for cloud services for Infrastructure as a Services (IaaS) to at least 2 clients (PSU/Central Govt/State Govt.) in India.	1. Bidders/ CSPs experience of managing the IT infrastructure for cloud services for Infrastructure as a Services (IaaS) to at least 2 clients (Private/PSU/Central Govt/State Govt.) in India.	Requesting to include Private experience aswell	No change

76	23	Section 5.4 Bidders / CSP's Experience	2. Bidders experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 2 clients form PSU/Central Govt/State Govt. in India	2. Bidders experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 2 clients form Private/ PSU/Central Govt/State Govt. in India	Requesting to include Private experience aswell	No change
77	23	Section 5.4 Bidders / CSP's Experience	3. Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Government community Cloud for at least 2 clients form PSU/Central Govt/State Govt. in India	3. Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Government community Cloud for at least 2 clients form Private/ PSU/Central Govt/State Govt. in India	Requesting to include Private experience aswell	No change
78	72	Section 9.3 Format for citations for Bidders Experience	Format for citations for Bidders Experience	Format for citations for Bidders Experience/ CSPs Experience	Under Section 5.4 - Project Experience of Bidders / CSP's have been asked	As per RFP
79	26	Section 6.1 Bid Data Sheet | Bid Conditions	17. Due Date for Submission of Bids - 24/08/2020; 11:00 hrs.	Requsting to provide atleast 15 days timeline after the Pre-Bid Clarificatiosn/ the Corrigendum.	The OEM would start sharing the document only after the Corrigendum will get released.	Refer to corrgendum S.No 18
80	17	Section 3.7 Responsiblity Matrix	12. Data integrity testing	Please clarify what is Data Integrity testing in the IaaS (Infrastructure as a Service) context.		Refer to corrigendum S.No. 9

81			HA For DC & DR -TBA	HA Architecture is not mentioned anywhere in RFP. Our assumption is that same needs to be considered in the solution build.	Please confirm.	As per RFP
82	13	3. Project Scope and Deliverables. 3.3 Maintenance & Support of implemented Cloud	In the event of a disaster at DC site, activation of services from the DR site is the responsibility of bidder. It shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the bidder half yearly to check disaster preparedness. Bidder shall support the application vendor through all these activities. The bidder will ensure that The DC & DR sites shall be separated by a minimum distance of 100 kilometres as per MeitY guidelines.	In the event of a disaster at DC site, activation of services from the DR site is the responsibility of bidder. It shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the bidder half yearly to check disaster preparedness. Bidder shall support the application vendor through all these activities. The bidder will ensure that The DC & DR sites shall be separated by a minimum distance of 100 kilometres as per MeitY guidelinesor DC-DR at different physical locations supporting Active-Active arrangement within India (at the time of deployment).	"The requirement is to provide the Business Continuity in case of any disruptions / disaster to the Primary Data Center within the specified RPO / RTO timelines. Different CSPs provide the Disaster Recovery / Business Continuity through different architectures. The Disaster Recovery architecture may be left to the bidder to meet the MOSPI requirement of having a fully functional DR in case of disruption to the Primary DC and provide consistent user experience. AWS has multiple "availability zones" within India region that are different facilities in different places but not necessarily different seismic zone. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are	No change

| 83 | 19 | 4.2 Pre-qualification Criteria for Cloud Service Provider (CSP) | Point 6. The DC & DR sites shall be separated by a minimum distance of 100 kilometres. | Point 6. The DC & DR sites shall be separated by a minimum distance of 100 kilometres or DC-DR at different physical locations supporting Active-Active arrangement within India (at the time of deployment). | "The requirement is to provide the Business Continuity in case of any disruptions / disaster to the Primary Data Center within the specified RPO / RTO timelines. Different CSPs provide the Disaster Recovery / Business Continuity through different architectures. The Disaster Recovery architecture may be left to the bidder to meet the MOSPI requirement of having a fully functional DR in case of disruption to the Primary DC and provide consistent user experience.

AWS has multiple "availability zones" within India region that are different facilities in different places but not necessarily different seismic zone. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are | No change |

84	18	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP)	Point 3. The CSP must have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 3 clients form PSU/Central Govt/State Govt.	The CSP must have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 3 clients form PSU/Central Govt/State Govt/Private Organization.		No change
85	18	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP)	CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6 Cr per year.	Work Order copies are not with CSP, as all the large CSP's operate in self registeration capbility. Workorder copies will be available through MSP's working on behalf of CSP's.		Refer to corrigendum S.No. 7
86	19	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP)	The proposed data center must be Tier III or above for better availability of cloud services	Instead of Certificate Copies allow CSP Self Declarations.		NO change
87	19	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP)	Letter from authorized signatory on the letter head of MSP regarding nonblack listing		Since MSP work and operates with multiple CSP's and other OEM, CSP cannot give decleration for MSP.	Refer to corrigednum S.No 4

88	20	Pre-qualification Criteria for Managed Service Provider (MSP) , 4.2	The MSP should have an annual turnover of INR 100 Crores from IT services over the last three financial years (2017-18, 2018-19 & 2019-20).	We request to change the turnover of MSP to INR 20 Crores Average for 3 year.		NO change
89	20	Pre-qualification Criteria for Managed Service Provider (MSP) , 4.2	The MSP should have an annual turnover of INR 100 Crores from IT services over the last three financial years (2017-18, 2018-19 & 2019-20).	The MSP should have an annual turnover of INR 20 Crores from IT services over the last three financial years (2017-18, 2018-19 & 2019-20).	The requirement in the tender does not justify asking for 100 Crores turnover as it seems it is to allow only select 1 or 2 companies to bid. We will like to submit here that the entire application development and O&M project work for which this infrastrcuture is being procured, the turnover requirement was 20 Crores only for the bidder. And MSP is going to work with CSP whose credential requirements are anyway spearately listed in the tender here	NO change

| 90 | 14 | Clause 13(Section 3.1 - Design, provisioning of IT infrastructure and setup of Cloud | The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes. | As per the SLA details given on Pg 44, RPO is 30 mins & RTO is 2 hours. However in this clause RPO & RTO details are mentioned as opposite, looks like a typo. Please correct as per the given SLA details of RFP.

 Statement should be 'The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.The RPO (Recovery Point Objective) during disaster recovery shall be <=30 Minutes and RTO (Recovery Time Objective) shall be <=2 Hours' | To be corrected as per the SLA section of RFP | Pls refer to corrigendum S.No 1 |

91	21	Clause 8(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP)	CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2	Statement should be 'CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2 & SOC 3.'	Request to include SOC 3 security standards certification as well.	No change
92	21	Clause 9(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP)	Data Centres should be compliant at a minimum with the following: Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 PCI DSS Level 1	Statement should be 'Data Centres should be compliant at a minimum with the following: Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 ISO/IEC 27701 PCI DSS Level 1 ISO/IEC 22301 ISO/IEC 20000	Request to add ISO/IEC 22301 which is for the best practices for BCDR requirements, ISO/IEC 27701 Privacy Information Management System (PIMS) and the latest MeiTY standard ISO/IEC 20000 for IT Service Management.	No change
93	21	5.3 Compliance to Technical Requirement Specifications	l Bidders / CSP with maximum compliance to all technical requirement specifications will be awarded 20 marks		Request to confirm the allocation of the marks since the maximum marks mentioned is 30 whereas the points says max. is 20.	pls refere to corrigendum S.No. 2

| 94 | 88 | Section 10.5.2 Cloud resources price bid value (CRPBV) | Disaster Recovery capabilities (As per MEITY specification) | | Request department to please confirm what all VM types configuration is required for the DR provisioning as line items for Disaster recovery is not given as part of price bid value. | As per RFP |

| 95 | 14 | Clause 13(Section 3.1 - Design, provisioning of IT infrastructure and setup of Cloud | The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes. | As per the SLA details given on Pg 44, RPO is 30 mins & RTO is 2 hours. However in this clause RPO & RTO details are mentioned as opposite, looks like a typo. Please correct as per the given SLA details of RFP.

Statement should be 'The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.The RPO (Recovery Point Objective) during disaster recovery shall be <=30 Minutes and RTO (Recovery Time Objective) shall be <=2 Hours' | To be corrected as per the SLA section of RFP | pls refere to corrigendum S.No. 1 |

| 96 | 20 | Clause 4(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP) | CSP should be operating in India for at least 10 years. The CSP should have experience in India of executing at least 2 government projects from Central Govt/PSU in last 3 years for an annual consumption of 6 Cr per year. | CSP should have been incorporated and have local offices in India for at-least last 10 years and should have revenue of more than 500 Cr. And positive net worth. | Global companies like Microsoft doesn't do direct bussiness in India and hence the contract is signed between the end customer and partner under NDA so we would not be able to share the contract between the customer and the Microsoft partner.   Hence, request to remove the clause asking for the WO to be submitted. | pls refere to corrigendum S.No. 7 |

| 97 | 21 | Clause 8(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP) | CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2 | We suggest to include SOC 3 security standards certification as well. **Statement should be** 'CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2 & SOC 3.' | SOC 2 reports are restricted use reports, intended for the use of the service organization's management, customers, and their customers' auditors.

SOC 3 reports, on the other hand, are general use reports that can be distributed freely by the service organization, including making them available on the company's website. Much less complex in scope, the SOC 3 report contains a brief description of the company's background as well as short auditor opinions and management assertions. | No change |

98	21	Clause 9(Section 4.2 - Pre-qualification Criteria for Cloud Service Provider (CSP)	Data Centres should be compliant at a minimum with the following: Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 PCI DSS Level 1	We suggest you to include ISO/IEC 27701 certification as part of minimal compliance to Data Centres. **Statement should be** 'Data Centres should be compliant at a minimum with the following: Either Uptime Institute Tier III or ANSI/TIA-942-A RATING 3 certified ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 ISO/IEC 27701 PCI DSS Level 1 ISO/IEC 22301	Request to add MeiTY standard ISO/IEC 20000-1 certification. Also, we suggest to include ISO/IEC 22301 certification which is for the best practices for BCDR requirements and ISO/IEC 27701 certification for Privacy Information Management System (PIMS). ISO/IEC 22301 is used to assess an organization's ability to meet its own business continuity needs and obligations. Hence it becomes very important for the CSP to have this which confirms that they are following the best practices for recovery in case of the DR. ISO/IEC 27701 is for Privacy Information Management System. The standard outlines a framework for Personally Identifiable Information (PII)	NO change

| 99 | 18 | 4.2 Pre-qualification Criteria for Cloud Service Provider (CSP) | The CSP must have experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 3 clients form PSU/Central Govt/State Govt. | Copy of Client certificate/work order/completion certificate/extract from the contract mentioning the scope of work/ satisfaction email | Request to consider anyone of the requried document as the documentary evidence against the point since global companies doesn't sign the contract with the end customers directly and hence the WO or the completion certificate would not be issued to them. | Refer to corrigendum S.No. 19 |

100	19	4.2 Pre-qualification Criteria for Cloud Service Provider (CSP)	The CSP or the Data Centre facility provider where the CSP has its Cloud not be blacklisted by Private/PSU/Central Govt/State Govt. or any other Organisation or agencies in India. Also both CSP & Data Centre facility provider should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India	The CSP should not be black-listed by any central or state government organiszation	Request to ask the certificate from the CSP for non-blacklisting and not the bidder as mentioned in the RFP. Since the RFP is for government and all the other documents which are being asked are for government so this should also be restricted to the government departments.	Refer to corrigendum S.No. 3 and 4
101	21	5.3 Compliance to Technical Requirement Specifications	l Bidders / CSP with maximum compliance to all technical requirement specifications will be awarded 20 marks		Request to confirm the allocation of the marks since the maximum marks mentioned is 30 whereas the points says max. is 20.	Refer to corrigendum S>NO. 2
102	22	5.4 Bidders / CSP's Experience	Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Government community Cloud for at least 2 clients	Please delete	As there hasn't been GCC cloud have been sold in the government and hence request to re-provision the points in the technical	NO change

103	22	5.4 Bidders / CSP's Experience	Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 2 clients form PSU/Central Govt/State Govt. in India . Criteria says Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	Copy of Client certificate/ work order/completion certificate /extract from the contract mentioning the scope of work.	Request to submit anyone of them to showcase the experience. Since global CSP's doesn't do direct bussiness and hence WO/completion certificate would be issued to MS.	Refer to corrigendum S.No. 20
104	88	BOQ	Disaster recovery BOQ		Please confirm the VM's and other components which needs to be part of the DR since that is not clear.	As per RFP
105	84	BOQ	Database SQL License BOQ		Please confirm which SQL license service is required, is it SQL Standard or SQL Enterprise?!	MS SQL enterprise edition (bidder shall ensure that the latest version of MS SQL enterprise edition is used throughout the project duration)

106	20	Section 4.2.2 - Pre-qualification Criteria for Managed Service Provider (MSP)	The MSP should have an annual turnover of INR 100 Crores from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20).	Kindly allow liberty in turnover i.e. INR 50 Crores from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20).		NO change
107	22	Section 5.4.1 Bidders / CSP's Experience	Bidders / CSPs experience of managing the IT infrastructure for cloud services for Infrastructure as a Services (IaaS) to at least 2 clients (PSU/Central Govt/State Govt.) in India	As per Pre-Qualification Criteria for MSP you have mentioned Experience with Private Organization also,but in the evaluation criteria only for PSU/Central Govt/State Govt. in India, so kindly request you to allow experience of Private organisation in this Evaluation Criteria also		NO change

108	23	Section 5.4, Point 2 - Bidders / CSP's Experience	Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Cloud for at least 2 clients form PSU/Central Govt/State Govt. in India	As per Pre-Qualification Criteria for MSP you have mentioned Experience with Private Organization also,but in the evaluation criteria only for PSU/Central Govt/State Govt. in India, so kindly request you to allow experience of Private organisation in this Evaluation Criteria also		No change
109	23	Section 5.4, Point 3 - Bidders / CSP's Experience	Bidders / CSPs experience of provisioning Infrastructure as a Service (IaaS) on their Government community Cloud for at least 2 clients form PSU/Central Govt/State Govt. in India	Request you to ,please remove Government Community Cloud -GCC experience.		NO change
110	72	Section 9.3, Point 1 - Format for citations for Bidders Experience	Name of Bidder entity (Lead bidder/ consortium member with bidder name)	Pls clarify,Consortium is allowed for this Bid		As per RFP

111	13	3.1 6.- Design, Provisioning of IT Infra and set up of Cloud	Any additional licenses pertaining to DB (SQL) and OS will be procured and installed by bidder	Any additional licenses pertaining to DB (SQL) and OS will be procured and installed by bidder under pay per use(SAAS) model	Since cloud environment will be supplied as Infrastrcture as a Service. We recommend Software licenses to be subscription based for better inventory management and cloud mobility	As per RFP
112	11	3.1 7.- Design, Provisioning of IT Infra and set up of Cloud	The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data from the proposed cloud setup of GSS to NIIP cloud and enable a system of seamless throughput and reverse throughput of data, as per the requirement and at required frequencies	Please provide further details on NIIP Cloud		Refer to corrigednum S.No 10
113	11	3.1 10.- Design, Provisioning of IT Infra and set up of Cloud	The bidder shall provide a backup solution	The bidder shall provide a backup solution on cloud		Query not clear

114	12	3.1 12.- Design, Provisioning of IT Infra and set up of Cloud	The bidder shall be responsible for ensuring security of MOSPI applications	Does it mean that bidder has to perform VAPT, App Security assessments to figure out threats and vulnerabilities. If yes, what will be the frequency		As per RFP, section 3,3,4
115	14	3.3 4.- Maintenance & Support of Implemented Cloud	The bidder shall conduct VAPT (from a third party testing agency which may be CERT-IN empanelled) on the cloud facility every 6 months and reports should be shared with MOSPI	In case the bidder is CERT-IN emplanelled, can VAPT be conducted by bidder		No
116	14	3.3 6.- Maintenance & Support of Implemented Cloud	Bidder is required to provision additional VMs when the utilization exceeds 80%	VM utilization may go up for many reasons. Please reword it to "Bidder is required to provision additional VMs when the utilization exceeds 80%		Refer to corrigednum S.No 5
117	15	3.5 5. Project Planning and Management	The bidder will be required to submit a migration/installation plan to MOSPI for migration of existing application on its Cloud	Please suggest if cloud compatibility and migration assessment has ever been conducted for the application		This is a new project
118	16	3.6 Schedule of events (Phase 1 and Phase 2)	Provisioning of Infrastructure and Installation of app on new cloud environment	Please change the time frame to 45 days for both the phases put together	App environment will be new for some of the bidders.	NO change

119	37	7.4 Work Completion Timelines & Payment Terms	Operation and Maintenance phase (Phase 4) - Payment for cloud resources consumption - Quarterly Payment for 3 Years	Operation and Maintenance phase (Phase 4) - Payment for cloud resources consumption - Monthly Payment in arrears for 3 Years	Majority of the CSPs have monthly billing model for cloud resources. It will be difficult for bidder to sustain quarterly billing	no change
120	37	7.4 Work Completion Timelines & Payment Terms	Operation and Maintenance phase (Phase 4) - Payment for managed services - Equated Quarterly Payment for 3 Years	Operation and Maintenance phase (Phase 4) - Payment for managed services - Equated Monthly Payment for 3 Years	It will be difficult for bidder to sustain quarterly billing for onsite and off-site resources	No change
121	13	3.1. 7 - Design, provisioning of IT Infrastructure and setup of cloud	The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data from the proposed cloud setup of GSS to NIIP cloud and enable a system of seamless	The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data (at a network level) from the proposed cloud setup of GSS to NIIP cloud and enable a system	Syncing data at the application layer is assumed to be out of scope	Refer to corrigednum S.No 10
122	13	3.1. 8.d - Design, provisioning of IT Infrastructure and setup of cloud	The bidder shall ensure that the DR is established at an appropriate geographical location with low risk of natural disasters as per Government regulations.	The bidder shall ensure that the DR is established at an appropriate geographical location with low risk of natural disasters as per Government regulations such as		As per RFP

123	14	3.1. 11. - Design, provisioning of IT Infrastructure and setup of cloud	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall	Please remove this clause as the billing details and consumption reports are generated by the OEM and Bidder will have no control on that.	No change
124	14	3.1. 13. - Design, provisioning of IT Infrastructure and setup of cloud	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes.	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=2 Hours.	Generally the RPO value is less than RTO. We request to review RTO to 2 hours. On page 44 it is the other way around	Refer to corrigendum S.No. 1

125	14	3.1.14. - Design, provisioning of IT Infrastructure and setup of cloud	The infrastructure provisioned by the Bidder must be scalable and shall allow MOSPI to add/reduce cloud resources on demand basis.	The infrastructure provisioned by the Bidder must be scalable and shall allow MOSPI to add/reduce cloud resources on demand basis. The costs involved in these changes will be borne by MOSPI		No change
126	16	3.3. 6. - Maintenance & Support of Implemented Cloud	Bidder is required to provision additional VM's when the utilization exceeds 80%.	Bidder is required to provision additional VM's when the utilization exceeds 80%. The costs involved in these changes will be borne by MOSPI		Refer to corrigednum S.No 5
127	17	3.4. 5. - Provisioning Cloud Services for additional quantities at proposed rate	MOSPI reserves the right to scale down and scale up the IT infrastructure. The payment would be made only on the actual usage of the IT infrastructure as per the rates provided by the Bidder in their Commercials.	MOSPI reserves the right to scale down and scale up the IT infrastructure. The payment would be made only on the actual usage of the IT infrastructure as per the rates provided by the Bidder in their Commercials. Any resources not mentioned in		As per RFP
128	82	10.5. Table 2 -- 1 CRPBV	Multiplication Factor	clarification	Please calrify why the value is 540? Is this per month since the Unit is hourly. If yes, then does this mean this VM will be shut down for over 200 hours a month?	MF is only for calculation purpose. The actual usage shall be as per the actual requirement

129	83	10.5. Table 2 -- 2 CRPBV	Other Details	clarification	Please remove Physical Core to vCPU Ratio: 1:2 clause as Hyperthreading capabilities cannot be factored in	No change
130	84	10.5. Table 2 -- 5,7 and 10 CRPBV	Modules	clarification	Please indicate the Edition of SQL Server required (Standard, Enterprise etc.)	MS SQL enterprise edition (bidder shall ensure that the latest version of MS SQL enterprise edition is used throughout the project duration)
131	84	10.5. Table 2 -- 5 and 7 CRPBV	Modules	clarification	Please indicate if a Virtual Machine is required or SQL in a PaaS format managed by CSP can be considered	As per RFP
132	82	10.5. Table 2 -- 1,2,3,4 and 5	Application	clarification	Adobe is mentioned. However, product name is not mentioned. Is bidder required to purchase these licenses?	NO, bidder is not required to puchase ADOBE license. These are just the details of application which shall be running on the VM

133	76	Section 9.4, Point 25 - Technical Requirements specifications	Block Storage with minimum monthly uptime of 99.99% or higher (as published in the CSP's Public Portal)	we recommend you to please chenge it to 99.90, as per Meity Guideline		No change
134	76	Section 9.4, Point 33 - Technical Requirements specifications	Support the creation of on-demand (i.e. user-initiated) point-in-time copies (snapshots) and the restoration of a database instance using one of these copies	Snap shot is not recommended, backup should be agent based, however we can give you a golden image as a snap shot		NO change
135	25	3	Bidders/ CSP's experience of provisioning IaaS on their Government Community Cloud for atleast 2 clients from PSU/ Central govt./ State Govt. in India	Does it mean that we have to offer the solution on GCC?		No

136	13	7	The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data from the proposed cloud setup of GSS to NIIP cloud and enable a system of seamless throughput and reverse throughput of data , as per the requirement and at required frequencies	The NIIP cloud which is being referred here, is it any existing datacenter or cloud? If yes, please let us know the details like the daily data generation from NIIP cloud.		Refer to corrigednum S.No 10
137	16	4	The Bidder shall conduct vulnerability and penetration test (from a third-party testing agency which may be CERT-IN empanelled) on the Cloud facility every 6 months and reports should be shared with MOSPI. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to MOSPI	In the BoQ, there is no mention of vulnerability assessment, should it be considered separately or not?		The cost of VAPT shall be built into the bid quote

138	19	12		Data Integrity Testing	Which data is being referred here? Is it the backup data? Data integrity is a joint effort between CSP and application vendor		Refer to corrigendum S.No. 9
139	38	Sec 7.4		7.4 Work Completion Timelines & Payment Terms	Bidder reserves the right to charge interest@1.5% pm on delayed payments, from the due date to the date of actual payment.		As per RFP

140	39	Sec 7.4	MOSPI shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by Bidder, when MOSPI disputes such invoice or part of it, provided that such dispute is bonafide.	Bidder proposes following clause - In the event the MOSPI disputes in good faith any portion of Bidder's invoice, MOSPI must pay the undisputed portion of the invoice and submit a written claim for the disputed amount, together with all information relevant to the dispute. All disputes must be submitted to Bidder within forty-five (45) days of receipt of the first invoice for the applicable charges. MOSPI acknowledges that it is reasonable for Bidder to require the MOSPI to dispute charges within that time, and the MOSPI therefore waives the right to dispute any charges not disputed within the time frame set forth above.		No change
141	41	Sec 7.5-7.6	Implementation related timelines and penalties; Service Level Agreements	Bidder request to kindly modify the timeline for provisioning the required infrastrtructure along with netork connectivity (phase 1 and Phase 2) to 30 days from the issuance of LOA		No change

| 142 | 48 | Sec 7.11 | 7.11 Indemnity | Bidder request that indemnity obligation for breach of any term of this RFP should be restricted to:
(i) gross negligence or willful misconduct resulting in damage to tangible property or death; or
(ii) breach of terms of contract having material adverse effect in performance of obligations hereunder.

Further the liability for indemnity obligations under this RFP should be restricted to the 12-months of charges collected by Bidder under the applicable order giving rise to such liability.

Further for case of infringement of intellectual property rights (IPR), the | | No change |

| 143 | 49 | Sec 7.12 | i. In the event that the Indemnifying Party is obligated to indemnify the Indemnified Party pursuant to this Article, the Indemnified Party will be entitled to invoke the Performance MOSPI Guarantee (PBG), if such indemnity is not paid, either in full or in part, and on the invocation of the Performance MOSPI Guarantee, the Indemnifying Party shall be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates. The format for PBG is placed at Section 7.25. | Invocation of PBG must only happen in case non-performance of services is solely attributable to Bidder's default and at no fault of Customer/other third party. | | No change |

| 144 | 52 | Sec 7.16 | 7.16 **Limitation of Liability towards MOSPI.** The Bidder's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The Bidder shall be liable to MOSPI for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Bidder and its employees, including loss caused to MOSPI on account of defect in goods or deficiency in services on the part of Bidder or his agents or any person / persons claiming through or under said Bidder. **However, such liability of Bidder shall not exceed the total value of the Agreement.**

Bidder's aggregate liability in connection with obligations undertaken as a part of this contract | Bidder propose replacement of liability clause with following: The Bidder shall not be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services arising out of the performance or failure to perform under the contract, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood | | No change |
| 145 | 54 | Sec 7.20 | 7.20 Exit Management | Any third party tool or effort will not be in our scope | | No change |

146	New Clause	New Clause	Termination for breach and for non-payment; consequences of termination	Bidder proposes inclusion of following clause: Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable COF and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party; or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party.		No change
147	25	3	Bidders/ CSP's experience of provisioning IaaS on their Government Community Cloud for atleast 2 clients from PSU/ Central govt./ State Govt. in India	Does it mean that we have to offer the solution on GCC?		No

148	13	7	The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data from the proposed cloud setup of GSS to NIIP cloud and enable a system of seamless throughput and reverse throughput of data , as per the requirement and at required frequencies	The NIIP cloud which is being referred here, is it any existing datacenter or cloud? If yes, please let us know the details like the daily data generation from NIIP cloud.		Refer to corrigednum S.No 10
149	16	4	The Bidder shall conduct vulnerability and penetration test (from a third-party testing agency which may be CERT-IN empanelled) on the Cloud facility every 6 months and reports should be shared with MOSPI. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to MOSPI	In the BoQ, there is no mention of vulnerability assessment, should it be considered separately or not?		The cost for VAPT is required to be built into the bid price

150	19	12		Data Integrity Testing	Which data is being referred here? Is it the backup data? Data integrity is a joint effort between CSP and application vendor		Refer to corrigendum S.No. 9
151	88	21		Disaster Recovery Capabilites	In Disaster Recovery multiple components is required like DRM tool, Replication Link and DR Drill. Kindly mention the item in BOQ. Also, let us know any approximated idea of Daily data generation between Cloud DC-DR. Number of VM for which DR is required.		As per RFP
152	85	7, 8, 9		CPU launch year: Year 2019 onwards	In Processor Model 2019 is mentioned , please mention processor model shall be Skylake or Above with intel latest series		No change

153	87	18	Bandwidth for egress data	The third point regarding bandwidth mentioned unlimited band... ... BOQ has Per G... So this shall be any of the belo... Any of them:		NO change
154	12	Point 13	The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes.	The RPO mentioned in page no: 44 point 8 says 30 minutes and the RTO says 2 hours.	What is the correct RPO & RTO required	Pls refer to corrigednum S.NO. 1
155	15	2	Switch over of application from DC to DR as per defined RTO and RPO	Does this RPO & RTO also for Application failover		As per RFP
156	15	2	Switch over of application from DC to DR as per defined RTO and RPO	Please provide the RPO & RTO for failover from DR to DC?		As per RFP
157	15	2	Complete Data Replication and Reverse Data Replication as per RPO	Please provide the RPO for reverse data replication		As per RFP

	Unit Rate	Multiplication factor	Total
Egress Unlimited	Unlimited/ Month	1	1* Unit price
Egress Unlimited	Per Mbps/ Month	100	100* Unit price

158	17	5	The Bidder will be required to submit a migration / installation plan to MOSPI for migrating the existing application on its Cloud.	More details on Application Migration is required.	Exisiting Application Infra Details to be provided.	Refer to corrigednum S.No 11
159	55	d	The bidder is responsible for both transition of the services as well as migration of the VMs, Data, Content and other assets to the new environment.	Could you give mor details on the migration of VM's? What is the existing environment?		This is a new project
160	82		Hourly charges has been requested for the VM's	Request to change this to Monthly charges to get the benefits of reserved instances		No change
161	20	2	The MSP, as a single legal entity or its holding company, must have a positive Net Worth in each of the	**Recommended:** The MSP/CSP, as a single legal entity or its holding company, must have a positive Net Worth in each		No change

162	20	3	The MSP should have an annual turnover of INR 100 Crores from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20).		**Recommended:** The MSP or it's holding company (indian entity) should have an annual turnover of INR 100 Crores from IT Services over the last three financial years (2017-18, 2018-19 & 2019-20).		As per RFP
163	20	4	The MSP must have strength of at least 50 IT Professionals (data center/networking/system administration/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of	Certificate from HR head on the letter head of MSP certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement	**Recommended:** The MSP/CSP must have strength of at least 50 IT Professionals (data center/networking/system administration/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual server		No change

| 164 | 20 | 5 | The MSP should have managed or managing the IT infrastructure for Data Centre /Cloud services to at least 3 clients (Private/PSU/Central Govt/State Govt. or any other Organisation or agencies) in India during last three Financial Years (2017-18, 2018-19 & 2019-20)) | **Recommended:** The MSP/CSP should have managed or managing the IT infrastructure for Data Centre /Cloud services to at least 3 clients (Private/PSU/Central Govt/State Govt. or any other Organisation or agencies) in India during last three Financial Years (2017-18, 2018-19 & 2019-20))

Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work from CSP can also be valid as a documentaroty proof | | No change |

165	11	3. Project Scope and Deliverables	13. The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes.	Kindly re-phrase the clause below- 13. The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) **during disaster recovery shall be <=30 Minutes and RTO (Recovery Time Objective) shall be <=2 hours.**		Refer to corrigendum S.No.1
166	11	3. Project Scope and Deliverables	10. The Bidder shall provide backup solution	Please provide retention period for the Backup.		As per RFP

| 167 | 21 | 5. Technical Qualification 5.1 Technical Qualification process | 3. The bidder's technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 5. The Bidder would be requiring covering the following but not limited to:
• Overall Cloud architecture including solution design
• Project Management and Implementation Methodology
• Migration Plan
• Integration approach with other IT Infrastructure
• Maintenance and Support for proposed solution
• Risk Mitigation plan | Please provide the existing Cloud Infra Details for the Migration.

We assume that during the migration required bandwidth will be provided by the MOSPI | | Pls refer to corrigendum S.No. 11 |

			The list of CAGSI (CAPI enabled General Survey Instruments) in scope features are mentioned below: 1. User Management (CAPI Controller Admin, Division Admins and relevant Sub Admins for the peers) 2. Survey Setup by DQAD Admin 3. Team Formation and Allocation by RO/SRO users. 4. Self-Learning [Training] by SSO/FO/JSO/FI users & other Division users. 5. CAPI [Survey Forms] 6. Back- Office Module [DQAD user] 7. Inspection by SSO/FO user 8. Field Query by FOD, DQAD, SDRD user 9. CAGSI Dashboard 10. Data Backup and Download 11. Validation Change by DQAD user	We assume that MSP scope is limited to the IT infra.		As per RFP
168	87	11.2 Scope				
169	16	3.3 Maintenance & Support of implemented Cloud	6. Bidder is required to provision additional VM's when the utilization exceeds 80%.	We assume that for extra compute, actual value will be paid as 2. Cloud resources price bid value (CRPBV).		As per RFP