

MICROSOFT CORPORATION INDIA Pvt. Ltd.

S. No	Application document reference(s) (section number/ page & clause/sub clause)	Content of Application document requiring clarification	Points on which clarification required	Response
1	GeM Bid - item category & tech specs	Virtual Machine (Compute) - Government Community Cloud (GCC);	<p>1. Requesting you to kindly allow MEITY empanelled CSP through VPC (Virtual Private Cloud). Hosting workload in VPC gives you best solutions available in Industry that gives you scalability, security, manageability and data back-up. Currently we are hosting some of the flagship projects by Government of India on VPC.</p> <p>2. Currently, hyperscalers do not offer GCC but offer VPC.</p> <p>It is key to ensure hyperscalers are able to bid for the RFP so the solution implemented can have increased scalability, reliability, enterprise grade security and improved performance. Going forward this will also allow seamless inclusion of advanced services such as AI / generative AI, Analytics, Managed Database / App services, cloud native security in the solution</p>	As per RFP Document
2	Section 6.6.iv in Scope of Work	Disaster recovery and Business Continuity services	1. As per Meity guidelines, DC & DR should be 100km away, not necessarily in separate Seismic zones. Please help clarify the need / append clause 6.6.iv	As per Meity guidelines
3	Section 6.6.xii in Scope of Work	Disaster recovery and Business Continuity services	We suggest to continue with Active-Passive (stand-by set up for DR) as currently mentioned.	Active-Passive

			Active-passive solutions can easily meet the requirement of RTO <= 4 hours and RPO <= 2 hours, as mentioned in point 22 & 23 of Service Levels section in SLA Document (Guidelines for User	As per RFP Document
			Departments on Service Level Agreement for Procuring Cloud Services), while being much more cost effective as compared to active-active solution	As per RFP Document
4	NA - requirement not included	Average discount	Request you to include a clause on average discounting in case of additional services outside current Bill of Material that need to be procured in the future	As per RFP Document

PC Solutions Pvt. Ltd

Sr no	Bidding Document	Bidding Document Reference Section & Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
1	TENDER0001	Page no: 8 Session: 5 Eligibility Criteria	Session 5.1 : Pre- Qualification	Parameter: Support Bidder must have their local technical support office in India, with at least 20 certified professionals	It should be 20 Certified professionals which includes (Associate, Professional, Foundation certificates). Not only restricted to professional certificates	As per RFP Document
2	TENDER0001	Page no: 9 Pre- Qualification	5.1 Pre- Qualification Criteria for the Bid	The Bidder should be MeITy empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government Community Cloud (GCC) host DC and DR at different seismic zones or have authorization from such a CSP	There are different deployment models that are empaneled by MeitY and it is not mandatory for the CSPs to get empaneled for the Government Community Cloud. We would request change of this clause to The Bidder should be MeITy empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government Community Cloud (GCC)/Virtual Private Cloud (VPC) to host DC and DR at different seismic zones or have authorization from such a CSP"	As per RFP Document
3	TENDER0001	Page no: 9 6. Scope of work	6.2 Support and training	POC to verify it's feasibility	Outcome expected out of POC & Duration on POC (which included in the contract period)	As per RFP Document

4	TENDER0001	Page no 7 4. Requirement details	BOQ	Security servers for the website	5 websites totally. What is the traffic on each website and level of security to be implemented. (Note: will be implementing the security As per AWS best practices)	As per MeITY guidelines
5	TENDER0001	Page no 7 4. Requirement details	BOQ	Additional storage	Size / type of storage that is required to be migrated to the cloud storage	5500 GB (SSD)
6	TENDER0001	Page no 8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Please advise if the licenses for Windows, MS-SQL etc need to be provisioned in the pricing or will be BYOL (Provisioned by MoS) and also mention the edition of the Database (Standard, Enterprise,..)	Windows/RHEL/DB Licenses will be provisioned by the bidder. Latest versions/editions in PaaS is required.
7	TENDER0001	Page no 3 General Terms & Conditions	Point no 8	EMD is mentioned as INR - 2,60,000 but in GEM it is mentioned as 2,25,000, also Confirm the PBG Durations - In GEM it is required for 6 Months and in RFP it is mentioned 14 Months	Please confirm the EMD Amount / and Duration of PBG in Months.	As per RFP Document
8	General Queries & Documents required				Existing Solution Architecture Existing Network Architecture security document /architecture SLA documents	Confidential

CYFUTURE

S.no	Query	Refrence	Response
1	Please define the MySQL version to be provisioned (Community, Standard or Enterprise) for all DB servers	RFP Annexure 1 Page 7	Community
2	What is the vCPU ration defined for all VM's (1:1 or 1:2)	RFP Annexure 1 Page 7	1:02
3	Please define the amount of monthly backup to be considered in GB	RFP Annexure 1 Page 7	1000GB
4	Please define the quantity of Load Balancer and the throughput of Load Balancer	RFP Annexure 1 Page 7	1 (100 mbps)
5	Please define the amount of additional storage to be considered in GB and also what type of storage SSD or HDD	RFP Annexure 1 Page 8	SDD
6	Please define the amount of throughput for WAF and quantity of WAF	RFP Annexure 1 Page 8	1 (100 mbps)
7	Please define the amount of throughput for Firewall and quantity of Firewall	RFP Annexure 1 Page 8	1 (100 mbps)
8	Please define the no of VM's to be considered for Vulnerability Assessment	RFP Annexure 1 Page 8	11
9	Please define the no of Antivirus to be considered	RFP Annexure 1 Page 8	11
10	Please define the no of Public Ip's to be considered	RFP Annexure 1 Page 8	5
11	Please define the no of user to provision for VPN and amount of data to be processed by VPN	RFP Annexure 1 Page 8	10
12	Please define the amount of Data and No of VM's to be migrated from previous cloud to new cloud	Scope of work page 10	7
13	Please define the no of hosted zone for DNS and no of DNS queries in millions	Scope of work page 10	RFP may be refered
14	Please define the amount of Data transfer required for DC connectivity	Scope of work page 10	RFP may be refered
15	Please specify if the DC DR will be provisioned in Active-Active or Active-Passive mode	Scope of work page 11	Active-Passive
16	Please define the RTO and RPO between DC and DR	Scope of work page 11	2 hours
17	Please define the replication bandwidth between DC and DR	Scope of work page 11	RFP may be refered
18	Please define the Sizing of DR to be provisioned	Scope of work page 11	RFP may be refered

19	Please define the database VM's to be considered for full replication to DR on an on going basis	Scope of work page 11	RFP may be referred
20	Please define the amount of file storage to be provisioned in GB	Scope of work page 11	RFP may be referred
21	Please share the financial bid format in excel with all the required services as there are some extra services like backup, WAF , Firewall, LB, VA, Public IP and VP and DR. Please provide a comprehensive financial bid in order to provide clear pricing	RFP Annexure 3 Page 19-20	<p>Quantity of Load Balancer: 1, Throughput of Load Balancer: 100 mbps</p> <p>WAF Quantity & Throughput: 1 (100 mbps)</p> <p>VPN Gateway throughput : 100 mbps Client to Server</p> <p>No of VM's for Vulnerability Assessment: 11 (Quarterly)</p> <p>No of VM's for Antivirus: 11</p> <p>No of Public IPs: 5</p> <p>DC DR will be provisioned in Active-Passive mode</p> <p>No of VM's to be migrated from previous cloud to new cloud : 7</p> <p>No of user to provision for VPN and amount of data to be processed by VPN : 10</p> <p>RTO and RPO between DC and DR : 2 hours</p>
22	Please specify the windows version/edition to be configured for all the VM's	RFP Annexure 1 Page 7	Latest version
23	Please specify the configuration and specs of VM to be configured for POC and also what specific feature are you looking to see in the POC	Scope of work page 9	RFP may be referred
24	Request you to please consider the respective CSP Should have an average turnover of 50 Cr from the last 3 financial years	Eligibility criteria Compliance from page no 22	As per RFP Document

TATA COMMUNICATIONS Ltd.

Sr. No.	Document Reference	Clause Number	Description in the Document	Clarification Sought	Response
1	Tender Document	NA	NA	Does the customer have preference for any particular hypervisor? Is the customer okay with open source hypervisors?	RFP may be referred
2	Tender Document	NA	NA	What contention ratio is sought by the customer for the VMs?	RFP may be referred
3	Tender Document	Financial Bid Format-Annexure 3	NA	Which of the 11 VMs is expected to have the highest usage and which one is expected to have the least? Can the indicative usage be shared for the VMs?	Highest - SI No 1&2 Least - SI No 3&4
4	Tender Document	Financial Bid Format-Annexure 3	NA	Will the Database licenses be produced by the customer or the bidder? Can the community edition of databases be offered?	Bidder MSSQL - Standard MySQL - Community
5	Tender Document	35	The bidder shall indemnify the Ministry of Steel against all damages /expenses for which it may be held liable on account of negligence on part of the bidders or any person under his/her control whether in respect of accident/injury to the person/damages to the property in executing the work or otherwise and against all damages/demands thereof	"We suggest revision of the clause as below : i) The maximum aggregate liability of Bidder for all claims, including with respect to all indemnity claims under the RFP and intellectual property claims, shall in no event exceeds, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability. ii.) Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue." "	As per RFP Document

6	Tender Document	10.2	Termination of Contract:If there are significant and consistent performance and delivery issues, which will translate intoMaterial Breach, then Ministry of Steel may serve a 15-days written notice for curing thisMaterial Breach. In case the Material Breach continues, after the expiry of such notice period,Ministry of Steel will have the option to terminate the ContracU Agreement with one month'snotice.	"We suggest revision of the clause as below : 1.Either Party may terminate the RFP Contract, by not less than thirty (30) days' written notice of termination to the other Party, to be given after the occurrence of any of the events specified in paragraphs (a) to (e) below:(a)If the defaulting party does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the non-defaulting may have subsequently approved in writing: (b). If any party becomes insolvent or bankrupt.(c). If as a result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or(d). MOS fails to make a payment when due and fails to cure such breach within fifteen (15) days after receipt of written notice from Supplier/Contractor.(e). If the MOS, at its sole discretion, decides to terminate the Contract subject to any early termination charges.2.In event of termination of RFP Contract, the MOS shall pay to the Supplier/Contractor the Contract Price and any charges incurred due to such termination, properly attributable to the works/supplies executed by the Supplier/Contractor as on the date of termination."	As per RFP Document
7	Limited Tender Enquiry for Procurement of Cloud Services	6.2.vi	POC	What is the actual expectation from the POC, kindly share the Use cases which needs to be demonstrated?	As per RFP Document

8	Limited Tender Enquiry for Procurement of Cloud Services	Annexure-3	BOQ	<ul style="list-style-type: none"> • Is there any requirement of any additional security components such as SIEM, DDOS, Antivirus, HIPS, WAF etc. Also, Kindly share the sizing of all such components. • What is the required Database edition and version. • How many IP's are required? • What is the required Internet bandwidth? • What is the required Firewall Throughput, also clarify if Firewall is required in HA. • How many number of VPN connections.(Site-to-Site / Client-to-Site) are required? • Is there any requirement for a LB? • What would the backup retention policy? • Please specify the RPO / RTO and daily data growth? 	<p>Windows/RHEL/DB Licenses will be provisioned by the bidder. Latest versions/editions in PaaS is required. All standards and certificates as per MeiTY guidelines MySQL Community edition with support is required. MSSQL - Standard Additional Storage: 5500 GB (SSD) Monthly backup size: 5200 GB</p> <p>Quantity of Load Balancer: 1, Throughput of Load Balancer: 100 mbps</p> <p>WAF Quantity & Throughput: 1 (100 mbps)</p> <p>VPN Gateway throughput : 100 mbps</p> <p>Client to Server No of VM's for Vulnerability Assessment: 7 (Quarterly)</p> <p>No of VM's for Antivirus: 11</p> <p>No of Public IPs: 5</p> <p>DC DR will be provisioned in Active-Passive mode</p> <p>No of VM's to be migrated from previous cloud to new cloud : 7</p>
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					No of user to provision for VPN and amount of data to be processed by VPN : 10 RTO and RPO between DC and DR : 2 hours Replication bandwidth between DC and DR : 1 gbps
9	Limited Tender Enquiry for Procurement of Cloud Services	6.6	Cloud Migration Services	<ul style="list-style-type: none"> • Who will be doing the migration? Application Migration along with testing & validation should be the responsibility of Application Vendor. • Who will own the DNS migration, It should be done by the Application or DNS Vendor and CSP should provide the server to host the DNS services. • What is the Migration Timeline ? • What is the current Setup Hypervisor, OS, Kernal Version? • What is the current used contention ratio between physical & virtual servers ? • What is the current DC – DR Replication mode? • What is the current used data size available in existing setup ? • What is the current running IP type (IPv4 or IPV6) ? • Kindly share the current WAN and Application architecture ? • What is the current security setup, what all services are being used? • What is the current location of the application. • What is the scope of DNS Management? 	MoS Many queries are confidential in nature
10	Limited Tender Enquiry for Procurement of Cloud Services	General	SLA	What is the required Platform level SLA?	As per RFP Document

TATA COMMUNICATIONS Ltd.

Sr. No.	Document Reference	Clause Number	Description in the Document	Clarification Sought	Response
1	Tender Document	20	In case the issues are not resolved immediately, a penalty of INR 10,000/ will be levied	Is this penalty part of the LD capping or the SLA capping?	As per RFP Document
2	Tender Document	23	The firm will provide services on a credit basis as settlement of bills may take time	Will the payments be made within 30 days of presentation of quarterly bills?	As per RFP Document
3	Tender Document	8 v	SLA and Penalty	Request to cap all penalties to 5% of the monthly amount/ ACV	As per RFP Document
4	Tender Document	Annexure 3	Approx Usage	Approx usage would be 730 hrs in a month. Where do we quote the hourly rate in the format?	As per RFP Document
5	Tender Document	Annexure 3	Unit of measurement	Do we have to quote an hourly rate or a monthly rate?	Monthly
6	Tender Document	Annexure 3	NA	There is no row for the total quoted monthly cost in the format. How do we show it?	RFP Document may be referred
7	Tender Document	Annexure 3	Following services shall also be required 1. Backup as Service 2. Load Balancer 3. Additional Storage 4. All necessary security features like WAF, Firewall, Vulnerability Assessment and Antivirus etc. 5. Public IPs 6. VPN	Where do we quote for such services in the commercial format? If we bundle, in which VM should these be bundled? How will these scale up then?	As per RFP Document

8	Tender Document	Annexure 3	NA	Can we modify the format to include additional items?	As per RFP Document
9	Tender Document	Annexure 3	NA	Where can we put one time charges?	As per RFP Document
10	Tender Document	Annexure 3	NA	Where can we include services with fixed billing?	As per RFP Document
11	Tender Document	15	The period of contract shall initially be valid for one year with effect from the date of awarding the contract	How will pricing be changed on extension or renewal of contract?	RFP Document may be referred
12	Tender Document	6.5	Cloud Migration Services	Where and how do we quote for migration services?	RFP Document may be referred
13	Tender Document	6.6	Disaster Recovery and Business Continuity	Where and how do we quote for DR services?	As per RFP Document
14	Tender Document	9	Financial Bid	Will L1 be decided on the Total Monthly quoted cost? If not, what is the metric that will be used for L1?	As per RFP Document
15	Tender Document	2.8	Financial Bid	EMD of INR 2,60,000/- to be submitted in which form, request department to share clarity	Bidders can submit the EMD with Banker's Cheque/ Account Payee Demand Draft in favour of "DDO MINISTRY OF STEEL" payable at NEW DELHI or in form of Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). For more details, refer to "Buyer Added Bid Specific Terms and Conditions" in the Bid Document.
16				Limitation of Liability; kindly add this clause or share clarity	RFP Document may be referred
17				Silent on Indirect consequential Damages; kindly share clarification.	RFP Document may be referred

**Limited Tender Enquiry for Procurement of Cloud Services for Ministry of Steel
(Ref No. MOS/IT/CSP/L T/2024/ dated 01 Nov 2024)**

Company Name		ESDS Software Solution Ltd			
Sl.No.	RFP Clauses Reference	Page no.	Clause Description	Clarification / Suggestion	Response
1	General Terms & Conditions of the BID Enquiry / Instruction to Bidders	3	Bid Security (BS) / (Earnest Money Deposit, EMD) The Bidder / Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 2,60,000/- only (Rupees Two Lakh Sixty Thousand Only). The bid security shall be in Indian Rupees.	Kindly confirm the mode of EMD payment i.e. NEFT/RTGS or Demand Draft or Bank Guarantee. We request that EMD may kindly be accepted in form of NEFT / RTGS, accordingly also share the bank account details for submission of EMD amount. Kindly also confirm the Beneficiary Name on whose name the EMD to be prepared.	Bidders can submit the EMD with Account Payee Demand Draft in favour of "DDO MINISTRY OF STEEL" payable at NEW DELHI
2	Acceptance of Terms & Conditions of Tender	6	5. In case any provisions of this tender are found violated, Ministry of Steel shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against NIT Raipur in satisfaction of this condition.	Kindly confirm, the agency mentioned as NIT Raipur, is a typo error and we should consider it as Ministry of Steel.	NIT Raipur may be read as Ministry of Steel.

	5 Eligibility Criteria 5.1. Pre- Qualification Criteria for the Bid	8	MeitY Empanelled - The bidder should be MeitY empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government community cloud (GCC) host DC and DR at different seismic zones or have authorization from such a CSP. Documents to be submitted - MeitY empanelment and STQC audit certificate. Authorization form the respective CSP (in case Bidder is not a CSP)	As per MeitY's list of empanelled CSPs, the STQC audit of 17 out of 22 empanelled CSPs was due, the process for which is already completed in respect of ESDS, however, we are yet to receive the STQC audit certificate. In view of the above, we request that, the requirement for submission of STQC audit certificate may be removed, as most of the CSPs will not be able to provide the same. The requirement of documents to be submitted against the clause may be amended as below: Documents to be submitted - MeitY empanelment letter and Declaration from CSP regarding STQC audit status of their Data Centres. Authorization form the respective CSP (in case Bidder is not a CSP)	As per RFP Document
3	5 Eligibility Criteria 5.1. Pre- Qualification Criteria for the Bid	8	Turnover - The respective CSP should have an average turnover of 100 Cr from the last 3 financial years.	Since the RFP envisages procurement of Cloud Services. We suggest that as per MeitY Model RFP, the Scope of Work Related Turnover be sought from the bidders. The extract of clause is as given below: <i>"2.5.2 <Nature of Work> Related Turnover This criterion is important for the Purchaser as it ensures a free and fair competition by encouraging eligible bidders. The Purchaser should ensure that any of the shortlisted bidders should have the ability to execute the assignment. The minimum Nature of work related turnover should be that it attracts at least 8 bidders. As a thumb rule, one can keep the minimum Scope of Work related Turnover as five (5) times the estimated value of the assignment being tendered."</i> In view of the above, we request that the clause related to turnover may kindly be amended as below: Turnover - The respective CSP should have an average turnover of 100 Cr from Cloud Services during the last 3 financial years.	As per RFP Document

4	5 Eligibility Criteria 5.1. Pre-Qualification Criteria for the Bid	8	Certifications - Bidder should be certified for ISO 9001, ISO 20000, ISO 27001. Respective CSP should have SOC1, SOC2, SOC3 certifications relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles and ISO 22301 certification confirming the business continuity guidelines.	The SOC1 and SOC2 reports are confidential in nature and based on the completion of audit of SOC1 and SOC2, SOC3 report is provided which is intended for general purpose for compliance of relevant security guidelines. In view of the above, we request the requirement of SOC1 and SOC2 may kindly be removed. The clause may be amended as below: Certifications - Bidder should be certified for ISO 9001, ISO 20000, ISO 27001. Respective CSP should have SOC1 & SOC2 compliance and SOC3 report relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles to be submitted and ISO 22301 certification confirming the business continuity guidelines.	All standards and certificates as per MeitY guidelines have to be followed
5	Annexure-2 - Bidder's Information & Checklist	18	2. Authorisation certificate of dealership :	We understand that this Authorisation certificate of dealership, would be required, if the bidder is Managed Service Provider (MSP) and not the Cloud Service Provider (CSP). Kindly clarify.	The RFP has been floated for MeitY Empanelled CSPs only
6	Annexure-3 - Financial Bid Format	20	Payment Terms and other conditions : 2 The firm will provide the services on credit basis as settlement of bills may take some time. No advance payment will be made for any activity. Payment shall be made by electronic transfer to the account of the firm on submission of pre-receipted typed bill. As far as possible, the bills would be settled on a quarterly basis for the actual items/services and quantities ordered/ consumed on cloud as available in dashboard.	There is no specific timeline mentioned for payment to the submitted quarterly invoices. We request that the payment may be released within 30 days from the date of submission of quarterly invoices. The clause may be amended as below: 2 The firm will provide the services on credit basis as settlement of bills may take some time. No advance payment will be made for any activity. Payment shall be made by electronic transfer to the account of the firm within 30 days on submission of pre-receipted typed bill. As far as possible, the bills would be settled on a quarterly basis for the actual items/services and quantities ordered/ consumed on cloud as available in dashboard.	As per RFP Document

ESDS Software Solution Ltd

Technical Queries (Ministry of Steel for Cloud Services)		
Sr. no.	Queries	Response
1	Please clarify the type of version and edition server because you have only mentioned latest version but in About Application Under A you have mentioned system are OLD, Obsolete and Unsupported.	Latest
2	What kind of backup policy you want to implement (Incremental, Daily, Full)?	Weekly full, Daily incremental, Retention: 1 month
3	If the backup is required, please specify whether it should be disk-to-disk or disk-to-tape.	As per the Meity guidelines
4	Database size with the Incremental data for backup	2 GB
5	How many Public IP's Require? As well confirm IPv4 or IPv6 ?	5 Give pricing for both
6	You have mentioned necessary security and few items apart form that you need SIEM, DLP. Kindly confirm the firewall types (UTM)?	As per the Meity guidelines
7	Let us know Firewall and Loadbalancer throughput you are looking?	100 mbps
8	If VPN, kindly confirm is it Site to Site VPN or SSL VPN?	Give pricing for both
9	Please specify Internet bandwidth require?	1 GB
10	In security audit what kind of assistance you want ? You want assistance in 3rd party security audit (ISO 27001) and VAPT.	VAPT
11	We are considering cybersecurity as per the scope but you have mentioned log monitoring it will require monitoring tool like SIEM?	Give pricing for both
12	How much data we need to migrate along with Software and Current Infra details?	Confidential
13	Kindly describe DC and DR details will be the same in Migration same as per the scope?	RFP may be followed
14	Kindly mention if any additional data is to be migrated?	No
15	Kindly specify the daily incremental data size form dc to dr?	RFP may be followed
16	Please let us know Minimum Downtime ?	15 minutes
17	It is assumed that required DC licenses can be used in DR as Well for Databases, etc. Is this understanding, correct? Does Authority have SA- Software Assurance with All the DC - DB and OS Licenses?	RFP may be followed
18	In the existing DC Environment, the DHCP is configured?	RFP may be followed

19	Mention the total number of Public IPs required in the DR site.	RFP may be followed
20	As per the requirement, kindly share the sizing of DR site.	RFP may be followed
21	As per the meity guidelines the RTO and RPO is 15 minutes for transaction and 2 hours for the data. Kindly confirm the RPO and RTO.	Meity guidelines may be followed Also provide for 2 hours
22	Please confirm do we need to consider DRM tool for all the VMs or only DB servers?	All
23	Kindly let us know additional storage capacity along with IOPS	5500 GB (SSD)
24	Is DAM being require as per the input mentioned in the requirement?	Yes as per RFP
25	How many days POC require, what kind of feature you are considering to assess a POC?	Confidential
26	Need to ammend Delay capping 5% instead of 10% 50% to 10% Monthly due to considering the project tenure	RFP may be followed

Yotta Data Services Pvt. Ltd.

Sr. No	RFP Page No.	RFP Clause No	RFP Clause	Clarification	Response
1			Windows server operating system or RHEL	what is the version on the OS windows / RHEL (Std or Ent.)	Standard
2			CPU Launch Year -2020	CPU Launch year 2020 please clarify	
3			Backup as a service	Please specify the backup policy and data retention period	Daily incremental, Weekly full, Retention - 1 Month
4	Page no 8	Anex 1 - Point 4	Vulnerability assesment	what is the period of assesment during the contract of 12 month please confirm	Quarterly
5	Page no 8	Anex 1 - Point 4	Public IP	How many Public IP's required	5
6	Page no 8	Anex 1 - Point 4	VPN	Please specify the VPN no.	Upto 10
7	Page no 8	Anex 1 - Point 4	Additional Storage	How much additional storage needs to be factored	5500 GB
8	Page no 11	Anex 1 - Point 6.6	DR & BCS	Please confirm the RPO and RTO	2 Hours
9			SLA	Please define the SLA based on which the further penalty clause mentioned in the Bid	As per RFP Document
10	11	6.6	SP shall be responsible for provisioning of Bandwidth and providing the DC DR replication link.	It is requested to provide the change data details so that proper bandwidth sizing can be done. Please clarify.	RFP may be referred
11	12	6.6	users of application shall be routed seamlessly from DC to DR	We understand that the Bidder needs to provide switchover within the RPO guidelines .Kindly specify so that proper solution can be finalized.	Meity guidelines may be followed

12	12	6.7 - iv	delete data by 45 days at the end of expiry of agreement	Kindly change the clause to 45 days by the end of agreement.	May be read as DAYS instead of DATS
13	12	6.7 - V	data cannot be forensically recovered .		
14		General	Replication tool for DC DR synchronisation	Needs clarity on below points. 1. Number of servers required on DR site. 2. Please specify the type of- a) Application b) Database with version and type of edition 3) Data growth rate, to size the replication bandwidth throughput. 4) Needs clarity on RTO and RPO requirement. 5) Needs clarity on Drill frequency.	RFP may be referred
15			Active directory configuration, and management	We understand that this will be in customer scope. Please confirm. Customer requires Global DNS , pls confirm.	RFP may be referred
16	20	Annexure 3	load balancer	Please help with the throughput requirement and number of servers to be loadbalanced.	1 (100mbps)
17	20	Annexure 3	web application firewall	Please help with the number of applications to be placed behind WAF along with the throughput required.	1 (100mbps)
18	20	Annexure 3	VA	For the required support during VA, and Security Audits, could you clarify the extent of the MSP's involvement? i.e , No of devices etc.	11
19	20	Annexure 3	Back up as a service	What are the data retention requirements ? How many concurrent connections are required?	1 month
20	10	6.4 ,II	VAPT	Please specify the list of internal and external ip addresses which needs to be tested . We recommend this type of testing to be done either once or twice a	Not required

				year. Please clarify.	
21	11	Xi	switchover and switch back	Please specify the application/Database which requires switchback. As switch back will be done only once down DC site comes up. Please clarify.	RFP may be referred
22			General	Are the applications static or dynamic ?	Dynamic
23			DRaaS	Do we have any HA configuration on the primary end for the database servers? If yes please mention the technology used.	Confidential
24			General	Specify the database version and edition if any	MSSQL Standard

Bharat Sanchar Nigam Ltd. (BSNL)

S. No.	Clause	Query	Response
1.	Page No- 8 MeitY Empanelled The bidder should be MeitY empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government community cloud (GCC) host DC and DR at different seismic zones or have authorization from such a CSP.	Suggested clause addition: Undertaking from both MSP and supporting CSP on non-adherence to the US Cloud Act 2018 and under no circumstance will Ministry of Steel data to go outside Indian Sovereign Jurisdiction boundaries.	Please refer to MeitY Guidelines
2.	Page No- 7 11 Staging Env. Windows MSSQL	Please mention the MS SQL version like Express/Web/Standard etc. Also provide Windows/RHEL/my SQL/ VMware vSphere(existing) version/editions details for migration	11 Staging Env. Windows MSSQL - Express is required. For Production MS SQL Standard is required.
3.	Page No- 3 Bid Security/ EMD 8. Bid Security (BS) / (Earnest Money Deposit, EMD) The Bidder / Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 2,60,000/- only (Rupees Two Lakh Sixty Thousand Only)(As per attached document) whereas INR 225000/- only (Rupees Two Lakh twenty five thousand only) (As per GEM document). The bid security shall be in Indian Rupees.	As per rule 170 of General Financial Rules (GFR) 2017, Micro and small Enterprises (MSEs) and the firms registered with concerned Ministries/Departments are exempted from submission of Bid Security. BSNL being 100% Government of India owned PSU may be provided relaxation from paying the EMD for participating in the Tender.	Please refer the bid document
1	Page No- 11 6.6 Disaster Recovery & Business Continuity Services ii. The Service Provider shall offer DR as a service for all resources offered on the primary DC site.	As per GEM the Total DC VM's are 7 and DR VM's are 4 nos. 1. Please clarify as you have asked DR for all resources in primary DC site 2. In GeM mentioned 4 DR VMs configuration are not same as DC VMs	RFP Document may be referred
2	Page No- 19 Financial Bid Format	11 total VMs	As per RFP document

VSN International Pvt. Ltd.

Sr. No.	RFP Reference (Section No. / Page No.)	Content of RFP requiring clarification	Points of Clarification	Response
1	Section 5: Eligibility Criteria 5.1 Pre-Qualification Criteria for the Bid Page no. 9, Sr. No. 2	MeitY Empanelled: The bidder should be MeitY empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government community cloud (GCC) host DC and DR at different seismic zones or have authorization from such a CSP.	We would request department to amend the clause as: "The bidder should be MeitY empanelled and STQC audit compliant Cloud Service Provider (CSP) with hosting DC and DR as per MeitY Guidelines or have authorization from such a CSP."	As per RFP document
2	Section 2: General Terms & Condition Page No. 4, Sr. No. 8,	Bid Security (BS)/ (Earnest Money Deposite, EMD) The Bidder / Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 2,60,000/- only (Rupees Two Lakh Sixty Thousand Only). The bid security shall be in Indian Rupees.	Please confirm the EMD Payment Mode. It should be through DD/Banker's cheque/ NEFT-RTGS/Bank Gurantee/EMD Exemption for MSME Registered bidders.	Bidders can submit the EMD with Account Payee Demand Draft in favour of "DDO MINISTRY OF STEEL" payable at NEW DELHI
3	Section 2: General Terms & Condition Page No. 4, Sr. No. 38,	Average Annual Turn Over of bidder firm during last three year, ending 31st March of the previous financial year should be at least Rs. 100 crores per annum. Documentary evidence to this effect i.e. copy of financial statement of account of firm like Balance Sheet, Profit & Loss Account, Auditor's certificate etc. duly signed by the CA should be submitted along with other requisite documents.	We would request department to amend the clause as: "Average Annual Turn Over of bidder firm during last three year, ending 31st March of the previous financial year should be at least Rs. 20 crores per annum. Documentary evidence to this effect i.e. copy of financial statement of account of firm like Balance Sheet, Profit & Loss Account, Auditor's certificate etc. duly signed by the CA should be submitted along with other requisite documents." Justification: as the EMD Amount is Rs. 2,60,000/-. As per our exumptions the EMD is 2% of the Total estimated project value. according to which the Turnover should be 100% or 200% of the project estimated value. There is no need for 100 Crore Turnover for bidders.	As per RFP document

ORACLE India

S. No.	Query	Response
1	In Oracle cloud we will like to offer Oracle Linux which is 100% application binary compatible with Red Hat Enterprise Linux. Migrating an existing system from RHEL to Oracle Linux does not require the operating system or any application to be reinstalled. This will be economically beneficial for Ministry of SAIL as we offer Oracle Linux with Support, complimentary with the Oracle cloud. Hope this acceptable to you. Please refer Pg 3 of https://www.oracle.com/a/ocom/docs/linux/oracle-linux-ds.pdf	The existing website is hosted on RHEL. Therefore, all bidders should stick to RHEL platform only.
2	In the above table 1 Physical core = 2 vCPUs. Hope our understanding is correct	Correct
3	In the above table Sl.No. 2 & 4 ? Is the MySQL mentioned is a community edition?	Community edition
4	In a month there are 744hrs i.e. 31x24. Kindly explicitly mention the same in Pg 20 so that all the bidders quote uniformly & it becomes easy for you to compare.	As per RFP Document
5	From a solution standpoint it is important that you mention the min quantities of the following services so that all the bidders quote uniformly & it becomes easy for you to compare ? Backup as a service? Qty 1 per month. DNS - 1Mn queries per month. DNS Traffic Management - 1Mn queries per month. Outbound Data Transfer - 10TB per month egress. Network Firewall - 1 instance per hour for 1 month. Identity & Access Management - Qty 1 per month.	Following change is suggested Backup as a service? Qty daily (Approx. 1000GB, may increase in future) Reserved Public IPs ?

	<p>Infrastructure Audit - Qty 1 per month.</p> <p>Bastion - Qty 1 per month.</p> <p>DDoS Protection - Qty 1 per month.</p> <p>Threat Intelligence Service - Qty 1 per month.</p> <p>Security Zones - Qty 1 per month.</p> <p>Certificates - Qty 1 per month.</p> <p>Reserved Public IPs ? Qty 50.</p> <p>200Mbps Load Balancer? Qty 4 per month.</p>	Minimum 5
6.	<p>Annexure 4 ? Sl.No. 2 ? None of the hyperscalers offer GCC, hence will not be able to participate. This clause shall be edited so that we can participate ? The CSP should be listed in https://www.meity.gov.in/content/gi-cloud-meghraj</p>	As per the RFP Document

Pi Data centers

	PI Questions	Response
1	What is the WAN link bandwidth capacity used for accessing the DC servers and what is the expected bandwidth capacity for accessing the DR Servers.	Confidential
2	Do customer needs a dedicated / shared firewall connectivity, please confirm.	Dedicated
3	Could you please disclose the required number of PublicIP needed for the current engagement?	5
4	Could you please provide the list of all security devices(Firewalls, Antivirus etc.....) that are currently in place at datacenter?	Confidential
5	Do you have an existing SOC setup? If yes, please provide the details.	Confidential
6	Do you perform regular Vulnerability assessment on all your assets? Please confirm.	Yes
7	Could you please share the security compliance related details of the DC infrastructure that is currently in place?	Confidential
8	Please share the security posture diagram of the DC, this helps to propose the same level of protection to DR site.	Confidential
9	Could you please provide the below details? 1. Is MYSQL DB enterprise edition or Std Edition 2. Is MSSQL DB enterprise edition or Std Edition	MYSQL Community with support MSSQL Standard
10	What is the daily change rate for DB Servers?	Confidential
11	Do we have any requirement to enable backup service? If Yes, kindly let us know the below details 1. Type of the backup? <ul style="list-style-type: none"> • VM Level • Volume level • File & Folder 2. Schedule Timings (Incremental) 3. Schedule Timings (Full Backup) 4. Retention Period (Incremental) 5. Retention Period (Full Backup) 6. Expected Daily/Full Backup Change Rate	Full back Weekly Daily incremental Retention : 1 month Size :5200 GB

12	Could you please share the current DC architecture, to understand and analyze to provide a cost-effective DR solution?	Confidential
13	Could you please disclose the OS type (Server Std / DC edition) for windows mentioned in the DC BoM.	Standard
14	Could you please confirm that the current DC servers are in physical mode or virtual mode? If servers are in virtual mode, we request you to disclose on which platform (VMware/ Physical/ Cloud) that these servers are currently hosted.	Confidential
15	Could you please disclose the desired RTO and RPO values for the current engagement.	2 Hours
16	Could you please provide the details of server partitions?	Confidential
17	Please provide the number of RA VPNs and S2S VPNs needed for the current engagement	Upto 10
18	Please provide the type & quantity of load balancers needed for the current engagement	One
19	Please mention the type of SSL certificate needed for the current engagement	RFP may be referred
20	Please confirm whether application support falls within the bidder's scope or the customer's scope.	Customer
21	Please confirm whether initial VMs migration falls within the bidder's scope or the customer's scope.	Customer
22	Please confirm whether the VMs in both DC and DR need to be hosted in a Melty-compliant GCC environment, or if it is acceptable for the DC alone to be in a Melty-compliant GCC environment while the DR is hosted in a Melty-compliant site.	As per RFP Document
23	Pi would like to host the DR VMs in our partnered Melty-compliant datacenter for the current engagement. Please confirm if this is acceptable.	RFP may be referred
24	We do not meet average 100 Cr turnover. Can we get exemption from this clause?	As per RFP Document
25	We do not have 100+ certified professionals from SOC and NOC domain? Can we get exemption from this clause?	As per RFP Document
26	For SOC, it would be managed SOC service provided by 3rd party. Please clarify whether it is allowed or not.	As per RFP Document
27	We are not SOC 1 and SOC 3 compliant. Can we get exemption from this clause?	As per RFP

		Document
28	What is the DC-DR replication mechanism in place currently is use? Please let us know if you are using any tool for the DC-DR replication.	Confidential
29	Please let us know how much additional storage requiredas per sl no 3 in page 8.	5500 GB
30	Please provide more details for WAF requirements and no of applications, domains and sub domains, web ACLs,no of rules, no of web requests we need to consider for WAF	RFP may be referred
31	For Firewall, can we go with shared firewall or do we need to consider dedicated firewall/vDOM and what is the throughput requirement.	RFP may be referred
32	What is the frequency of PT and how many systems, public IPs, applications we need to consider for PT?	Quarterly
33	How many days we need to maintain the logs for audit? Which solution/tool you are currently using and how much storage size is allocated for the logs now?	RFP may be referred
34	Where is the DNS server hosted/running currently and who are managing it now? Whoever is managing the DNS server will have to update the DNS records time to time. Please confirm.	Confidential
35	What is the internet bandwidth size you required at DC site, DR site and between DC-DR replication bandwidth size?	Confidential
36	Customer and existing CSP will have to support and assist new CSP to complete the workloads migration in mutual collaboration. And, we need complete existing infra details including hypervisor/cloud, OS, DB, Apps details to understand the migration approach and solution. Please confirm and provide the details.	Confidential
37	Can you please extend the submission date to mid of December (15th Dec 2024).	As per RFP Document

AWS| India Public Sector

S.NO	Page No	Clause No	Clause	Query	Response
1	6	3. Acceptance of Terms & Conditions of Tender (Must be on Letter Head)	In case any provisions of this tender are found violated, Ministry of Steel shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against NIT Raipur in satisfaction of this condition.	Please could you explain the locus standi of NIT Raipur for this tender	"NIT RAIPUR" may please be read as "Ministry of Steel"
2	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Please advise if the licenses for Windows, MS-SQL etc need to be provisioned in the pricing or will be BYOL (Provisioned by MoS)	Windows/RHEL/DB Licenses will be provisioned by the bidder. Latest versions/editions in PaaS is required.
3	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	CSPs offer multiple types of services which may vary from CSP to CSP with some CSPs offering better availability or resiliency due to their Architecture design. Instead of just Lift and Shift from the on-premises to Cloud, MoS can look to adopt modern architecture, auto-scaling on demand and other such service specification. We would request MoS to define the technical specification for the services. Also the compliance to same should	As per RFP Document

				be given some technical weightage if the CSP is able to comply to the same. MOS can refer to multiple RFPs released by other Government Agencies like SAIL, DIC, NHA, NIC, etc for reference technical specification.	
4	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Considering the high propensity for websites such as these to be attacked by nefarious actors as shared by CertIN- the solution should contain a security service that should be capable to provide Protection for Layer 3 and Layer 4 DDoS attacks that target web applications. The CSP should offer Distributed Denial of Service (DDoS) protection service for L3/L4 attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency. We recommend that Per resource Per Month at-least 300 resources be considered.	As per RFP Document

5	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Considering the high propensity for websites such as these to be used from across the country- we recommend adding edge services to deliver the content. This along with anti-DDoS protection will allow you to secure your websites. Security service should be capable to provide Protection for Layer 3 and Layer 4 DDoS attacks that target to web applications, a generic service won't provide credible deterrence.	MEITY guidelines may be followed
6	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Considering the high propensity for websites such as these to be used from across the country- we recommend that the CSP should offer a native security service to filter malicious web traffic through a Web Application Firewall. A generic WAF service will not provide sufficient deterrence. We recommend 6 WAF with 10 rules each having 100MN hits per month for the web apps.	MEITY guidelines may be followed

7	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	<p>Cert-IN guidelines for secure application design, implementation and operations published on 25 Jan 24 in points 4.9 & 4.10 recommend that threat modeling, continuous monitoring and mitigation be considered. We recommend that the CSP should offer Managed Threat Detection Service with AI-ML based threat detection and prevention. The CSP native AI enabled Threat Management service for proactive and reactive response (also covering logs, malware protection, data breach threats like logging attempts, compromised databases, security threat in container environments). This should service should be able to analyze in a min 100GB of Logs and 1TB of Block Storage Scans per Month.</p>	MEITY guidelines may be followed
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8	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Cert-IN guidelines for secure application design, implementation and operations published on 25 Jan 24 in point 4.15 recommends that an organization should integrate third-party components, open-source components and APIs into their development projects only after conducting a thorough evaluation of their credibility and security posture. We recommend tat CSP cloud native cloud security posture management service be included to perform security best practice checks, aggregates alerts, and enables automated remediation for at-least 1000 security checks	MEITY guidelines may be followed
9	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Cert-IN guidelines for secure application design, implementation and operations published on 25 Jan 24 in points 4.2 & 4.15 should ensure data is encrypted to make it secure and unreadable (encryption), creates distinct signatures to confirm the validity and integrity of data (digital signatures) and produce data representations with defined sizes (hashing). The outdated cryptographic techniques and custom implementation should be	MEITY guidelines may be followed

				avoided. We recommend that the CSP should offer managed FIPS Level 2 compliant Key Management Service with support for atleast 5 Keys and 20,00,000 operations	
10	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	Cert-IN guidelines for secure application design, implementation and operations published on 25 Jan 24 in point 5.4 state that Logging and audit trail functionality should be integrated in the application for troubleshooting and compliance requirement. Logging helps in error detection, troubleshooting, and performance optimization by maintaining a detailed record of application activities, enabling swift identification and resolution of issues. We recommend that Log management of the cloud capturing API calls with at-least 10GB log ingestion capability, 10 dashboards, 10 standard alarm metrics, 10 high resolution alarm metrics be included	MEITY guidelines may be followed
11	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	We recommend that with your need for vulnerability management and penetration testing- CSP Vulnerability Management Service for scanning instances for any vulnerability be	RFP may be referred

				requested for the BoM for all instances/VMs deployed	
12	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	We understand that MoS is looking to migrate from NIC to a Public Cloud environment. Public Cloud offers Databases, Security and other services including Analytics as Platform as a Service (PaaS) wherein the customer do not have to maintain the servers or databases, the same is done by the CSP directly. The customers can provision the resources and do not worry about managing the physical databases or resources. We would request MoS to consider Cloud Native PaaS services for Databases and Security	As per RFP Document
13	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	We request that you add the specification for the block storage. There are multiple types available across all CSPs with wide difference in price & performance. The standard is to consider a Permanent non-ephemeral Block storage (Solid State Drive designed to offer minimum 3000 IOPS and provide up to 125 MB/s of throughput per volume)	As per Bid Document

14	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	We request that you add the specification for the object storage. There are multiple types available across all CSPs with wide difference in price & performance. Object Storage with Redundancy across 3 zones/sites with storage durability of 99.999999999%.	As per Bid Document
15	9	5.1 Pre-Qualification Criteria for the Bid	The Bidder should be MeITy empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government Community Cloud (GCC) host DC and DR at different seismic zones or have authorization from such a CSP	There are different deployment models that are empaneled by MeITy and it is not mandatory for the CSPs to get empaneled for the Government Community Cloud. We would request change of this clause to "The Bidder should be MeITy empanelled and STQC audit compliant Cloud Service Provider (CSP) with Government Community Cloud (GCC)/Virtual Private Cloud (VPC) to host DC and DR at different seismic zones or have authorization from such a CSP" Similar RFPs for external as well as internal workloads have been released by multiple Government Ministries and PSUs for hosting workloads on Public Cloud.	As per Bid Document

16	8	Annexure 1	4. Computing Resource Requirements For Migrating Into New Cloud Environment As Specified by NIC	<p>In order to have High availability and avoid unexpected downtime of the infrastructure due to hardware failure or any other reason, it is advisable to run the Infrastructure in High Availability. Cloud Service Provider can offer a High Availability mode in active-active scenario wherein instead of having a passive DR site, the VMs are spread across DC and DR (far apart but not more than 100km) to ensure availability of active-active synchronous transfer of data in between sites. MeITY has also advised to use synchronous replication as a DR strategy for Department running critical workloads.</p>	As per RFP Document
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RAILTEL CORPORATION OF INDIA Ltd.

S. No.	Query	Response
1.	The foremost restrictive condition is the requirement of 'certificates' beyond the ISO certificates inquired by MeitY for empanelment of CSP. It is worth to note here, that in the tender document the SLAs and other technical specifications are referred as mentioned and available at MeitY website, however credential of a CSP empaneled based upon the certification requirement by MeitY, is not looked upon.	All standards and certificates as per MeitY guidelines
2.	Also, the criteria related to the 'Support' seems to be not made considering service architecture of different CSPs, where a CSP can also act as bidder and accordingly the deployment of required professionals.	As per RFP Document
3.	Though RailTel is meeting the turnover criteria, however as expressed for restrictive conditions in Point No 1 and 2, above, the same seems to be not in proportion of quantum of the work mentioned in the tender document.	As per RFP Document
4.	Further, generally limited tender inquiry are issued considering fitment of bidders through already established process, in this case it is MeitY Empaneled CSPs. Accordingly, additional restrictive technical eligibility criteria may be reconsidered	As per RFP Document

Google Cloud India

Query - Google Cloud is Meity empanelled and can provide requirement documentation with STQC. However we do not qualify for the GCC. Only selected CSPs from the list of Meity empanelment would be able to qualify.

Considering GCC is a bottleneck, we request your organisation to please re-consider this criteria and create an equal opportunity for Google Cloud to participate in this project.

Reply - As far as qualification criteria is concerned (GCC and other requirements), the RFP Document may be referred to.
