

BSNL

Sr No.	Page No.	Section No.	Existing Clause	Clarification/Query of Bidder		
1	Page No- 3	19 (ii)	If not rectified within 3 hrs., a penalty @ Rs. 10,000/- (Rs. Ten Thousand only) for every completed 3 Hrs. after the first 3 Hrs. will be levied.	The penalty shall be adjusted in the form of service extension.	Commercial query	As per RFP
2	Page No- 5	3	Computing Resource Requirements for Migrating into New Cloud Environment As Specified by NIC-MOS	In Website section, data storage mentioned in the DC & DR is 400 & 300 but in page no 8 (xii)d the storage should be 100%. Please clarify on the data storage size.	Technical query	Refer Corrigendum
3	Page No- 5	3	Computing Resource Requirements for Migrating into New Cloud Environment As Specified by NIC-MOS	In Website section, VA & AV qty should be 2 respectively as per total VM qty. Please clarify	Technical query	Refer Corrigendum
3	Page No- 5	3	Computing Resource Requirements for Migrating into New Cloud Environment As Specified by NIC-MOS	In other common services, pls mention total quantity of the backup service for vm storage & ssl vpn	Technical query	Refer RFP / GeM Document
5	Page No- 18	7	Adheres to the Service Level Agreement (SLAs)	which page number should we refer for the compliance.	Technical query	Refer MeitY Guidelines / RFP Document
6	Page No- 6	4	Pre-Qualification Criteria for the Bid	Please include bidder to submit certification of ISO 9001, ISO 20000, ISO 27001, SOC guidelines.	Technical query	Refer MeitY Guidelines

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Sr. No.	Page No	Clause No.	Description	Request for Clarification	Reason	Reply
1	4	28	It should be ensured that the firm is not providing services to other Ministries/Departments at lower rates than those quoted for the Ministry of Steel. In case, at later stage, it is found that the firm is providing services/goods to any other Ministry/Department at a lower rate, the payment would be withheld by the Ministry.	This clause is only applicable when the exact same terms and conditions including the SoW, delivery time frame, payment terms etc are in line to this RFP. Please confirm.	Agreed. Updated Clause issued through Corrigendum	It should be ensured that the firm is not providing the exactly same or similar services, as per the same terms and conditions, to other Ministries/Departments at lower rates than those quoted for the Ministry of Steel. In case, at later stage, it is found that the firm is providing services/goods to any other ministry/ Department at a lower rate, the payment would be withheld by the Ministry.
2	4	30	The contract entered into is liable to be terminated by this Ministry at any time without assigning reasons thereof if the service rendered by the firm is not satisfactory or any lapse found in the service provided. In this connection, the decision of this Ministry will be final and shall be binding upon the firm.	We understand that this clause is applicable if the services rendered by the firm are not satisfactory or lapses found in the deliverables are found to continue without resolution for an extended period of time. However, in the case of Force Majeure, act of God or reasons beyond the capabilities of the Service Provider there will be an exclusion.		Refer RFP
3	6	7	RTO and RPO between DC and DR: 2 Hrs	We suggest to keep RPO as 30 mins and RTO as 2 hrs as per industry standards.		Refer MeitY Guidelines / RFP Document

4	6	4	Bidder should not have been blacklisted or debarred by Govt. of India and/ or any State Government and/or any Central/State PSU at the time of bid submission date. - Self-certificate on company's letter head by H.R. Head.	Please allow submission of the self-certificate signed by Authorized Signatory.	Agreed. Updated Clause issued through Corrigendum	Bidder should not have been blacklisted or debarred by Govt. of India and/ or any State Government and/or any Central/State PSU at the time of bid submission date. - Self-certificate on company's letter head by the authorised signatory.
5	8	5.6 (iv)	The Primary DC and the DR should be in different seismic zones.	We highly recommend that the primary DC should be in seismic zone II and the DR should be at least 500 kms away. If the distance between the DC and DR is more than 500kms they can be in the seismic zone II.	Seismic zone II is a low risk zone with low probability of earthquakes and low risk if damages.	Refer MeitY Guidelines / RFP Document
6	NA	NA	General	Considering the project requirement, we recommend to include a minimum turnover criteria to ensure smooth roll out of the project.	We recommend to have the minimum turnover as INR 350Cr in the last 3 financial years.	As per RFP
7	NA	NA	General	It is important for the success of the project for long duration considering the companies having positive net cash flow. We highly recommend to include this clause.		As per RFP
8	NA	NA	General	As a standard we recommend you to consider SOC 1, SOC 2 and SOC 3 certificates.		As per MeitY Guidelines

9	NA	NA	General	We understand that any application migration will not be apt of this project. Please confirm.		As per RFP
10	13	NA	Computing Resource Requirements for Migrating into New Cloud Environment As Specified by NIC-MOS	Please specify the kind of storage required. SSD or HDD.		Refer RFP / GeM Document
11	10	7	Service Levels Agreements and Penalty	Kindly remove Milestone 1 and revise Milestone 2 to be capped at max 15% of the monthly quoted value.		As per RFP
12	8	5.6 (xi)	The Service Provider should offer switchover and switchback of individual instances instead of the entire DC. Any lag in data replication should be visible in the dashboard and alerts should be sent to respective authorities.	We recommend to include DRM tool to be added for DR Dashboard and Workflows		Refer MeitY Guidelines / RFP Document
13	9	6 (5)	Setup of Container Engines, Container Registry, Databases, Object Storage etc. along with DC – DR replication	Kindly suggest if there is a requirement of dedicated control for the containerized environment. If yes, then we recommend to consider additional Control Servers and Control Panel.		No Containers required. Refer RFP / GeM Document

Cyfuture India Pvt. Ltd.

S.no	Query	reference	Response
1	Please confirm if VA and AV in website webserver is to be considered for only 1 VM each for DC and DR as the quantity mentioned is 2 for each DC and DR VM which is contradicting	RFP page 5	Refer Corrigendum
2	Please specify if the DR is in active-active or active-passive mode for website	RFP page 5	refer RFP / GeM Document
3	Please specify the VM DC-3 in application act as a DR or prod DC because it is mentioned as standby	RFP page 5	Refer Corrigendum
4	Please specify the edition for MS SQL(community, web, standard, enterprise) for DB VM for application	RFP page 5	refer RFP / GeM Document
5	Please specify the no of connections for P2S and S2S and no of users for SSL VPN	RFP page 5	refer RFP / GeM Document
6	Please specify the internet bandwidth to be provisioned	RFP page 5	refer RFP / GeM Document
7	Please mention the amount of data to be migrated	RFP page 5	A total of Approx. 20 GB for the website / applications and 200 MB for databases.
8	Please elaborate the scope of database migration	RFP page 5	refer RFP / GeM Document
9	Please specify the no of VM and their associated storage for migration	RFP page 6	refer RFP / GeM Document
10	Please specify if SSL(Domain or Wildcard) is required for websites	RFP page 6	refer RFP / GeM Document
11	Please add line item in BOQ for following SKU's managed service, Internet Bandwidth, DR DRill)	RFP page 16	Refer MeitY Guidelines
12	Implement Alerts Systems as per requirements to detect performance or usage anomalies, and notify respective administrators in form of emails/SMS. Please specify if notification service is required if yes please specify the average no of notifications in a month	RFP page 7	Refer MeitY Guidelines
13	Please specify the frequency of VAPT	RFP page 8	Refer Corrigendum

ESDS Software Solution Ltd

Sl. No.	RFP Clauses reference	Page no.	Clause Description	Clarification / Suggestion	Response
1	GeM Bid Document - Bid Details	2	Single Packet Bid	<p>The Bid has been created under the Single Packet Bid, where the Technical and Commercial Bids are opened together and revealing the Price Quoted by each bidder, before technical evaluation. Also as per RFP document Clause 9.8 <i>"(ii) Right to Accept Any Proposal and To Reject Any or All Proposal(s)- Ministry of Steel reserves the right to accept or reject any proposal, and to annul the procurement process and reject all proposals at any time prior to award of Work Order, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Ministry of Steel action."</i> Further as per GFR 2017 Rule 187, "Proposals should ordinarily be asked for from consultants in 'Two bid' system with technical and financial bids sealed separately." In view of the above, we request that the present GeM tender may be cancelled and re-issued under Two Packet Bid, in order to ensure transparency in Technical Evaluation of the qualified bidders for opening of Financial Bid.</p>	As per RFP

2	General Terms & Conditions of the BID Enquiry / Instruction to Bidders	2	<p>Sl No. 8. Bid Security (BS) / (Earnest Money Deposit, EMD) The Bidder / Tenderer shall furnish, as part of its bid, a bid security (BS) of INR 2,35,000/- only (Rupees Two Lakhs and Thirty-Five Thousand Only). The bid security shall be in Indian Rupees. Insurance Surety Bonds are also acceptable as EMD as per latest guidelines of DoFS dated 24.09.2024.</p>	<p>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.</p> <p>Kindly also confirm the Beneficiary Name on whose name the EMD to be prepared.</p>	As per RFP
3	Annexure-3 - Financial Bid Format	16	Price Schedule for Goods being Offered in INR	<p>As per Financial Bid Format, the Price is to be submitted line item wise, however, as per GeM Portal, the Price is required to be submitted line item wise for each service for total 20 line item. A Screen shot of GeM Portal for offering bid price is attached in the sheet "GeM Portal Commercial Format" for your refernce. In view of the above, kindly clarify regarding Financial Bid Format. Also in the documents uploading section on GeM Portal there is an option to upload the Financial Document with Price Break up, which gets encrypted during bid submission. Kindly confirm does financial bid is required to be submitted in the same or not. If yes, kindly clarify the format of Financial Bid as the calculation on GeM Portal in offer price bid is as per GeM rules.</p>	As per RFP/GeM Portal

4	Annexure-3 - Financial Bid Format	17	<p>Payment Terms and other conditions :</p> <p>b. 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.</p>	<p>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:</p> <p>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.</p>	As per RFP
5	Other Common services	5	Backup Service for VM Storage	As per the requirement, could you please specify the backup space required in the DC site (in GB/TB)?	refer RFP / GeM Document
6	Computing Resource Requirements	5		Kindly confirm the required internet bandwidth for DC site.	refer RFP / GeM Document
7	Computing Resource Requirements	5		Please confirm the total amount of data generated for the DC site on a daily basis including log files, flat files, etc.?	Different on different applications
8	Computing Resource Requirements	5		Kindly confirm the required bandwidth for p2p link.	refer RFP / GeM Document

9	Migration Responsibility Matrix:	6	Cloud Service Provider (CSP) Responsibilities:	Kindly mention if any additional data is to be migrated.	refer RFP / GeM Document
10	Migration Responsibility Matrix:	6	Cloud Service Provider (CSP) Responsibilities:	What is the estimated data size for the migration?	A total of Approx. 20 GB for the website / applications and 200 MB for databases.
11	Migration Responsibility Matrix:	6	Cloud Service Provider (CSP) Responsibilities:	what migration process will be used (e.g., lift-and-shift or over the internet)?	Over the secure network
12	Migration Responsibility Matrix:	6	Cloud Service Provider (CSP) Responsibilities:	what is the expected downtime for the migration?	refer RFP / GeM Document
13	Migration Responsibility Matrix:	6	Cloud Service Provider (CSP) Responsibilities:	What bandwidth is required for the migration if it is being performed over the internet, considering factors such as data size, migration time, and acceptable downtime?	refer RFP / GeM Document
14	Scope of Work	7	Support & Training	Please specify the number of trainees, the training location, and the mode of training.	No permanent deployment is required. Training regarding interface usage etc. may be given to the staff nominated by the MoS
15	Scope of Work	7	Support & Training	If the training is to be conducted onsite, kindly provide details regarding infrastructure and bandwidth requirements, along with the duration of the training schedule in days.	Not Applicable

Ishan Infotech

S.No.	Criteria/clause	Query	Reply
1	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 request you to ammend this clause(different seismic zones) as per Meity guideline, Please refer meity guideline " According to recent guidelines from the Ministry of Electronics and Information Technology (MeitY), data centers (DCs) and disaster recovery centers (DRCs) do not need different seismic zones " please refer this link " https://www.meity.gov.in/writereaddata/files/Additional_requirement_for_CSPs.pdf "	refer MeitY Guidelines / RFP Document
2	i. Service Provider shall provide monitoring tools and dashboard for monitoring performance, health, availability for both infrastructure and application.	Could you clarify if there are any specific monitoring tools or dashboards preferred by the Ministry of Steel, or should the Service Provider propose their own?	No
3	ii. Implement Alerts Systems as per requirements to detect performance or usage anomalies and notify respective administrators via emails/SMS.	What specific performance or usage anomalies should the alert system be set up to detect (e.g., resource overuse, downtime, etc.)?	refer MeitY Guidelines / RFP Document
4	iii. The Service Provider shall make available the Monitoring tools for measuring and monitoring SLAs. Tools should generate SLA monitoring reports monthly.	Are there any specific SLA metrics (e.g., uptime, response times, etc.) that need to be included in the monitoring report?	refer MeitY Guidelines / RFP Document
5	iv. To ensure optimal solution design and proper utilization, the Service Provider should ensure the average monthly utilization of RAM, CPU, and storage is >50%.	Is the 50% minimum utilization threshold for each resource (RAM, CPU, storage) individually, or should it be a combined average across	refer MeitY Guidelines / RFP Document
6	i. All websites hosted in the production environment must have cleared security audit from a CERT-IN empanelled agency. The service provider should assist the Ministry of Steel in getting the Annual Security Audit conducted.	Does the Ministry of Steel have a preferred CERT-IN empanelled agency, or should the service provider assist in selecting one?	No
7	ii. Vulnerability Assessment and Penetration Testing (VAPT) and report to be submitted every 3 months.	Are there any specific guidelines or areas of focus for the VAPT that should be followed for these reports, or is it a general security audit?	refer Cert-IN Guidelines

8	iii. Provide OEM supported Anti-malware & antivirus threats control software with OEM MAF.	Could you clarify if there are any preferred OEMs for the Anti-malware & antivirus software, or is the service provider free to choose?	refer Cert-IN Guidelines
9	iv. CSP should maintain logs for operational auditing and risk auditing of all account activity related to actions taken across infrastructure (via Dashboard, VPN, email request, etc.).	Should the logs also capture specific details such as the IP addresses, timestamps, and actions taken, or are there other data points required?	refer MeitY Guidelines / RFP Document
10	i. Ministry of Steel will assist the Service Provider in migrating its Virtual Machines, Databases, and Documents from existing Cloud with minimum downtime.	What specific role or actions is the Service Provider expected to take in coordination with the Ministry of Steel to minimize downtime during migration?	refer MeitY Guidelines / RFP Document
11	ii. Service Provider will be responsible for DNS entries of all existing Ministry of Steel domains & subdomains for both DC & DR.	Are there any specific DNS management tools or methods preferred by the Ministry of Steel, or should the Service Provider implement the process as per best practices?	refer MeitY Guidelines / RFP Document
12	iii. Once DNS migration is completed and DNS registry updated, migration of remaining items such as VMs, DB instances & Storage shall be done per application basis.	Should the migration of VMs, DBs, and Storage be done in any particular order, or is it strictly per application basis as per the project's needs?	refer MeitY Guidelines / RFP Document
13	iv. During migration, Service Provider is required to create/scale infrastructure as per request, ensure additional internet bandwidth is available for bulk data transfer, and open ports as per requirements.	Are there any specific requirements for scaling infrastructure, bandwidth allocation, or port configurations that the Service Provider should consider during migration?	refer MeitY Guidelines / RFP Document
14	v. DNS records to be updated once Ministry of Steel verifies and confirms application migration, and underlying infrastructure may be added in subsequent billing cycle.	How long should the Service Provider wait before updating the DNS records after confirmation from the Ministry of Steel, or is there a set process for this?	refer RFP / GeM Document
15	vi. No additional data transfer charges shall be charged during migration.	Does this apply only to the transfer of data between the existing cloud and the new cloud, or does it also include any intra-cloud transfers during the process?	refer RFP / GeM Document
16	i. The Service Provider is responsible for Disaster Recovery Services to ensure continuity of operations in the event of failure of the primary data centre and meet the RPO and RTO	What specific steps is the Service Provider expected to take to ensure RPO and RTO are met, and how will this be tested or validated?	refer RFP / GeM Document

	requirements.		
17	ii. The Service Provider shall offer DR as a service for all resources offered on the primary DC site.	Does "all resources" refer to both infrastructure and applications, or are there exceptions or limitations to the scope of services covered under DR?	refer RFP / GeM Document
18	iii. The Service Provider shall be responsible for provisioning bandwidth for replication of data between the DC site and DR site, including termination devices and DNS entries.	Are there any preferred specifications or guidelines for the bandwidth, termination devices, or DNS entries, or is the Service Provider free to determine the best solution?	refer RFP / GeM Document
19	iv. The Primary DC and the DR should be in different seismic zones.	Does the Service Provider need to conduct a specific assessment to ensure compliance with this requirement, or is it sufficient to rely on standard industry practices?	refer MeitY Guidelines / RFP Document
20	v. There shall be asynchronous replication of data between Primary DC and DR, and the Service Provider is responsible for sizing and providing the DC-DR replication link to meet RTO/RPO.	Is there a preferred method or technology stack for data replication that the Service Provider should use, or is the approach open to their recommendation?	refer RFP / GeM Document
21	vi. The security posture of the DR site shall be identical to the posture in the DC.	What are the key security measures expected from the DR site to ensure it matches the primary DC's security posture (e.g., encryption, access control, firewalls)?	refer MeitY Guidelines / RFP Document
22	vii. The DR site should have a similar environment (Physical & IT), processes, and controls (security, etc.) as that of the primary DC.	Are there specific certifications or compliance standards the Service Provider needs to follow to ensure the DR site meets the same environmental, IT, and security controls as the primary DC?	refer MeitY Guidelines / RFP Document
23	viii. The Service Provider shall conduct a DR drill for two days every six months, wherein the Primary DC is deactivated and operations are carried out from the DR Site.	Is there a predefined process or criteria for selecting and testing DR drills, or is it the Service Provider's responsibility to determine and manage the drill schedule and procedures?	refer MeitY Guidelines / RFP Document
24	ix. The Service Provider shall clearly define the procedure for announcing DR, including disaster situations, implications, and migration timeframes.	What kind of procedures should the Service Provider establish for announcing a disaster, and are there any specific timelines or methods that the Ministry of Steel prefers for these notifications?	refer MeitY Guidelines / RFP Document

25	x. The Service Provider should offer a dashboard to monitor the RPO and RTO of the proposed solution instance-wise for each storage, Virtual Machine, and database.	Are there any specific metrics or visualizations the Ministry of Steel prefers to see in the dashboard for monitoring RPO and RTO, or is the Service Provider free to design this as needed?	refer MeitY Guidelines / RFP Document
26	xi. The Service Provider should offer switchover and switchback of individual instances instead of the entire DC.	Should the Service Provider ensure that individual instance switchover and switchback occur automatically, or should these be manual processes with defined protocols?	refer MeitY Guidelines / RFP Document
27	xii. During normal operations, the DR Site shall remain on standby with minimum compute resources, but should be fully prepared for an outage.	How does the Service Provider determine the minimum compute resources required for the DR site, and what mechanisms are in place to ensure seamless activation in case of a failure?	refer MeitY Guidelines / RFP Document
28	xiii. In the event of a site failover or switchover, the DR site takes over the active role.	Does the Service Provider need to conduct failover and switchover tests periodically to ensure smooth transition, and are there any specific scenarios (e.g., DC maintenance) where this should happen?	refer MeitY Guidelines / RFP Document

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Sr. No.	Document Reference	Clause Number	Page Number	Description in the Document	Clarification Sought	Reply
1	Ministry of Steel RFP document	Support & Training, 5.2.vi	7	Manage the instances of storage, compute instances, and network environments. This includes department owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP.	Systems that are outside of the authorization boundary of the CSP should be out of scope of CSP as there is no clarity on the exact ask.	Refer MeitY Guidelines / RFP Document
2	Ministry of Steel RFP document	Cloud Migration Services, 5.5.ii	8	Service Provider will be responsible for DNS entries of all existing Ministry of Steel domains & subdomains for both DC & DR.	DNS migration and DNS related task should come under the purview of Client and DNS is out of scope of CSP as mentioned under the User responsibilities section	Refer MeitY Guidelines / RFP Document
3	Ministry of Steel RFP document	Cloud Migration Services, 5.5.v	8	DNS records to be updated once Ministry of Steel verified and confirmed application migration, and underlying infra may be added in subsequent billing cycle.	DNS migration and DNS related task should come under the purview of Client and DNS is out of scope of CSP as mentioned under the User responsibilities section	Refer MeitY Guidelines / RFP Document
4	Ministry of Steel RFP document	Disaster Recovery & Business Continuity Services, 5.6.xii(b)	8	The application environment shall be installed and ready for use.	Our understanding is Application environment setup, configuration and management falls out of scope for CSP and would not impact the RTO & RPO which CSP has to adhere	Refer MeitY Guidelines / RFP Document
5	Ministry of Steel RFP document	Timelines, 6.ii.3	9	Domain Name Server Migration	DNS migration and DNS related task should come under the purview of Client and DNS is out of scope of CSP as mentioned under the User responsibilities section	Refer MeitY Guidelines / RFP Document
6	Ministry of Steel RFP document	Timelines, 6.ii.5	9	Setup of Container Engines, Container Registry, Databases, Object Storage etc. along with DC – DR replication	There is no reference of Containers in the BOQ, kindly clarify if there is a specific ask for containers	Refer MeitY Guidelines / RFP Document

7	Ministry of Steel RFP document	BOQ		Internet & Firewall is missing	Kindly provide the exact Internet & Firewall requirement in terms of bandwidth. Also, kindly let us know if UTM features are required at the firewall level	Refer MeitY Guidelines / RFP Document
8	Ministry of Steel RFP document	Annexure -1, Migration Responsibility Matrix i.(d)	14	Environment Configuration as per the Website / Application	Application setup, installation, configuration & management should fall under customer scope of work and should be out of scope of CSP	Refer MeitY Guidelines / RFP Document
9	Ministry of Steel RFP document	Annexure -1, Migration Responsibility Matrix i.(e)	14	Data transfer & validation	It should be out of scope of CSP as we dont have the source information else we will need the complete source details	Refer MeitY Guidelines / RFP Document
10	Ministry of Steel RFP document	Annexure -1, Additional Information-7	14	RTO and RPO between DC and DR	Our understanding is RTO should be 4 hours, RPO should be 2 hours	Corrigendum for RTO / RPO as per MeitY Guidelines
11	Ministry of Steel RFP document	Annexure-3, Applications (NMD Awards, R&D, Grant-In-Aid, e-Requisition, Miscellaneous, etc)	16	DC1, DC2, DC3 standby	What is DC2 & DC3, kindly clarify	Corrigendum for DC-1, Dc-2 and DC-3 (Standby) may be read as DC
12	Ministry of Steel RFP document	Security and Auditing Service, 5.4	7	i. All websites hosted in the production environment must have cleared security audit from a CERT-IN empanelled agency. It is expected from the service provider to assist Ministry of Steel in getting the Annual Security Audit conducted.	As per guideline - maker & checker can not be the same. request the customer to remove this clause from bidder scope of work.	Refer MeitY Guidelines / RFP Document

13	Ministry of Steel RFP document	Disaster Recovery & Business Continuity Services,5.6	8	v. There shall be asynchronous replication of data between Primary DC and DR and the Service Provider shall be responsible for sizing and providing the DC-DR replication link to meet the RTO and the RPO requirements.	Kindly share the daily increase of data in current data center.	Different on different applications
14	Ministry of Steel RFP document	Annexure -1	14	(ii) User Responsibilities: (a) Application Configuration	Application configuration will be done by application vendor or owner. CSP can provide the infra and related OS to install/configure the application. Kindly change the application configuration under the application vendor scope.	Refer MeitY Guidelines / RFP Document
15	Ministry of Steel RFP document	Annexure -1	14	(i) Cloud Service Provider (CSP) Responsibilities: (c) Port Management	Please elaborate more about the Port Management and specify the requirement.	Refer MeitY Guidelines / RFP Document
16	Ministry of Steel RFP document	Annexure -1	14	(ii) User Responsibilities: (d) Testing of Application	Application testing will be done by application vendor or owner. CSP can provide the infra and related OS to install/configure the application. Kindly change the application testing under the application vendor scope.	Refer MeitY Guidelines / RFP Document
17	Ministry of Steel RFP document	Annexure -3	16	Other Common services Backup Service for VM Storage	Kindly confirm, do you require the backup service in DR also ?	Refer MeitY Guidelines / RFP Document
18	Ministry of Steel RFP document	Annexure -1 , Other Services to be Included in the offer:	13	(iii) Backup Service as per MeitY policy	Kindly share the backup & retention policy for backup	Refer MeitY Guidelines / RFP Document

19	Ministry of Steel RFP document	Computing Resource Requirements for Migrating into New Cloud Environment As Specified by NIC-MOS	6	Migration Responsibility Matrix: (i) Cloud Service Provider (CSP) Responsibilities: (e) Data Transfer and Validation	1. Kindly share the current data size available in current data center. 2. Kindly share the current used Hypervisor in current data center.	Refer MeitY Guidelines / RFP Document
20	General			SLA	What is the required SLA	Refer MeitY Guidelines / RFP Document
21	GeM - Master Service Agreement Procurement of Cloud Services document	1.13.1	21	For Material Breach	<p>We propose that this language should be made mutual:</p> <p>In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, the aggrieved Party may terminate this Agreement by providing a one-month notice to the other Party to cure the Material Breach. If the Material Breach continues after the notice period, the Party not in breach (the “Non-Breaching Party”) will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall include reasonable details of the Material Breach, which may include the following events, after which the termination shall become effective:</p> <p>(i) The other Party becomes insolvent, bankrupt, or a resolution is passed for the winding up of its organization;</p>	Refer MeitY Guidelines / RFP Document

					<p>(ii) Information provided to the Non-Breaching Party is found to be incorrect;</p> <p>(iii) Contract conditions are not met as per the requirements specified in the application document;</p> <p>(iv) Misleading claims about the empanelment status with MeitY are made;</p> <p>(v) If the other Party fails to perform any other obligation(s) under the Agreement.</p> <p>If either Party is unable to deliver the services as per the SLAs, resulting in a Material Breach, the Non-Breaching Party may serve a 30-day written notice to cure the Material Breach. If the Material Breach continues after the expiry of such notice period, the Non-Breaching Party will have the option to terminate the Agreement. Further, the Non-Breaching Party may offer a reasonable opportunity to the other Party to explain the circumstances leading to such a breach.</p>	
22	GeM - Master Service Agreement Procurement of Cloud Services document	1.13.2	22	Termination for Convenience	<p>We propose this clause to be made mutual:</p> <p>Either may at any time terminate the Contract for any reason by giving the other party a notice of termination that refers to this clause.</p>	Refer MeitY Guidelines / RFP Document

23	GeM - Master Service Agreement Procurement of Cloud Services document	1.13.4	23	Termination of this Agreement due to Bankruptcy of Managed Service Provider	<p>We propose this clause to be made mutual:</p> <p>Either Party may serve written notice on the other Party at any time to terminate this Agreement with immediate effect in the event that the other Party reports an apprehension of bankruptcy to the first Party or its nominated agencies.</p>	Refer MeitY Guidelines / RFP Document
24	GeM - Master Service Agreement Procurement of Cloud Services document	1.14	23	Indemnification & Limitation of Liability	<p>We propose that language to be made mutual:</p> <p>Subject to Clause 1.14(d) below, each Party (the "Indemnifying Party") agrees to indemnify and hold harmless the other Party (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes, or damages (collectively, "Loss") arising out of bodily injury, death, or damage to tangible personal property, in favor of any person, corporation, or other entity (including the Indemnified Party), attributable to the Indemnifying Party's negligence or willful default in the performance or non-performance of this Agreement.</p> <p>The Purchaser agrees to indemnify, defend, and hold harmless the Managed Service Provider (MSP) from and against any and all third-party claims (including claims by any Governmental Authority seeking to impose penal or criminal sanctions), (i) relating to the Purchaser's</p>	Refer MeitY Guidelines / RFP Document

					or its End Users' use of the Services in breach of this Agreement (including the Acceptable Use Policy ("AUP")); and/or (ii) arising from the Purchaser's breach of its Representations and Warranties under this Agreement or the Acceptable Use Policy.	
25	GeM - Master Service Agreement Procurement of Cloud Services document	1.14 (e)	24	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 1.14 and breach of Clause 1.11.4.	We propose that limitation to be capped as below: The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute, or otherwise) for any claim (including the indemnity & liability) in any manner related to this Agreement, including but not limited to, any breach of the Agreement, shall be limited to an amount equal to the total amount payable by the Managed Service Provider (MSP) under this Agreement during the 12 months preceding the event giving rise to the claim, or the amount collected by the Supplier pursuant to the applicable PO giving rise to the liability, whichever is lower.	Refer MeitY Guidelines / RFP Document
26	GeM - Master Service Agreement Procurement of Cloud Services document	1.17.3	29	Confidentiality	We propose that this clause to be made mutual	Refer MeitY Guidelines / RFP Document

27	GeM - Master Service Agreement Procurement of Cloud Services document	1.25	34	Suspension	<p>We recommend that the right to suspend access or use of the Cloud Services be adjusted to ensure immediate action in case of security risks and a 30-day suspension notice in the event of payment defaults. This will help mitigate any potential security breaches and act as a preventive measure in case of default.</p> <p>Revised Provision: The Managed Service Provider reserves the right to immediately suspend access to the Cloud Services if the Purchaser's use of the services poses a security risk to the Cloud infrastructure. In the case of default in payment by the Purchaser, the Managed Service Provider shall provide a 30-day written notice before suspending access to the Cloud Services.</p>	Refer MeitY Guidelines / RFP Document
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TATA-2

Sr. No.	Document Reference	Clause Number	Page Number	Description in the Document	Clarification Sought	response
1	Ministry of Steel RFP document	Tender Section 2, Clause 22	3	Payment Terms	Please clarify the payment term whether it will be Net30/Net45/Net60/Net90 from the date of invoice ?	As per RFP
2	Ministry of Steel RFP document	Tender Section 2, clause 38	4	Performance Security Deposit (PSD)	What is the value of the PSD?	As per clause 9.8(iv){page 12}
3	Ministry of Steel RFP document	Tender Section 2, clause 38	4	Performance Security Deposit	Please clarify if it is same or different from PBG and hence also clarify the duration of the same. PSD is required for a period of 17 (seventeen) months beyond the date of award of the contract whereas PBG is required for 42 months from the date of issue or 180 days beyond the contract period.	PSD/PBG to be given for 17 months from the date of award of contract
4	Ministry of Steel RFP document	Tender Section 6, Clause 6(i)	9	Initial Term or Contract Term	Please clarify the contract term if it is 1 year or different as the PBG is being asked to be submitted for a period of 42 months ?	1 year
5	Ministry of Steel RFP document	Tender Section 9.8, Clause iv	12	PBG	Please clarify if it is different from PSD and why is it required for a period of 42 months if the cobntract term is 12 months ?	Refer clause 2(6){page 2}

Webwerks					
Sr. no.	RFP Document refernce(s)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in refernce to the clause	Reply	
	Section/Clause No	Page Number			
1	2) General Terms & Conditions of the BID Enquiry / Instruction to Bidders	Pg 3.	(iv) In case of minor issue related to performance of the cloud services, problem is to be resolved within 24 Hrs. If not rectified within 24 Hrs a penalty @ Rs. 10,000/- (Ten Thousand only) will be levied for every completed 24 Hrs. after first 24 Hrs from the email sent by MoS.	Need relaxation in penalty clause with classification of High, Medium, Low business impact . Need to revist the entire Penalty clause for operational support	As per RFP

2	Para 6 of Timeline	Pg 9.	Setup of Container Engines, Container Registry, Databases, Object Storage etc. along with DC – DR replication)	The RFP documentation does not mention a requirement for container services, such as container engines or container registries, but the timeline specifies provisioning of containers. Could you please clarify if container services are required? If so, could you specify the types of container engines and registries needed and confirm if there are any specific configurations or scaling requirements for this service.	No Containers. refer RFP / GeM Document
3	5.5 Cloud Migration Services	Pg 8	During migration Service Provider is required to create/scale infrastructure as per request, ensure additional	Is it Greenfield project for DC-DR infra setup or Migration from existing CSP to new location over internet. Please elaborate. Since the migration will be under the CSP's scope, could you please provide the following details to facilitate accurate planning: Kindly share existing Source infrastructure details, is P2V to V2V migration expected ? . Details about existing workload and underline infra platform details, Hypervisor, AWS, VMware, Nutanix OHV.... or other.... please share details. 1. Current Architecture Diagram: A detailed diagram of the existing architecture will help us understand the infrastructure layout, dependencies, and connectivity requirements for migration. 2. Current Data Size: The total data size to be migrated, including specifics for any databases, applications, or storage volumes, will enable us to estimate migration timelines and resource requirements accurately. 3. Current CSP Information: Details about the current CSP, such as platform specifications, network setup, and any security configurations, will help us identify potential compatibility issues	Information asked are confidential in nature

				and streamline the migration process. 4. Prerequisites for Data Migration: If there are any specific prerequisites or preparatory steps needed before migration—such as data cleansing, permissions adjustments, or system compatibility checks—please share these as well. These details will help us develop a migration plan that minimizes risks and downtime while ensuring data integrity and security.	
4	Annexure - 3- Financial Bid Format	Pg 16	Bid proposal format	Please confirm about the final BoQ & Bid submission format as mentioned in Annexure-3. Do let us know if any addendum.	Yes, please submit as pdf. This breakup should be same as GeM or the final decision will be done based on lower quote
5			internet bandwidth is available for bulk data transfer and open ports as per requirements.	Please share details w.r.t Internet Bandwidth requirement for DC & DR and Also for DC migration from existing CSP to new DC environment	refer RFP / GeM Document
6	Para 6 of Timeline	9	Setup of Container Engines, Container Registry, Databases, Object Storage etc. along with DC – DR replication	Kindly elaborate scope of work... Need to know what is been expected from CSP w.r.t Container Engines, DB, etc.	refer RFP / GeM Document

7	Annexure 1	7	DB License	According to Annexure 1, there are some database instances for which the required licensing information is not specified. Could you please update the document to include the necessary database licenses along with its version for each instance where this information is currently missing. This will help ensure accurate provisioning of DB cost in commercial.	refer RFP / GeM Document
8		7	2. Load Balancer	What specific applications or services do you plan to load balance with the vLB?	refer RFP / GeM Document
9		7		How many backend servers or instances will the vLB need to distribute traffic to?	
10		7		What is the expected traffic volume and throughput that the vLB needs to handle?	
11		8	4. Firewall	According to the BOM format, there is no provision for firewall pricing. Please provide a separate column for the firewall to add price. Additionally, include the required HTTPS throughput information along with the features for the firewall.	refer RFP / GeM Document
12		8	4. Web Application Firewall	According to the BOM format, there is no provision for firewall pricing. Please provide a separate column for the firewall to add price. Additionally, include the required throughput information along with the features for the Web Application firewall.	refer RFP / GeM Document
13		8	3. Additional Storage	For this requirement, could you please provide the exact storage needed. This information is essential for us to accurately estimate storage costs and reflect them in the commercial proposal.	refer RFP / GeM Document
14		8	5. Public IP	Could you please confirm the exact number of public IP required	refer RFP / GeM Document
15		8	6. VPN	What is the expected Gateway throughput	refer RFP / GeM Document

16	6.6 Disaster Recovery	11	6.6 Disaster Recovery	According to the RFP, a Disaster Recovery (DR) setup is required. However, there isn't a designated section in the commercial format to include the associated costs. Could you please add a dedicated column in the commercial format to capture DR costs. This will help department to ensure a clear and accurate breakdown of expenses for both DC and DR solutions.	refer RFP / GeM Document
17	7. Timeline	13	Setup of container engines, Container registry	The RFP documentation does not mention a requirement for container services, such as container engines or container registries, but the timeline specifies provisioning of containers. Could you please clarify if container services are required? If so, could you specify the types of container engines and registries needed and confirm if there are any specific configurations or scaling requirements for this service.	No Containers. refer RFP / GeM Document
18	Annexure 3	20	1. Backup as a service	As per the RFP, the client requires backup services. We request the addition of a separate column to include the cost of backup licenses. Additionally, we kindly ask you to specify the required quantity of the backup tool and the data size that needs to be backed up.	refer RFP / GeM Document

19	General		Migration	<p>Since the migration will be under the CSP's scope, could you please provide the following details to facilitate accurate planning:</p> <ol style="list-style-type: none"> 1. Current Architecture Diagram: A detailed diagram of the existing architecture will help us understand the infrastructure layout, dependencies, and connectivity requirements for migration. 2. Current Data Size: The total data size to be migrated, including specifics for any databases, applications, or storage volumes, will enable us to estimate migration timelines and resource requirements accurately. 3. Current CSP Information: Details about the current CSP, such as platform specifications, network setup, and any security configurations, will help us identify potential compatibility issues and streamline the migration process. 4. Prerequisites for Data Migration: If there are any specific prerequisites or preparatory steps needed before migration—such as data cleansing, permissions adjustments, or system compatibility checks—please share these as well. <p>These details will help us develop a migration plan that minimizes risks and downtime while ensuring data integrity and security.</p>	Information asked are confidential in nature
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Sr. No	RFP Page	RFP Clause	RFP Clause	Clarification	Reply
1	5		Backup as a service	Please specify the backup policy and data retention period	Refer MeitY Guidelines
2	5		Vulnerability assesment	what is the period of assesment during the contract of 12 month please confirm	Refer Corrigendum
3	5	Point no 3	VPN	Please specify the VPN no.	refer RFP / GeM Document
4	5		SLA	Please define the SLA based on which the further penalty clause mentioned in the Bid	refer MeitY Guidelines / RFP Document
5	5		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.	As per RFP/Corrigendum
6	5		delete data by 45 dats at the end of expiry of agreement	Kindly change the clause to 45 days by the end of agreement.	Query Not Clear
7	5		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.	refer RFP / GeM Document
8	5		Active directory configuration, and management	We understand that this will be in customer scope. Please confirm. Customer requires Global DNS , pls confirm.	refer MeitY Guidelines / RFP Document
9	5		VAPT	Please specify the list of internal and external ip addresses which needs to be tested . We recommend this type os testing to be done either once or twice a year. Please clarify.	Refer Corrigendum

10	5		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.	refer RFP / GeM Document
11	5		General	Are the applications static or dynamic ?	Dynamic