

Directorate General of Hydrocarbons
(Under Ministry of Petroleum & Natural Gas)
Government of India (GoI)

PRE BID CLARIFICATIONS REPLIES AND RFP'S AMENDMENTS

(Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform)

Tender No: GEM/2024/B/4676396

Plot No. 2, Tower A, OIDB Bhawan, Sector 73, Noida, Uttar Pradesh 201301 .

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1. PART -I : DGH REPLIES AGAINST CLARIFICATIONS

2. PART-II : Amended Clauses With References

PART-I

Reply to Pre-bid queries for tender No. GEM/2024/B/4676396 dt 23.02.2024 “Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform”

Sl. No.	Section No.	Section Name	Statement as per RFP	Query by bidder	Suggestion by Bidder	Response by DGH
1	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have the CSP Native CDN service Yes- (3) Marks, No- (0) Marks	<p>"As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations.</p> <p>This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well.</p> <p>In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non critical component like CDN to be a CSP native solution with single billing and usage console.</p> <p>If it is future requirement, Please allow for Market place CDN. Native CDN capability disqualify particular CSP.</p> <p>For Example- Airtel CDN capability is available on Marketplace and it comes under Make In</p>		As per RFP

				India. Airtel has empanelled CDN with DIC and they are leveraging the same technology in other projects too. "		
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2	13.3	Functional Requirements	<p>The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as per the technical specification given as per technical BOM</p>	<p>"As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations.</p> <p>This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well.</p> <p>In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non critical component like CDN to be a CSP native solution with single billing and usage console.</p> <p>If it is future requirement, Please allow for Market place CDN. Native CDN capability disqualify particular CSP.</p> <p>For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Airtel has empanelled CDN with DIC and they are leveraging the same technology in other projects too. "</p>		As per RFP
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3	8	13.3. Functional Requirements	<p>Contractor shall ensure that backup of applications is provisioned in the proposed cloud service, meeting all the service requirements. In case of failure, automated processes should move customer data traffic away from the affected area to the failover site.</p> <p>Applications should be deployed in such a way that in the event of a Data Centre failure, there is sufficient capacity to enable traffic to be load balanced to the remaining sites, for which adequate bandwidth shall be available. Seamless movement of traffic must happen in case of a failure at the Active Site</p>	<ul style="list-style-type: none"> ● What is the approximate volume of data that needs to be backed up for all the applications, logs, databases, files, VMs, etc.) ● Assuming there is a need of configuring MPLS/ILL, please let us know the no. of connections & the bandwidth of these connections. 		Please refer BoM
4	10	13.3. Functional Requirements	<p>The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as per the technical specification given as per technical BOM.</p>	<ul style="list-style-type: none"> ● What is the estimated volume of content to be delivered, including anticipated traffic spikes?□ Any specific performance metrics for CDN, such as latency, throughput, and cache hit rates.□ Do you have any quality of service (QoS) requirements, especially for video streaming or large file downloads.□ Any insights on future requirements and growth plans for CDN. 		Please refer BoM

5	16.3.4.	Table 21: CSP General Compliance	<p>CSP should offer the facility to support Active-Active architecture having multiple availability zones with built in fault tolerance to avoid any failure at the underlying hardware infrastructure.</p>	<p>Active-Active architecture " having multiple availability zones" is vendor specific and somehow restricting to only a few selective CSPs to participate in this RFP .</p> <p>While the concept of having an active-active architecture is understood, it is important to note that different CSPs provide active-active architecture in different ways. For instance, Oracle provides active-active deployment of services within the same data centre across multiple fault domains to avoid any failure at the underlying hardware infrastructure. By restricting the concept of active-active architecture to multiple availability zones, this clause is somehow favouring only a few selected CSPs and undermining the innovation done by the Gen2 CSPs for providing much more robust active-active architecture with not only offering uptime SLAs but also supporting performance SLAs.</p> <p>this is non-restricting the qualification of another competent cloud provider, request you to amend this clause as "active-active deployment of services will be within the same data center / different data centers to avoid any failure at the underlying hardware infrastructure ".</p> <p>Active- Active architecture can be achieved with the help of multiple Availability Zone/Fault domain to avoid any failure at underlying hardware infrastructure. Please allow CSP to leverage AZ/FD, as CSPs use different solutions like Fault Domain also.</p>	<p>As per RFP. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone.</p>
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6		Generic		Are there any containerized applications already running in the environment, if yes then on which Kubernetes version or cloud platform.		No
7	Section 6, Table 5	Table 5: Pre-Qualification Criteria (PQC)	The proposed CSP should comply with all the requirements mentioned in Section 16.3.4, Form TQ4: Services Compliance by CSP	CDN is a niche network related service and top CDN providers are not CSPs. Request department to kindly add marketplace services instead of CSP native services for CDN		As per RFP
8		Technical Qualification Criteria	Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria.	Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria		Refer updated clause 6.2.2 Table 6

9		13.4.5. Services Under Raw/Pre-Stack Data Migration:	Raw/Pre-Stack Offline Seismic data: Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each. As part of this tender scope, the purchaser intends to migrate all of this 3.5 – 4 Peta Byte of data, in HDDs, to cloud storage.	Currently, which LTO tapes are being used and of which vendor.		The data will be provided in external HDD
10		13.4.4. Services of Managed Support Services / Helpdesk		Is there onsite resource requirement pr the managed services will be remote only.		Please refer Clause 13.4.4
11	Table 25:	Service Configuration offered by CSP	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory	Nvidia proceesor (Tesla) mentioned in RFP is old generation processor. As you have asked for latest gen processor in above line items. Request you to please mentioned latest generation processor like Amphere A10 or A100 which gives better value performance. VDI/VDR/Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x A10/A100 Core GPU with 16 GiB GPU Memory. GPU must be latest generation		Refer updated clause 16.3.4 Table 25 and BoM

12	6.2.2.	Technical Evaluation Criteria	<p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	<p>Our suggestion to DGH, is to leverage 3rd party product/marketplace for AV and HIPS because Security OEMs provide focussed solution to deal with vulnerabilities and mitigating signature based attacks/zero day vulnerability, suits better technical solution.</p> <p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • Nxt Gen Firewall as a service • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>		As per RFP
13	6.2.2.	Technical Evaluation Criteria	<p>The proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pair Automated replication to different zones ondemand backup/continuous yes for all-(3)marks no to any of these above-(0)marks</p>	<p>Our understanding with the clause "Automated replication to different zones ondemand backup/continuous" is that the data needs to be replicated to different sesemic zone. Kindly confirm</p> <p>The proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pair Automated replication to different zones/fault domain ondemand backup/continuous yes for all-(3)marks Maximum marks- 3(1 marks for each service)</p>		As per RFP
14	Table 25:	Service Configuration offered by CSP	Shared File Storage with multi-protocol support for NFS and SMB	Please change this to- Shared File Storage with multi-protocol support for NFS or SMB. NFS is preferred for its fast performance, security and low overhead. Latest Windows server comes with NFS clients while allow NFS to be used as file storage solution and is preference over SMB.		As per RFP System should support both NFS and SMB protocol. However, only one of the protocol is

				Shared File Storage with multi-protocol support for NFS/SMB		required with a particular volume at a time.
15	21	13.2. Broad Scope of Activities	Assist purchaser in planning for capacity building to meet growth and peak load assessment from time to time, to ensure future requirements are addressed.	Please share previous reports on the historical growth & peak load of similar applications.If not available, are there any projections available?		No
16		Generic		Please specify the total number of VPN users and the total bandwidth requirement.		Refer BOM
17	Section 6, Table 6	Table 6: Technical Qualification Criteria (TQC)	Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission. • More than 1 Years: 3 Marks • More than 2 Years: 5 Marks • More than 3 Years: 7 Marks	Request department to kindly amend the clause to..Number of Years in the Business of providing Cloud Services to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission. and consider certificate from Chartered Accountant and exhempt year wise Income from Cloud Services Business.		Please refer updated clause 6.2.2, Table 6
18	Section 6, Table 6	Table 6: Technical Qualification Criteria (TQC)	Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.- 5 Marks More than ₹ 50 Cr.- 7 Marks	Request department to kindly consider below clause Average Annual Turnover of the bidder from cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks		Please refer updated clause 6.2.2, Table 6

			5 Marks More than ₹ 50 Cr. - 7 Marks			
19	Section 6, Table 5	Table 5: Pre-Qualification Criteria (PQC)	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	Request department to kindly consider below clause Clause: The Bidder should have average annual turnover of at least ₹ 20 Cr. from Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23) Documents to be submitted: Request department to kindly consider certificate from Chartered Accountant		Refer updated clause 6.2.1, Table 5 of RFP.
20	Section 6, Table 5	Table 5: Pre-Qualification Criteria (PQC)	The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll.	Request department to kindly consider below clause: The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll. And kindly consider Certified by Company Secretary/ HR along with valid CSP certification copy and Resume.		Refer updated clause 6.2.1, Table 5 of RFP.
21	Section 6, Table 5	Table 5: Pre-Qualification Criteria (PQC)	The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.	Request department to kindly consider certificate from Chartered Accountant		Refer updated clause 6.2.1, Table 5 of RFP.

22	Table 25:	Service Configuration offered by CSP	<p>Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/ removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create ondemand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/ removing read replicas</p>	<p>Request you to,please change it to-</p> <p>Should support multi-zone/multi- domain HA and horizontal scaling by adding/ removing read replicas</p> <p>Multi Zone is inclined towards particular CSP/OEM</p> <p>Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor</p> <p>- Should have ability to create on demand/manual backup/snapshots</p> <p>- Should support automatic backup from Standby to avoid IO activities suspension on primary node</p> <p>-Should support multi-zone HA/Multi Fault domain and horizontal scaling by adding/removing read replicas</p>		<p>Please refer updated clasue 16.3.4 and BoM.</p> <p>It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."</p>
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23	Table 25:	Service Configuration offered by CSP	Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create ondemand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node-Should support multi-zone HA and horizontal scaling by adding/removing read replicas	Request you to,please change it to-Should support multi-zone/multi- domain HA and horizontal scaling by adding/ removing read replicasMulti Zone is inclined towards particular CSP/OEMManaged MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on demand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node-Should support multi-zone HA/Multi Fault domain and horizontal scaling byadding/removing read replicas		Please refer updated clasue 16.3.4 and BoM. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."
24		Pre Qualification	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	The Bidder should have annual turnover of at least ₹ 20 Cr. from the Cloud and Managed service Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)		please refer updated clause 6.2.1 Table 5
25	4	13.8.2. During Operations & Maintenance	Training Schedules and material	To how many resources the training needs to be provided and for how many days, any specific number on the batch size, training location and number of times the training sessions needs to be conducted. What materials are expected here, kindly elaborate.		5 days training for 10 resources, batch not exceeding 5
26	12	13.2. Broad Scope of Activities	Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO	We are assuming DR setup will be for Production environment only, kindly confirm if our understanding is correct?		Yes

27	Table 25:	Service Configuration offered by CSP	Virtual Machine with RHEL, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing	<p>We request you to leverage Oracle Enterprise Linux/RHEL/any other enterprise Inux. RHEL is the Linux Distribution whereas OEL is also cloned version of RHEL with multiple enhancements in Kernel also committed to open source.</p> <p>Please allow RHEL or any other equivalent/enterprise grade Linux OS Virtual Machine with RHEL/OEL/Enterprise Linux, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing</p>		As per RFP
28	13.3	Functional Requirements	The All the cloud services provided should be part of unified billing and usage dashboard of the proposed CSP.	<p>We request you to please consider custom/unified billing and usage dashboard of proposed CSP.</p> <p>The all the cloud services provided should be part of custom/unified billing and usage dashboard of the proposed CSP.</p>		As Per RFP
29	14	13.2. Broad Scope of Activities	Configure backup and restoration Services for daily incremental (7 days Retention period), weekly incremental (12 weeks Retention period) and Quarterly Full Backup (3 months retention period) or as communicated by the purchaser.	What is the approximate volume of data that needs to be backed up for all the applications, logs, databases, files, VMs, etc.)		Please refer storage volume in BoM

30	Table 25:	Service Configuration offered by CSP	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	<p>With recent innovations & modernization, higher IOPS disks are available on lower cost (equivalent to lower IOPS) also makes a right decision considering organizations future roadmap i.e. if we are getting better IOPS on same cost as lower IOPS, we should only select higher IOPS, that's advantage and right use of govt funds.</p> <p>As per requirement mentioned in RFP, DGH is looking for approx 6 IOPS/GB (=3000/512). Our suggestion after consiering your workload, please make it to atleast 60 IOPS/GB, which will come on same cost and DGH will gain much better price performance and right utilization of Govt Funds.</p>		As Per RFP, service configuration offered by CSP should be equivalent or higher.
31	Table 25:	Service Configuration offered by CSP	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	<p>With recent innovations & modernization, higher IOPS disks are available on lower cost (equivalent to lower IOPS) also makes a right decision considering organizations future roadmap i.e. if we are getting better IOPS on same cost as lower IOPS, we should only select higher IOPS, that's advantage and right use of govt funds. As per requirement mentioned in RFP, DGH is looking for approx 6 IOPS/GB (=3000/512). Our suggestion after consiering your workload, please make it to atleast 60 IOPS/GB, which will come on same cost and DGH will gain much better price performance and right utilization of Govt Funds.</p>		As Per RFP, service configuration offered by CSP should be equivalent or higher.
32	16.3.4	Form TQ4: Services Compliance by CSP	Form TQ4: Services Compliance by CSP <To be issued by CSP on it's Letterhead >	As part of the submission of the RFP, the bidder has to submit a self-declaration from the CSP. We have provided some changes to the language as mentioned in the self-declaration. We will request to please refer to the attached updated self-declaration for your kind consideration and kindly approve the same.		As per Revised Form TQ4

33	16.3.4	Form TQ4: Services Compliance by CSP	2. We confirm that the platform services offered by the bidder is our directly managed service where we manage runtime, middleware, operating system, virtualization, servers, storage, networking, licenses along with its upgrades, patches, upscale/downscale automatically, zero trust through service functionalities or attributes using automated tools and without any manual intervention.	<p>For the managed Platform services definition we would request DGH to use the definition of Cloud Platform Managed Services from the DIC issued public RFP on GeM "Selection of Managed Cloud Service Provider" under reference no "GEM/2023/B/3162600". The point is mentioned on page 16 of the RFP under Section 7 : Technical Evaluation > Point K. The statement from the RFP is quoted below and we would request DGH to use the same definition:</p> <p>"The Bidder's proposed CSP needs to certify on its letterhead that proposed platform services by bidder is a managed service of CSP directly, where CSP manages runtime, middleware, operating system, virtualization, servers, storage, networking, licenses along with its upgrades, patches, upscale/downscale automatically through the service functionalities or attributes using automated tools and without any manual intervention. The service should have native integration with the CSP monitoring platform/service to enable effective operational view with defined matrices and alarms. The PaaS service should have an integration with the management console of the CSP to provide a single view of all resources. MSP will only facilitate, schedule or define controls for these activities in-line with the customer requirements leveraging published APIs of these CSP Managed platform services."</p>		As per RFP
34	16.4.2	Indicative Bill of Material > SL NO 14 > Function as a Service	Provides Serverless, event-driven compute service that lets you run code without provisioning or managing servers. - 1GB RAM , 1 vCPU and	Function as a Service will allow to run code without provisioning or managing servers which will allocate CPU power linearly in proportion to the amount of memory hence function as a Service is priced based on allocated memory, execution time and number of requests		Please refer amended Table 25 and BoM

			3 seconds of execution time per Request	parameters. It is not priced on vCPU parameter, so requesting to remove "vCPU" parameter from the statement.		
35	16.4.2	Indicative Bill of Material > SL NO 35 > Encryption	Hardware Security Module with FIPS 140-2 Level 3 compliance	HSM is integrated with KMS service, is there a need for a dedicated single tenant HSM ?		As per RFP
36	16.4.2	Indicative Bill of Material > SL NO 38 > Security and Firewall	Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic or Equivalent	In NDR 2.0 the network firewall will provide fine-grained control over network traffic and IPS capability. These capabilities will be applicable to the requests and responses to/from the application. In the application load balancer specification, 1 TB of data processing per month is mentioned. Please change the requirement to 1 TB of traffic as 100 TB is too large as per the project requirement and would lead to unnecessary increase in cost of the project.		Please refer updated Clause 16.3.4 Table 25 and BoM
37	13.4.4	Services of Managed Support Services / Helpdesk	4. CSP and bidder shall ensure that the migration of NDR 1.0 to NDR 2.0 is done successfully and optimised in the best possible/optimal manner using services. In case of any discrepancy / delay/challenge during successful migration as defined in this RFP, it will be the responsibility of the CSP & bidder to deploy any professional services that may be required without any additional	Migration is the responsibility of the bidder and they would take requisite support from the CSP as needed. At a high level, project execution responsibilities will be with the bidder and providing the required cloud services and meeting the CSP compliances will be the responsibility of the CSP. Both the parties can not be held responsible jointly for all the activities. Hence we would request the statement to be changed as below -"it will be the responsibility of the bidder to deploy relevant services and any professional/consulting services from the proposed CSP that may be required without any additional cost implications to the purchaser"		As per RFP

			cost implications to the purchaser.			
38	16.4.2	Indicative Bill of Material > SL NO 29 > CSP Natively Managed Big Data & Analytics - Warehouse	4 vCPU, 32 GB RAM for running 500 Queries per month with each query scanning 1TB of data OR Serverless data warehouse for running 500 GB of Storage per month scanning 1TB of data	Parameters for serverless and non-serverless data warehouse should be kept same which is 500 Queries per month with each query scanning 1TB of data . Therefore we request you to please consider the following corrected statement - "4 vCPU, 32 GB RAM for running 500 Queries per month with each query scanning 1TB of data OR Serverless data warehouse for running 500 queries per month scanning 1TB of data"		As per RFP
39	16.3.4	Form TQ4: Services Compliance by CSP	1. We shall be responsible for ensuring 99.5 % availability of Cloud IT services.	Please change the statement to "1. We shall be responsible for ensuring 99.5 % availability of <<CSP Name>> Cloud Services."		Please refer updated clause 16.3.4 TQ 4
40	16.3.4	Form TQ4: Services Compliance by CSP	3. We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we shall provide an equivalent or higher version of the same at the same or lower cost to the purchaser.	Please change the statement to "3. We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we and the bidder will work with DGH to provide an equivalent or higher version of the same on the best effort basis."		As per RFP

41	16.3.4	Form TQ4: Services Compliance by CSP	5. We confirm that, we shall jointly with the Bidder, work towards ensuring monitoring and management of all the required Cloud services for the projects, including monitoring dashboard and logging through a single console.	Please change the statement to "5. We confirm that the Bidder will work towards ensuring monitoring and management of all the required Cloud services for the projects, including monitoring dashboard and logging through a single console."		As per RFP
42	16.3.4	Form TQ4: Services Compliance by CSP	6. We confirm that we shall provide all necessary assistance and technical support to _____ (Name of the Bidder) during the entire duration of the project. Our Technical team comprising of Technical Solution Architect and Account Manager shall provide all requisite support to purchaser during the tenancy of this contract.	Please change the statement to "6. We confirm that our technical team (comprising of Technical Solution Architect and Account Manager) shall provide all necessary assistance and technical support to _____ (Name of the Bidder) during the entire duration of the project including review of solution design, architecture review, helping in optimizing costs, scalability, operation excellence, high-performance, security recommendations and sustainability."		Please refer updated clause 16.3.4 TQ 4
43	16.4.2	Indicative Bill of Material > SL NO 32 > CSP Natively Managed Application Load balancer	Should provide an Application Gateway as a layer 7 load balancer which supports SSL termination, cookie-based session affinity and round robin for load-balancing traffic with data processed upto 1TB/month and 1MN requests/month. It should support Zone Redundancy and Autoscaling	Please clarify if the minimum number of rules to be evaluated are 50.		As per RFP

44	16.4.2	Indicative Bill of Material > SL NO 28 > CSP Natively Managed Big Data & Analytics - ETL Service	Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month	Please clarify if the requested quantity of 200 is for processing unit or hours ? Or is processing unit x hours equal to 200 ?		As per RFP Clarified that qty mentioned as 200 is in hours. Refer updated clause 16.3.4 & BoM
45	16.4.2	Indicative Bill of Material > SL NO 24-25 > CSP Native Managed Relational Database as a Service	CSP Native Managed Relational Database as a Service	Please specify if the point in time recovery (PITR) logs retention should atleast be 30 days for these relational database managed service. Please confirm if changing the database instance types (higher or lower configuration) should be seamless with a single reboot of the database and without any data migration involved.		As per RFP
46	6.2.2	Table 6 : Technical Qualification Criteria > Point 6 - Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.	Documents Requested - A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.	Requesting to change the documents requested to the following options, similar to point 1 in table 6 "Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted."		Please refer updated clause 6.2.2 Table 6

47	16.4.2	Indicative Bill of Material > SL NO 25 > CSP Native Managed Relational Database as a Service	8 vCPU 64 GB RAM	The phrase "SSD Storage" must be added to the statement to ensure it is in parity with line item no 24 and to ensure bidder provides SSD storage only with the relational database.		Please refer updated clause 16.3.4 Table 25 and BoM
48	16.4.2	Indicative Bill of Material > SL NO 26 > CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	8 vCPU 32 GB RAM with 160GB SSD	This specification gives unfair advantage to a particular CSP; therefore, we request to change the configuration of MongoDB managed service to "8vCPU and 64GB RAM with SSD Storage" as this would be in line with the other managed database configuration asked in the BoQ.		Please refer updated clause 16.3.4 Table 25 and BoM
49	16.4.2	Indicative Bill of Material > SL NO 24-25 > CSP Native Managed Relational Database as a Service	Non burstable production grade x86 based Processor	We also request you to please allow ARM based processors as they provide better cost-performance output.		As per RFP

50	16.4.2	Indicative Bill of Material > SL NO 26 > CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	Non burstable production grade x86 based Processor	We also request you to please allow ARM based processors as they provide better cost-performance output.		As per RFP
51	6.1.2	Commercial Evaluation	As on the date of bid submission, if the CSP has announced discontinuation / obsolescence of any service on its public website to be applicable from any date in the future, it is mandatory for the bidder to quote for an equivalent or higher version of such service in their offer.	We request DGH to include a price revision clause also to the given statement in the RFP - "As on the date of bid submission, if the CSP has announced a price revision for the service listed in the BOQ on its public website to be applicable from any date in the future, the bidder must take the revised price in their bill of material to avoid any future disputes."		As per RFP
52	13.4.5	Services Under Raw/Pre-Stack Data Migration	7. The bidder shall be responsible for secure data transfer and arranging the necessary requirements such as secured internet connection, secured devices etc. All devices should be certified by Cert-in/STQC empaneled certifying agency and the contractor should submit	We request that DGH should also accept devices or services from MeitY empaneled CSPs which can offer secured Data Transfer services designed for highly regulated industries with support for Trusted Platform module (TPM) and adhering to compliances like HIPPA, IRAP, FedRamp, ISO 27001, ISO 27017, ISO 27018, and SOC 1, 2 & 3.		Please refer updated clause 13.4.5

			VAPT/TPM (Tested Platform Module) certificate.			
53	6.2.2	Table 6 : Technical Qualification Criteria > Section 2: CSP Evaluation	URL of the service on the CSP through Self provisioning portal	We request you to also consider CSP Public Web Page URL which covers the requested technical specifications		As per RFP, The bidder has to demonstrate the services along with technical specification at the time of presentation

54	5	Purchase Preference (Centre)(<i>Please refer to the GeM bid Document for this query</i>)	Preference to Make In India products (For bids less than 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory	We would humbly request DGH to consider the following -Industry associations had represented to the government on behalf of members seeking clarification on the Department of Promotion of Industry and Internal Trade Public Procurement Order 2017 (Make in India Order) for MeitY empaneled Cloud Services Providers. In the absence of any clarification given, we are unable to confirm with accuracy our Supplier Status and local content percentage. We would request DGH to accept a self-declaration confirming that the services to be provided from India Region of the MeitY empaneled & STQC audited CSP to be considered and eligible as Class I supplier. We have precedences of other government agencies/PSUs accepting MeitY empaneled cloud vendors to be class 1 vendors to address this requirement. Alternatively DGH can consider removing this requirement from the RFP.		No Change. The Cluase is in line with Government Policy on MII.
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		<p>auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.</p>			
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55	16.4.2	Indicative Bill of Material > SL NO 38 > Security and Firewall	CSP Native Managed/CSP Native Marketplace (with single billing console) Network Firewall	We would request DGH to consider CSP native managed solutions only for Security and Firewall Service. CSP native and managed services have native integrations including governance, management & monitoring. This also covers constant upgrades to the platform and customer is free of any legacy dependency due to upgrades. CSP native services including security and other PaaS and IaaS services are covered under various Compliance Programs of CSP such as ISO & SOC. CSP retains ownership of periodical certification processes of such services. Further the SLA and integration with console for a single pane of view of these services is also the responsibility of CSP. Such core security and management features are not available in Marketplace solutions. We request DGH to disallow marketplace/3rd party services especially for core security services.	Security and Firewall Services	Refer updated clause 16.3.4 Table 25 and BoM
56	16.4.2	Indicative Bill of Material > SL NO 39-40 > Security	Vulnerability Assessment	We would request DGH to consider CSP native managed solutions only for Vulnerability Assessment CSP native and managed services have native integrations including governance, management & monitoring. This also covers constant upgrades to the platform and customer is free of any legacy dependency due to upgrades. CSP native services including security and other PaaS and IaaS services are covered under various Compliance Programs of CSP such as ISO & SOC. CSP retains ownership of periodical certification processes of such services. Further the SLA and integration with console for a single pane of view of these services is also the responsibility of CSP. Such core security and management features are not available in Marketplace solutions. We request DGH to disallow marketplace/3rd party services especially for core security services.	Vulnerability Assessment	As Per RFP

57	16.4.2	Indicative Bill of Material > SL NO 41 > Security	Secrets Management	We would request DGH to consider CSP native managed solutions only for Secrets Management. CSP native and managed services have native integrations including governance, management & monitoring. This also covers constant upgrades to the platform and customer is free of any legacy dependency due to upgrades. CSP native services including security and other PaaS and IaaS services are covered under various Compliance Programs of CSP such as ISO & SOC. CSP retains ownership of periodical certification processes of such services. Further the SLA and integration with console for a single pane of view of these services is also the responsibility of CSP. Such core security and management features are not available in Marketplace solutions. We request DGH to disallow marketplace/3rd party services especially for core security services.	Secrets Management	As Per RFP
58	16.4.2	Indicative Bill of Material > SL NO 42 > Security & Firewall	Anti DDoS - DDoS Protection for public IP resources deployed in cloud	We would request DGH to consider CSP native managed solutions only for DDoS Protection CSP native and managed services have native integrations including governance, management & monitoring. This also covers constant upgrades to the platform and customer is free of any legacy dependency due to upgrades. CSP native services including security and other PaaS and IaaS services are covered under various Compliance Programs of CSP such as ISO & SOC. CSP retains ownership of periodical certification processes of such services. Further the SLA and integration with console for a single pane of view of these services is also the responsibility of CSP. Such core security and management features are not available in Marketplace solutions. We request DGH to disallow marketplace/3rd party services especially for core security services.	DDoS Protection	As Per RFP

59	16.4.2	Indicative Bill of Material > SL NO 43 > Security & Firewall	Managed Threat Detection Service	<p>We would request DGH to consider CSP native managed solutions only for Threat Detection Service. CSP native and managed services have native integrations including governance, management & monitoring. This also covers constant upgrades to the platform and customer is free of any legacy dependency due to upgrades. CSP native services including security and other PaaS and IaaS services are covered under various Compliance Programs of CSP such as ISO & SOC. CSP retains ownership of periodical certification processes of such services. Further the SLA and integration with console for a single pane of view of these services is also the responsibility of CSP. Such core security and management features are not available in Marketplace solutions. We request DGH to disallow marketplace/3rd party services especially for core security services.</p>	Threat Detection Service	As Per RFP
60	13.6	Secondary Data Center (Disaster Recovery or DR)	1. The proposed NDR 2.0 SDC (DR) shall be hosted in a MeitY Empanelled Data centre which shall be at a minimum 100KM from DC.	<p>We would request DGH to remove the minimum requirement of 100KM distance between DC and DR and consider the Disaster Recovery site as per MeitY DR guidelines which allows both Synchronous and Asynchronous replication across MeitY empaneled and STQC audited data centres.</p> <p>We request DGH to also consider Active-Active DC-DR set-up which helps in synchronous replication of the data across MeitY empaneled datacenters where solution components (Web and App layer virtual machines) can be deployed across physically separate datacentres in a synchronous fashion providing the maximum cost-performance output to the customer while being effectively ready for disaster recovery as well with near zero RTO and RPO.</p>		As Per RFP

61	Table 5: Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC)	RequirementsPoint no 3. The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)"Documents to be submittedA Certificate issued by the Statutory Auditor should be submitted mentioning turnover from Proposed Cloud Business, along with copies of Audited financial statements for the FYs.	In the said criteria, authority has insisted the qualified bidder who have expertise in Cloud services. Considering the same we request to amend the criteria as follow: "RequirementsPoint no 3. The Bidder should have average annual turnover of at least ₹ 20 10 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)Documents to be submittedA Certificate issued by the Statutory Auditor / Chartered Accountant should be submitted mentioning turnover from Proposed Cloud Business, along with copies of Audited financial statements for the FYs."		Refer updated clause 6.2.1, Table 5 of RFP.
62	19.e	With-Holding of Payment	Notwithstanding the foregoing, the right of Purchaser to withhold shall be limited to damages, claims and failure on the part of Contractor, which is directly/ indirectly related to some negligent act or omission on the part of Contractor	Request to kindly consider direct damages and hence modify the clause as below : :"Notwithstanding the foregoing, the right of Purchaser to withhold shall be limited to damages, claims and failure on the part of Contractor, which is directly/ indirectly -related to some negligent act or omission on the part of Contractor		As per RFP
63	11.5.3	Confidentiality of Information	This obligation shall be kept in force even after the expiry of the contract period and until such information is disclosed by Purchaser.	Request to kindly consider keeping the term for a period of 2 years post expiry and hence modify the clause as below:" This obligation shall be kept in force for a period of 2 (two) years even after the expiry of the contract period and until such information is disclosed by Purchaser.		As per RFP

64	16.2.3. Form PQ3: Financial Strength	Table 14: Financial Information of the Bidder	<p>Table 14: Financial Information of the Bidder</p> <p>....[Signature] [Name] [Designation] Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company) Seal/Stamp <<Certificate by Statutory Auditor of the Bidder>></p>	<p>We request to allow the CA certificate as well and amend the criteria as follow:</p> <p>....[Signature] [Name] [Designation] Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company) Seal/Stamp <<Certificate by Statutory Auditor / <u>Chartered Accountant</u> of the Bidder>></p>		Please refer updated clause 16.2.3
65	Table 5: Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC)	<p>Requirements</p> <p>4. The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.</p> <p>Documents to be submitted A Certificate issued by the Statutory Auditor certifying the Annual Turnover and Net worth (Form PQ3).</p>	<p>We request to allow the CA certificate as well and amend the criteria as follow:</p> <p>Requirements</p> <p>4. The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.</p> <p>Documents to be submitted A Certificate issued by the Statutory Auditor / <u>Chartered Accountant</u> certifying the Annual Turnover and Net worth (Form PQ3).</p>		Refer updated clause 6.2.1, Table 5 of RFP.

66	Table 5: Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC)	<p>Requirements 11. Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud</p> <p>Documents to be submitted Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence</p>	<p>We request to give relaxation in said criteria and amend the criteria as follow:</p> <p>Requirements 11. Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud</p> <p>Documents to be submitted Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence</p>		Refer updated clause 6.2.1, Table 5 of RFP.
67	Table 5: Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC)	<p>Requirements 12. The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll. Documents to be submitted "Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource"</p>	<p>We request to give relaxation in said criteria and amend the criteria as follow: Requirements 12. The bidder should have minimum 20 10 certified cloud resources on the proposed cloud platform on their payroll. Documents to be submitted "Certified by Company Secretary/ HR along with valid CSP certification copy; Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource"</p>		1) As per RFP 2) Please refer updated clause 6.2.1, Table 5

68	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Section1: Bidder Evaluation Evaluation Criteria</p> <p>1"Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> · 2 Marks for each project with financial year collection of more than ₹ 2 Cr and up to ₹ 4 Cr · 3 Marks for each project with financial year collection of more than ₹ 4 Cr <p>A maximum of 3 projects may be submitted against this criteria."</p> <p>Criteria "Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued</p>	<p>We request to give relaxation in said criteria and amend the criteria as follow:</p> <p>Section1: Bidder Evaluation Evaluation Criteria</p> <p>1. Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) <u>till bid submission date</u></p> <ul style="list-style-type: none"> · 2 Marks for each project with financial year collection <u>yearly billing</u> of more than ₹ 2 <u>1</u> Cr and up to ₹ 4 <u>2</u> Cr · 3 Marks for each project with financial year collection <u>yearly billing</u> of more than ₹ 4 <u>2</u> Cr <p>A maximum of 3 projects may be submitted against this criteria.</p> <p>Criteria Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor / <u>Chartered Accountant</u> confirming the Project wise yearly collection <u>billing</u>, to be submitted.</p>		Please refer updated clause 6.2.2, Table 6
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			<p>by the Statutory Auditor confirming the Project wise yearly collection, to be submitted."</p>			
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69	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Section1: Bidder Evaluation Evaluation Criteria</p> <p>2 "Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks"</p> <p>Criteria Submit Copy of Annual Reports along with statutory auditor certificate to this effect.</p>	<p>We request to give relaxation in said criteria and amend the criteria as follow:</p> <p>Section1: Bidder Evaluation Evaluation Criteria</p> <p>2. Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 10 Cr. Less than ₹ 30 20 Cr- 4 Marks More than ₹ 30 20 Cr., Less than ₹ 50 40 Cr.-5 Marks More than ₹ 50 40 Cr. - 7 Marks</p> <p>Criteria Submit Copy of Annual Reports along with statutory auditor / <u>Chartered Accountant</u> certificate to this effect.</p>		Please refer updated clause 6.2.2, Table 6
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70	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Section1: Bidder Evaluation Criteria4 "Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size· >= 1 PB : 12 Marks· >= 0.5 PB : 8 Marks· > 0.1 PB : 4 Marks "Criteria"Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered"</p>	<p>We request to give relaxation in said criteria and amend the criteria as follow: Section1: Bidder Evaluation Criteria4. Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size· >= 1 PB : 12 Marks· >= 0.5 PB : 8 Marks· > 0.1 PB : 4 Marks Criteria"Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered"</p>		Please refer updated clause 6.2.2, Table 6
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71	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Section1: Bidder Evaluation Evaluation Criteria</p> <p>6 "Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> · More than 1 Years: 3 Marks · More than 2 Years: 5 Marks · More than 3 Years: 7 Marks" <p>Criteria A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.</p>	<p>We request to give relaxation in said criteria and amend the criteria as follow:</p> <p>Section1: Bidder Evaluation Evaluation Criteria</p> <p>6. Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> · More than 1 Years: 3 Marks · More than 2 Years: 5 Marks · More than 3 Years: 7 Marks <p>Criteria A Certificate issued by the Statutory Auditor / Chartered Accountant mentioning year wise Income-Turnover from proposed Cloud Services Business.</p>		Please refer updated clause 6.2.2, Table 6
72	16.3.1. Form TQ1: Bidder's information	16.3.1. Form TQ1: Bidder's information	<p>Point 8 Number of certified cloud resource personnel (in the proposed CSP) in the payroll of the bidder</p>	<p>We request to give relaxation in said form and amend the criteria as follow:</p> <p>Point 8 Number of certified cloud resource personnel (in the proposed CSP) in the payroll of the bidder</p>		As per RFP
73				<p>What is the total Bid Value? We see that there is a limitation of 15% of Total Bid Value for BOQ.</p>		Invalid Query

74				VPN 1. What is the firewall deployed in on-premises DC?	This RFP pertains to provisioning of new IT infrastructure on Cloud. There is no relevance with exiting IT infrastructure.
75				VPN 2. Apart from S2S VPN, do you have a plan for any client VPN (SSL)?? If yes, please mention the number of counts.	No
76				VPN3. Bandwidth availability & configurations for both ISP's in on-premises DC?	1 Gbps each
77				Storage 1. For (3.45 to 4 PB) data- How many data sources are there?	in 8 TB External HDDs
78				Storage 2. How many data locations are there?	As per RFP
79				Storage 3. What is the size of incremental data per day or per week or per month?	Approx. 500 TB per year (may increase/decrease)
80				Storage 4. What kind of Data is involved (eg: Back-Up Files etc.)?	Geological & Geophysical data
81				Storage 5. Are there specific tools that you prefer for migration of data?	No
82				Infrastructure 1. Are workloads to be migrated from a single on-prem location or multiple locations?	DGH, Noida (one location)

83			<p>Infrastructure</p> <p>2. Does this scope contain any fresh implementation of any servers, or is it a complete migration from On-Prem? Please help us by sharing the existing on-premises infrastructure details for each server with the below minimum required information (You may please share complete on-prem server inventory excel sheet). Vcpu : RAM : OS disk: Data disk: Operating system with version:</p> <p>Application & its type: Types of Database with version: Specify APIs used in environment: Hosted physical or virtual (with hypervisor name): List of critical and non-critical applications: Any containers used in On-Prem set up:</p>		<p>Fresh implementation . Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.</p>
84			3. Are there applications with high availability running on VMs?		Please Refer BOM
85			4. Are applications public facing? How many are there?		Yes. Bidder to supply services as per RFP and BoM.
86			5. There a scope mentioned in Bid Document for VDI/VDR, Is this referring to a virtual desktop environment looking for end users?		Please refer amended clause 16.3.4 Table 25 and BoM
87			If yes,		No query

88				Are you planning to use the virtual desktop of AWS or any third-party solution?		As per RFP. Please refer amended clause 16.3.4 Table 25 and BoM
89				How many users are planning to use the VDI environment?		Please refer amended Table 25 and BoM
90				What applications are going to be deployed in the VDI environment?		Geological & Geophysical data interpretation applications.
91				Is Active Directory present on premises?		Yes
92				What is the current VDI configuration used in on-prem (if any)?		Nil
93				6. What will be the preferred region for CDN?		Please refer Table 24 of the RFP document
94				7. In BOQ, there is mention of native CSP security services. Do you require any other third party security services apart from native?		No
95				8. For the server DR plan, can all the hosted servers in AWS DC (post migration) be part of the plan?		Refer RFP clause 13.6
96				If not? Please specify the list of servers to be part of DR?		As per RFP
97				What is the DR Deployment Plan—active-active or active-passive?		Active-Passive
98				Are there any preference of regions for deploying DR?		No
99				9. What will be the Backup policy?		Refer to Clause 13.2 Point#14 on RFP Document Page#81

100				DevOps Queries: -		No query
101				DevOps Queries: - 1. Are there any CI/CD deployments in on-prem set up? If yes, what is the platform used for application deployment?		No
102				DevOps Queries: - 2. Will you need any third party DevOps tools apart from AWS Native DevOps services?		Refer BOM
103				DevOps Queries: - 3. Do you have any existing Application Monitoring and logging solution? Do you prefer native AWS solution or 3rd party tool?		No. No preferences, refer RFP
104				DevOps Queries: - 4. Do you prefer Kubernetes or EKS/ECS for containerization?		No preferences, refer RFP
105				5. How many environments are present in Dev vs UAT vs Testing vs Prod?		Please Refer BOM
106				DevOps Queries: - 6. Do you have a microservices architecture? If yes, how many microservices are used?		Bidder to supply services as per RFP and BoM.
107				DevOps Queries: - 7. Can you please provide the technical stack for either monolithic or microservices set up?		Bidder to supply services as per RFP and BoM.
108				DevOps Queries: - 8. If microservices, will you prefer canary/blue-green/rolling for application deployment? Please specify your preferred deployment method		No preference, refer RFP
109				DevOps Queries: - 9. Do you have any specific preferences for infra/application automation & security?		No preference, refer RFP
110				DevOps Queries: - 10. Where are you maintaining your source code repos and artifacts and what kind of design patterns are you using?		Query is not relevant to this RFP. Bidder to supply services

						as per RFP and BoM.
111				DevOps Queries: - 11. How many worker nodes do you anticipate needing in each of the Kubernetes clusters?		Refer RFP
112				DevOps Queries: - 12. Will there be any multi-AZ deployments needed for Kubernetes Clusters?		Please Refer RFP
113				DevOps Queries: - 13. What container orchestration platform are you currently using, if any (e.g., Docker Swarm, Kubernetes, ECS)?		Nil
114				DevOps Queries: - 14. What container registry are you currently using to store container images?		Nil
115				DevOps Queries: - 15. Would you prefer going with fully managed ECS/EKS (Fargate) platform?		No preferences, refer RFP
116	Table 25:	Service Configuration offered by CSP	Ability to provide high availability and load balancing - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed self service provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services.	Ability to provide high availability - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed self service provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services.* REMARK *Load balancing between multiple HSM is not a right approach because DGH will face an issue during key sync process. Request you to, please change it to- - Ability to provide high availability -Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed self service provisioning HSM unit. - Proposed HSM should be a managed service of same cloud		Please refer amended clause 16.3.4 Table 25 and BoM

				service provider for ease of integrations, manageability, and deeper integration with rest of the services		
117		Service Configuration offered by CSP	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	Block storage: 1024/512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 60 IOPS/GB	*REMARK* With recent innovations & modernization, higher IOPS disks are available on lower cost (equivalent to lower IOPS) also makes a right decision considering organizations future roadmap i.e. if we are getting better IOPS on same cost as lower IOPS, we should only select higher IOPS, that's	As per RFP

					<p>advantage and right use of govt funds. As per requirement mentioned in RFP, DGH is looking for approx. 6 IOPS/GB (=3000/512). Our suggestion after considering your workload, please make it to at least 60 IOPS/GB, which will come on same cost and DGH will gain much better price performance and right utilization of Govt Funds</p>	
118		Service Configuration offered by CSP	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	Block storage: 1024/512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 60 IOPS/GB		As per RFP

119	Technical Qualification Criteria	Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria.	Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria		Refer updated clause 6.2.2 Table 6
120	General Compliance	CSP should offer the facility to support Active-Active architecture having multiple availability zones with built in fault tolerance to avoid any failure at the underlying hardware infrastructure.	CSP should offer the facility to support Active-Active architecture having multiple availability zones/fault domain with built in fault tolerance to avoid any failure at the underlying hardware infrastructure.		As per RFP. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone.

121	Table 25:	Service Configuration offered by CSP	Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/removing read replicas	Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA/Multi Fault domain and horizontal scaling by adding/removing read replicas		Refer updated clause 16.3.4 Table 25 and BoM. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."
122	Table 25:	Service Configuration offered by CSP	Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic or Equivalent	Managed Network Firewall with intrusion detection and prevention system with 2 Gbps throughput. Each firewall endpoint will process minimum of 10 Terabyte of traffic or Equivalent	*REMARK* Specifying throughput of Network firewall is a right approach. We request you to please specify throughput like 1 Gbps or 512 Mbps. Mentioned Data processing on Firewall is very high (100Tb per Month).	Please refer updated clause 16.3.4 Table 25 and BoM

123		Firewall	Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic	Managed Network Firewall with intrusion detection and prevention system with 2 Gbps throughput. Each firewall endpoint will process minimum of 10 Terabyte of traffic or Equivalent	Please specify throughput of network firewall throughput like 512 mbps or 1 gbps. Data processing at firewall is 100TB per month. Numbers are very high in comparison to egress data at CDN (20TB) and egress from cloud.	Please refer updated clause 16.3.4 Table 25 and BoM
124	Table 25:	Service Configuration offered by CSP	Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/ removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by	Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/ removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node - Should support multi-zone HA/multi fault domain and horizontal scaling by adding/ removing read replicas		Refer updated clause 16.3.4 Table 25 and BoM. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."

			adding/ removing read replicas			
125	Table 25:	Service Configuration offered by CSP	Serverless interactive query service that uses standard SQL for analyzing databases. ETL service: - Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning Processing Unit 4 vcpu and 16 GB of RAM and processing unit hours per month	Serverless interactive query service that uses standard SQL for analyzing databases. ETL service: - Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning Processing Unit 4 vcpu and 16 GB of RAM and processing unit hours per month Or Data processing (in GB) per hour		Please refer updated clause 16.3.4 and BoM
126	Table 25:	Service Configuration offered by CSP	Shared File Storage with multi-protocol support for NFS and SMB	Shared File Storage with multi-protocol support for NFS/SMB *REMARK* Please change this to- Shared File Storage with multi-protocol support for NFS or SMB. NFS is preferred for its fast performance, security and low overhead. Latest Windows server comes with NFS clients while allow NFS to be used as file storage solution and is preference over SMB.		As per RFP System should support both NFS and SMB protocol. However, only one of the protocol is required with a particular

						volume at a time.
127	13.3	Functional Requirements	The All the cloud services provided should be part of unified billing and usage dashboard of the proposed CSP.	The all the cloud services provided should be part of custom/unified billing and usage dashboard of the proposed CSP.		No Query
128	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pair Automated replication to different zones on demand backup/continuous yes for all-(3) marks no to any of these above-(0) marks.	The proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pair Automated replication to different zones/fault domain on demand backup/continuous yes for all-(3) marks Maximum marks- 3(1 marks for each service)		As per RFP. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."

129	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)	The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • NXT Gen Firewall as a service • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)		As per RFP
130	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have the CSP Native CDN service Yes- (3) Marks, No- (0) Marks	The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace CDN Yes- (3) Marks, No- (0) Marks *REMARK* As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations. This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well. In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non-critical component like CDN to be a CSP native solution with single billing and usage console. If it is future requirement, Please allow for Market place CDN. Native CDN capability		As per RFP

				disqualify CSP. For Example- Airtel CDN capability is available on Marketplace, and it comes under Make In India. Airtel has empaneled CDN with DIC and they are leveraging the same technology in other projects too.		
131	13.3	Functional Requirements	The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as per the technical specification given as per technical BOM	The proposed CSP must offer a service for global content delivery networking as a native or Marketplace or 3rd party CDN. The CDN service must be offered as per the technical specification given as per technical BOM		As per RFP
132		Service Configuration offered by CSP	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory	VDI/VDR/Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x A10/A100 Core GPU with 16 GiB GPU Memory. GPU must be latest generation *REMARK* Nvidia processor (Tesla) mentioned in RFP is old generation processor. As you have asked for latest gen processor in above line items. Request you to please mentioned latest generation processor like		Please refer updated clause 16.3.4 Table 25 and BoM

				Amphere A10 or A100 which gives better value performance.		
133		Service Configuration offered by CSP	Virtual Machine with RHEL, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing	Virtual Machine with RHEL/OEL/Enterprise Linux, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing *REMARK* We request you to leverage Oracle Enterprise Linux/RHEL/any other enterprise Linux. RHEL is the Linux Distribution whereas OEL is also cloned version of RHEL with multiple enhancements in Kernel also committed to open source.Please allow RHEL or any other equivalent/enterprise grade Linux OS		As per RFP
134	6.2.1.	Pre- Qualification Criteria (PQC) No. 6	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years.(i.e., FY 2020-21, FY 21-22 and FY 2022-23)	We request you to kindly provide us relaxation as below:The Bidder should have average annual turnover of at least ₹ 20 Cr., in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)		Refer updated clause 6.2.1, Table 5 of RFP.

135	13.2	Broad Scope of Activities	Provisioning of all infrastructure required for the applications and software components including System Software, Application Software, Utility Software, Third Party Software Packages to deliver an efficient Data Repository Solution for managing Seismic data, Well data, Production data, Data Analytics, Non-Seismic data like Gravity, Magnetic, CSEM (Controlled Source Electro Magnetism) etc. and associated reports.	Are the interdependencies in the application landscape identified by the application contractor?		Yes
136	15	Management of Cloud Services	Optimise the resources/manage services for optimum billing with satisfactory service. purchaser may review the cost optimisation quarterly.	Are there any budgetary limit or cost considerations that need to be taken into account?		As per RFP
137	13.2	Broad Scope of Activities	Setup the cloud account of the proposed Cloud Service Provider (CSP), the Bidder would be responsible for configuration, management, monitoring and all day to day operations of the cloud infrastructure and service required for the NDR2.0.	Are there any legacy Operating system in existing environment ? Ex: Windows 2003, 2008 etc		Query is not relevant for NDR2.0

138	General	General		Can bidder showcase experience with parent company similar work executed globally?		No
139	13.4.1 13.4.2	Contract Period Service Details	The initial Contract Period for the NDR2.0 project, shall be for 5 (Five) years and 6 Months and extendable by 1 (One) more year, at the discretion of the purchaser	Can we consider the contact period for 6 and 1/2 years while doing Managed service pricing?		As per RFP
140	13.2	Broad Scope of Activities	Setup the cloud account of the proposed Cloud Service Provider (CSP), the Bidder would be responsible for configuration, management, monitoring and all day to day operations of the cloud infrastructure and service required for the NDR2.0.	Do you have any preference for data hosting region in India? Central India / West India ? Kindly Clarify		No, preference
141	13.2	Broad Scope of Activities	Bidder shall be responsible for Configurations, Management, Implementation and Compliance of Security for complete infrastructure and services procured from the bidder.	How are the current infrastructure patched on a monthly basis? Tools used?		As per OEM recommendations
142	13.2	Broad Scope of Activities	Bidder shall be responsible for Configurations, Management, Implementation and Compliance of Security for complete infrastructure and services procured from the bidder.	How are you currently managing authentication, authorization, and access control for your workload? How are the current monitoring and helpdesk mechanisms in place which client uses for day to day purposes? Is it designed to be integrated with public cloud?		NDR 2.0 is complete new setup

143	13.2	Broad Scope of Activities	Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO.	How is the current data synchronization done between your PDC and the SDC? What intervals is the present DR activity done and what mechanism is being used for DR? SRM, vSAN Replication? Backup Restore?		Refer Clause 13.6 for details. Query regarding current data synchronisation is not relevant for this RFP.
144	13.2	Broad Scope of Activities	Bidder shall be responsible for Configurations, Management, Implementation and Compliance of Security for complete infrastructure and services procured from the bidder.	Is the current archived data hosted on tapes validated for functionality, usability regularly? Is there any data encryption in place ?		Current archive data is on external HDDs. No data encryption.
145	13.2	Broad Scope of Activities	Provisioning of the requisite support for regular DevOps support for NDR.	is the DevOps support limited to Infrastructure DevOps and Release Management of Application or DevOps at the Application development level is expected?		As per RFP
146	13.2	Broad Scope of Activities	Setup the cloud account of the proposed Cloud Service Provider (CSP), the Bidder would be responsible for configuration, management, monitoring and all day to day operations of the cloud infrastructure and service required for the NDR2.0.	Is there a system or mechanism to track inventory and manage your portfolio of applications and infrastructure ? Ex: Number of servers, OS Type, Storage, DBs if any etc		Service to be provided by bidder as per scope of work of RFP

147	Table 5: Pre-Qualification Criteria (PQC)	6.2.1. Pre-Qualification Criteria (PQC)	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	The utilization of "Proposed Cloud" in the Turnover section requires clarification. We are Azure authorized partner from last 3 years and working on many cloud services project in Govt. departments but how we will be able to show you the turnover from the Azure as in the same department or in the same project we are also providing the managed services, on-site resource deployment, development of new module. Request you to please change this clause and ask for average annual turnover from cloud services only.		Refer updated clause 6.2.1, Table 5 of RFP.
148	13.2	Broad Scope of Activities	Provide support in conducting VAPT (Vulnerability Assessment and Penetration Testing) on yearly basis for NDR applications and infrastructure, by the Application Contractor (through a separate tender). Observations/Non-Compliances at Cloud infrastructure level shall be resolved by the bidder for compliance.	VAPT to be performed by Application contractor and bidder needs to resolve the issue at Infra level. Is our understanding correct ?		Yes
149	Table 5: Pre-Qualification Criteria (PQC)	6.2.1. Pre-Qualification Criteria (PQC)	The Bidder should be either a) MeitY empanelled CSP OR b) Bidder must be an Authorised partner of the proposed CSP as on the last date of original Bid submission.	We request department to omit 'Proposed' and allow bidder to participate with top notch CSP having strong understanding of O&G and Manufacturing vertical.		As per RFP

150	Table 6: Technical Qualification Criteria (TQC)	6.2.2. Technical Evaluation Criteria	Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.	We request department to add 'Global' along with Government /PSU / Autonomous Bodies		As Per RFP
151	Table 5: Pre-Qualification Criteria (PQC)	6.2.1. Pre-Qualification Criteria (PQC)	Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence	We would like to bring under kind notice of department that various similar jobs from multiple global organizations are under strict NDA. To produce any sort of direct information attracts stringent financial penalties, thus it is our sincere request to department to allow public notarized self certification in place of WO/Contract Copies. In past the biggest OMC under Min of Petroleum and Natural Gas has published RFP of national repute with certain clause and allowed serious bidders to participate in RFP process.		Refer updated clause 6.2.1, Table 5 of RFP.
152	Table 6: Technical Qualification Criteria (TQC)	6.2.2. Technical Evaluation Criteria	Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed CSP as one of	We would like to bring under kind notice of department that various similar jobs from multiple global organizations are under strict NDA. To produce any sort of direct information attracts stringent financial penalties, thus it is our sincere request to department to allow public notarized self certification in place of WO/Contract Copies. In past the biggest OMC under Min of Petroleum and Natural Gas has published RFP of national repute with certain clause and allowed serious bidders to participate in RFP process.		Please refer updated clause 6.2.2 Table 6

			the entities, in order to be considered			
153	13.4.5	Services Under Raw/Pre-Stack Data Migration:	All these data will be stored in cloud's low-cost archival storage, where data files are accessed less frequently, and retrieval time should be within hours. The bidder will be responsible and accountable for the migration of this data to cloud. The application service provider will provide all necessary guidance to the bidder of this RFP for ensuring that these data are copied in a structured manner.	What is the archival period/time to be set In cloud?		Perpetual

154	13.2	Broad Scope of Activities	Provisioning of all infrastructure required for the applications and software components including System Software, Application Software, Utility Software, Third Party Software Packages to deliver an efficient Data Repository Solution for managing Seismic data, Well data, Production data, Data Analytics, Non-Seismic data like Gravity, Magnetic, CSEM (Controlled Source Electro Magnetism) etc. and associated reports.	What is the current authentication mechanism used on premises? Ex AD, Authenticator, Others		Currently AD is used, however NDR2.0 may propose different /same method as per the requirement
155	13.2	Broad Scope of Activities	Bidder shall be responsible for Configurations, Management, Implementation and Compliance of Security for complete infrastructure and services procured from the bidder.	What is the current backup solution and security solution being used for the infrastructure? What is the current backup retention policy being used? Do you have a back up team to perform the backup and recovery?		Backup and security solution need to be provided and provisioned as per RFP.For Back Retention policy Refer clause 13.2 Point 14.

156	13.2	Broad Scope of Activities	Design and configure the network and server architecture along with the security services in consultation with purchaser and selected Application Contractor (through a separate tender) for installation and configuration of NDR services in a secure and high availability mode.	What is the current network bandwidth for dedicated leased line ?		2.5 Gbps Lease line to be provisioned by DGH for NDR operations.
157	13.2	Broad Scope of Activities	Design and configure the network and server architecture along with the security services in consultation with purchaser and selected Application Contractor (through a separate tender) for installation and configuration of NDR services in a secure and high availability mode.	What is the current VPN gateway/device used in on-premises environment ?(Ex: Cisco, Checkpoint, Juniper etc) ? Any POC [point of contact] available for the network setup?		Nil
158	13.6	Secondary Data Center (Disaster Recovery or DR)	The proposed NDR 2.0 SDC (DR) shall be hosted in a MeitY Empanelled Data centre which shall be at a minimum 100KM from DC	Which is the preferred DR location in cloud ?		No preference
159	6.2.1	Pre Qualification	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid	The bidder should have minimum 10 to 15 certified cloud resources on the on their payroll.		As per RFP

			submission., in the proposed cloud			
160	6.2.1	Pre Qualification	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23	Requesting to ammend it as Bidder should have annual turnover of at least Rs. 20 Cr. In last 3 years		please refer updated clause 6.2.1 Table 5
161	6.2.1	Pre Qualification	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	Requesting to ammend it as Bidder should have Data Migration experience and capabilities (In India) during the last 5 years, reckoned from the last date of original bid submission in cloud		As per RFP
162	6.2.2	Table 6 : Technical Qualification Criteria > Section 1: Bidder Evaluation	4. "Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission"	Please clarify if the statement should be corrected to include proposed cloud as follows - "4. Bidder's experience in completing data migration projects from on premise/ cloud (different CSP) to proposed cloud during the last 3 years reckoned from the last date of original bid submission"		As per RFP

163	6.2.2	Table 6 : Technical Qualification Criteria > Section 1: Bidder Evaluation	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr <p>A maximum of 3 projects may be submitted against this criteria.</p>	<p>We humbly request the DGH to consider the following:</p> <p>Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 12 months, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <p>4 Marks for projects with collective financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr</p> <ul style="list-style-type: none"> • 5 Marks for projects with Collective financial year collection of more than ₹ 2 Cr <p>A maximum of 3 projects may be submitted against each criteria.</p>		Please refer updated clause 6.2.2 Table 6
164	Site to Site VPN	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	<p>Kindly change this statement to below :</p> <p>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP</p>		As per RFP

165	CSP native managed relation database as a service		<p>Managed PostgreSQL as a service Postgres version: 14 or above</p> <ul style="list-style-type: none"> - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node - Should support multi-zone HA and horizontal scaling by adding/removing read replicas 	<p><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></p> <p>There are alternative backup strategies available to avoid impact on primary node. Kindly reword this to :</p> <p><i>"Backup should not impact the IO activity on primary node."</i></p>		Please refer amended clause 16.3.4 Table 25 and BoM
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166	CSP native managed relation database as a service	CSP native managed relation database as a service	Managed PostgreSQL as a service Postgres version: 14 or above- Should support storage autoscaling without reboot.- Should support horizontal scaling by adding/removing read replicas- Non burstable production grade x86 based Processor- Should have ability to create on-demand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node-Should support multi-zone HA and horizontal scaling by adding/removing read replicas	"- <i>Should support automatic backup from Standby to avoid IO activities suspension on primary node</i> "There are alternative backup strategies available to avoid impact on primary node.Kindly reword this to : " <i>Backup should not impact the IO activity on primary node.</i> "		Please refer amended clause 16.3.4 Table 25 and BoM
167	Managed block storage	Managed block storage	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	1024 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 32 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb.		As per RFP
168	Data transfer	Data transfer	Data download/Egress charges	50TB over internet outbound and 50TB over dedicated tunnel on-prem is too high		As per RFP

169	Managed block storage	Managed block storage	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	512 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 16 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb and have a separate line item for OS disk.		As per RFP
170	13.4.5	13.4.5. Services Under Raw/Pre-Stack Data Migration:	Raw/Pre-Stack Offline Seismic data: Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre- Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each.	Are all such offline data disks (USB HDDs) placed at current primary DC (noida)? Please confirm		Yes
171	6.2.1.	Pre-Qualification Criteria (PQC)	Point no. 11 - Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission in the proposed cloud	Please amend the clause as below: Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 7 years , reckoned from the last date of original bid submission in cloud so, that maximum number of bidder's participation can happen as migration is the process of migrating resources from one place to another—on-premises to the cloud or from the one cloud to another cloud.		As per RFP
172	Managed Blob/Object Storage at	Managed Blob/Object Storage at Secondary DC	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site	As per Meity guidelines, the distance between DC and DR should be greater than 100 Kms, it does not call out for different seismic zone, hence kindly change to 100 Km.		Please refer amended Table 25 and BoM

	Secondary DC		(MeitY empanelled DC in separate seismic zones)			
173	16.4.2.	Form CP2: Indicative Bill of Material	23. Data Transfer out from cloud over dedicated link	As per our understanding, dedicated link between DGH location/s and bidder proposed DC and DR will be under scope of DGH. Please confirm on this.		Dedicated link between DGH location/s and bidder proposed DC will be under scope of DGH(Post goLive Only), however this link can not be used by the bidder for data Migration
174	13.3	13.3. Functional Requirements	9. The CSP & Bidder shall ensure that Data resides in India as per relevant law in connection with data residency.10. The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as per the technical specification given as per technical BOM.	At one point it is mentioned about global CDN and in another point is mentioned to ensure that data resides in India. Could you please specify geographies where your content will be served ?		All PoP of CDN should be in India as per the requirement

175	13	Scope of Work (SoW)	5. The Bidder is expected to understand the complete architecture of target NDR 2.0 and its components and processes necessary for smooth migration of applications and databases including interdependencies between applications and data in co- ordination with application contractor	Could you please provide architectural diagram of current set-up for better understanding of overall project and migration efforts ?		It is clarified that migration of existing applications and its databases are not part of this RFP. However, all necessary technical support required by application vendor (being provisioned through a separate tender) during the time of migration is to be provided by the bidder.
176	16.3.4.	Form TQ4: Services Compliance by CSP	Table 21: CSP General Compliance 16. CSP platform should be listed in the Open Group OSDU™ Forum as on the bid submission date. Link for proof of the same should be provided)	Could you please provide relaxation in this clause?		Clasue Deleted
177	13.2.	Broad Scope of Activities	2. All Licences / application / software / Root access/ Admin User name /Admin Account etc. shall be registered in the name of purchaser.	Do you need Virtual Machine OS license(windows or RHEL) also in name of purchaser ?		Yes

178	16.3.4. Form TQ4: Services Compliance by CSP	16.3.4. Form TQ4: Services Compliance by CSP	We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we shall provide an equivalent or higher version of the same at the same or lower cost to the purchaser.	For products governed by the Modern Lifecycle Policy, will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered—excluding free services or preview releases.		As Per RFP
179	13	Scope of Work (SoW)	3. The price shall include costs of all the item in BoM, other services, migration of existing data and cost of all other items required for the delivery of the Scope of Work for the Contract.	How many servers are there in existing set-up? Are you hosting application directly on physical servers or on virtualized environment ? How many applications hosted on current set-up for which migration is required?		Migration of the application is not Part of the RFP. Only offline data of 3.5 - 4 PB available in external USB HDDs is to be migrated. Please refer clause 13.4.5 for details.

180	13.2.	Broad Scope of Activities	<p>12. Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO.13. Provide support in conducting DR Drills following Standard Operating Procedures (SOP), by the Application Contractor (through a separate tender), to be conducted twice a year normally, with 15 days' prior notice.14. Configure backup and restoration Services for daily incremental (7 days Retention period), weekly incremental (12 weeks Retention period) and Quarterly Full Backup (3 months retention period) or as communicated by the purchaser.</p>	<p>In BOQ, could you please add line item for DR tool(per protected VM), DR drill charges, DR servers, Backup storage ?</p>		As per RFP
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181	13.2.	Broad Scope of Activities	<p>9. Migration of existing offline data in portable HDDS to Cloud storage</p> <p>10. Existing offline data of approx. 3.5 – 4 PB (mainly Raw/ Pre-Stack in portable HDDs – mostly 8 TB) at NDR 1.0 shall be copied to cloud storage by the Bidder. The Application contractor (through a separate tender) shall be providing all necessary technical inputs, to the bidder so that the data are copied in a well-structured manner and properly catalogued in the cloud storage.</p>	Is there any additional data to be migrated by successful bidder to cloud apart from specified offline data?		NO
182	12.10.	Project Coordinator	<p>The Project Coordinator shall be assisted by members of the team deployed at DGH Noida. The desired team composition required for execution of this contract has been provided under Section 13 (Scope of Work (SoW)).</p>	It seems that desired team composition detail is missing in Section 13, could you please mention specific page number you are referring to for team composition?		Please refer 13.4.4

183	Table 5, Row 28	Table 5, Row 28	Processing unit of 4 vCPU and 16 GB of RAM and <i>processing unit hours per month</i>	<p>Kindly change this statement to :</p> <p>In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified.</p> <p>Processing unit of 4 vCPU processing unit hours per month</p>		Please refer amended Table 25 and BoM
184	CSP natively managed Redis cache service	CSP natively managed Redis cache service	<p>Minimum 16vCPU, 96 GB RAM Per Instance</p> <p>Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance</p>	<p>Kindly change this statement to :</p> <p>Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance</p>		Bidder may provide equal or higher configuration
185	6.2.2.	Technical Qualification Criteria (TQC)	<p>Point no. 4 - Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.</p> <p>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p>	<p>Please amend as below for maximum bidder's participation:</p> <p>Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.</p> <p>Note: The projects executed should have any CSP as one of the entities, in order to be considered</p>		Please refer updated clause 6.2.2, Table 6

186	6.2.1.	Pre-Qualification Criteria (PQC)	Point no. 3 - The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	Please amend the clause as below - The Bidder should have average annual turnover of at least ₹ 20 Cr. from Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23) so, that maximum number of bidder's participation can happen and DGH benefits from the competition.		Refer updated clause 6.2.1, Table 5 of RFP.
187	6.2.2.	Technical Qualification Criteria (TQC)	Point no. 1 - Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr. A maximum of 3 projects may be submitted against this criteria.	Please amend the clause as below: Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 7 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr • 3 Marks for each project with financial year collection of more than ₹ 2 Cr. A maximum of 3 projects may be submitted against this criteria.		Please refer updated clause 6.2.2, Table 6

188	6.2.2.	Technical Qualification Criteria (TQC)	<p>Point no. 4 - Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission</p> <p>For each completed Project of size</p> <ul style="list-style-type: none"> • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks 	<p>Please amend the clause as below: Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 5 years reckoned from the last date of original bid submission</p> <p>For each completed Project of size</p> <ul style="list-style-type: none"> • >= 150 TB : 12 Marks • >= 100 TB : 8 Marks • > 50 TB : 4 Marks 		Please refer updated clause 6.2.2, Table 6
189	6.2.2.	Technical Qualification Criteria (TQC)	<p>Point no. 2 - Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years:</p> <p>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks</p> <p>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks</p> <p>More than ₹ 50 Cr. - 7 Marks</p>	<p>Please amend the clause as below: Average Annual Turnover of the bidder from cloud business, from the cloud, for last 3 financial Years:</p> <p>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks</p> <p>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks</p> <p>More than ₹ 50 Cr. - 7 Marks</p> <p>so, that maximum number of bidder's participation can happen and DGH benefits from the competition.</p>		Please refer updated clause 6.2.2, Table 6
190	Security - Vulnerability Assessment	Security - Vulnerability Assessment	Should support continuous scanning of workload for common vulnerabilities and exposures (CVE). - VM Vulnerability Assessment for 730 Hours per VM 40 Number of Container Images scanned Monthly	Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.		As per RFP

191	HIPS	HIPS	HIPS	RFP has already asked for Cloud native CSPM solution. HIPS is a signature based old security technology which was primarily for on premise servers. HIPS approach can not protect the cloud infra. It should get changed to CWP (Cloud workload protection) instead of HIPS in alignment with CSPM solution asked in the RFP by DGH.		As per RFP
192	Compute	Compute	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory32 vCPU 128 GB RAM, OS: Windows16 vCPU 128GB RAM, OS: RHEL32 vCPU 128 GB RAM, OS:RHEL	Tesla T4 is an overkill for VDI/VDR solution, hence we propose you to use better GPU.For your VDI/VDR solution, we highly recommend using NVIDIA Tesla M60 or AMD Radeon Instinct MI25 GPUs.Microsoft can provide VDI for following configurations:12 vCPU 112 GB RAM16 vCPU 56 GB RAM24 vCPU 224 GB RAM32 vCPU 112 GB RAM		Please refer updated clause 16.3.4 Table 25 and BoM
193	Table 21: CSP General Compliance	Table 21: CSP General Compliance	Cloud Service - service version upgrade with customer having control over the upgrade window	this is possible for few PaaS service but for host machine of VM we do not provide timeline for customer to control when systems would be upgraded.		As per RFP
194	Site to Site VPN	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	two Different ISPs for S2S? As we provide managed internet this is cloud provider's responsibility of maintaining high availability		As per RFP
195	Cloud Security Posture Management	Cloud Security Posture Management	Cloud Security Posture Management Cloud Service for security best practices checks Auto Evaluate security rules/checks and other	Unit for CSPM solution has been asked as millions per month where as it will much cost effective for DGH to have the units in terms of number of resources (e.g no. of servers , DBs , Storage accounts etc). Same is being followed by majority of the CSPs.		As per RFP

			events Millions per Months per Month 10 1			
196	Table 5, Row 26	Table 5, Row 26	"Non burstable production grade x86 based Processor"	We do not specify on our public website that we use x86 or which Intel/AMD series we are using for CosmosDB's MongoDB vCore option. So, we cannot provide public URL for the same.		Refer updated clause 16.3.4 Table 25 and BoM
197	SSL certificate	SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. customer would have to generate self signed cert or have PKI for that. Kindly change this statement to : The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
198	SSL certificate	SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. would have to generate self signed cert or have PKI for that. Kindly change this statement to: The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
199	16.4.2.	Form CP2: Indicative Bill of Material	Managed Container Registry "Unit type" : per GB	We understand that per GB per month price to be quoted here. Please confirm on this.		Yes, Per GB per Month
200	Cross Region Replication	Cross Region Replication	Data transfer between DC-DR	Why do we need 100TB egress and data transfer between region?		As Per RFP

201	Security and Firewall	Security and Firewall	Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency.	why do we require 100 quantity of DDoS per IP? Public IP considered are only 10		As Per RFP
202		General	Some of example for native service as mentioned in RFP :-- Proposed CSP should have native AI/ML services capabilities- The proposed Cloud should have the CSP Native CDN service- Native Video on Demand Media Services with Cloud Native CDN Integration.- CSP should offer a native, fully managed, cloud-based hardware security module- The native hardware security module should be FIPS 140-2 Level 3 compliant.- The CSP should offer a native, fully managed service to create and manage encryption keys.- The CSP native Vulnerability Management Service	With reference to services, at many places in RFP it is mentioned that "CSP native" services, so please give clarity from department on their understanding of "Cloud Native" service.		Cloud Native means CSP native

203	Row 54	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	<p>Kindly change this statement to below :</p> <p>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP</p>		As per RFP
204	Row 24	CSP native managed relation database as a service	<p>Managed PostgreSQL as a service Postgres version: 14 or above</p> <ul style="list-style-type: none"> - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/removing read replicas 	<p><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></p> <p>There are alternative backup strategies available to avoid impact on primary node. Kindly reword this to :</p> <p><i>"Backup should not impact the IO activity on primary node."</i></p>		Please refer amended clause 16.3.4 Table 25 and BoM

205	Row 19	Managed block storage	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	1024 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 32 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb. Spec is fundamentally incorrect. Spec is also specific to particular CSP		As per RFP
206	Row 22	Data transfer	Data download/Egress charges	50TB over internet outbound and 50TB over dedicated tunnel on-prem is too high		As per RFP
207	Row 18	Managed block storage	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	512 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 16 disks of 32 GB each. This setup will offer much higher performance levels at same price."Would request to change unit to 32 Gb and have a separate line item for OS disk.Kindly keep OS disk requirement separately in a different sectionIf secondary DR store is needed for post stack and pre-stack data, why is DR store not needed for this?Spec is also alluding towards a particular CSP		As per RFP
208	Point 55,56 and 58	Managed Blob/Object Storage at Secondary DC	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)	As per Meity guidelines, the distance between DC and DR should be greater than 100 Kms, it does not call out for different seismic zone, hence kindly change to 100 Km.		Please refer amended Table 25 and BoM

209	16.3.4. Form TQ4	16.3.4. Form TQ4: Services Compliance by CSP	We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we shall provide an equivalent or higher version of the same at the same or lower cost to the purchaser.	For products governed by the Modern Lifecycle Policy, will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered—excluding free services or preview releases.		As per RFP
210	Table 5, Row 28	Table 5, Row 28	<i>Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month</i>	Kindly change this statement to : In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified. Processing unit of 4 vCPU processing unit hours per month		Please refer amended Table 25 and BoM
211	Row 30	CSP natively managed Redis cache service	Minimum 16vCPU, 96 GB RAM Per Instance Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance	Kindly change this statement to : Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance		Bidder may provide equal or higher configuration
212	Point 40	Security - Vulnerability Assessment	Should support continuous scanning of workload for common vulnerabilities and exposures (CVE). - VM Vulnerability Assessment for 730 Hours per VM 40 Number of Container Images scanned Monthly	Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.		As per RFP

213	14 - HIPS	HIPS	HIPS	RFP has already asked for Cloud native CSPM solution. HIPS is a signature based old security technology which was primarily for on premise servers. HIPS approach can not protect the cloud infra. It should get changed to CWP (Cloud workload protection) instead of HIPS in alignment with CSPM solution asked in the RFP by DGH.		As per RFP
214	Clause 11 to 13	Compute	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory32 vCPU 128 GB RAM, OS: Windows16 vCPU 128GB RAM, OS: RHEL32 vCPU 128 GB RAM, OS:RHEL	Tesla T4 is an overkill for VDI/VDR solution, hence we propose you to use better GPU.For your VDI/VDR solution, we highly recommend using NVIDIA Tesla M60 or AMD Radeon Instinct MI25 GPUs.Microsoft can provide VDI for following configurations:12 vCPU 112 GB RAM16 vCPU 56 GB RAM24 vCPU 224 GB RAM32 vCPU 112 GB RAM		Please refer updated clause 16.3.4 Table 25 and BoM
215	Point 13	Table 21: CSP General Compliance	Cloud Service - service version upgrade with customer having control over the upgrade window	this is possible for few PaaS service but for host machine of VM we do not provide timeline for customer to control when systems would be upgraded.		As per RFP
216	Row 54	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	two Different ISPs for S2S? As we provide managed internet this is cloud provider's responsibility of maintaining high availability		As per RFP
217	Row 53	Cloud Security Posture Management	Cloud Security Posture Management Cloud Service for security best practices checks Auto Evaluate security rules/checks and other events Millions per Months per Month 10 1	Unit for CSPM solution has been asked as millions per month where as it will much cost effective for DGH to have the units in terms of number of resources (e.g no. of servers , DBs , Storage accounts etc). Same is being followed by majority of the CSPs.		As per RFP

218	Table 5, Row 26	Table 5, Row 26	<i>"Non burstable production grade x86 based Processor"</i>	We do not specify on our public website that we use x86 or which Intel/AMD series we are using for CosmosDB's MongoDB vCore option. So, we cannot provide public URL for the same.		Refer updated clause 16.3.4 Table 25 and BoM
219	Point 6	SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. customer would have to generate self signed cert or have PKI for that. Kindly change this statement to : The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
220	Point 6	SSL Certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. would have to generate self signed cert or have PKI for that. Kindly change this statement to: The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
221	Row 21	Cross Region Replication	Data transfer between DC-DR	Why do we need 100TB egress and data transfer between region?		As Per RFP
222	Row 42	Security and Firewall	Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency.	why do we require 100 quantity of DDoS per IP? Public IP considered are only 10		As Per RFP

223	Table 23: CSP Storage Services Compliance	File Storage	Addition	Storage Service is asked in the RFP but there is no Security with respect to Threat detection and prevention mentioned for Storage Service and hence we request you to add few pointers like "Perform a rapid scan of cloud object storage immediately upon file upload to identify and isolate any malware present in the uploaded files, subsequently placing infected files or objects in quarantine."	Enhance the security of your application against file-based attacks by implementing measures to guarantee that only pristine files, devoid of any viruses or malware, are permitted to reach your storage system.	As per RFP
224				The solution should possess auto-scalability, enabling it to handle simultaneous multiple scans efficiently. It should seamlessly scale up or down in response to changes in the workload, ensuring optimal performance.		As per RFP
225				There should be no singular file size restriction for objects, and the system should be capable of accommodating individual file sizes of up to 2 terabytes.		As per RFP
226	Table 22: CSP Security Services Compliance	Security Monitoring and Posture Management	The CSP should have a native service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.	This is CSP Native specific clause and hence restricting to participation of OEM and hence request you to modify the clause as "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud

227	Table 22: CSP Security Services Compliance	Security Monitoring and Posture Management	Native service to provide a single place that aggregates, organizes, and prioritizes the security alerts, or findings, from multiple services and sources.	This is CSP Native specific clause and hence restricting to participation of OEM and hence request you to modify the clause as "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
228	Table 22: CSP Security Services Compliance	Security Monitoring and Posture Management	CSP should have native capability to continuously monitor the environment using automated compliance checks based on the best practices and industry standards	This is CSP Native specific clause and hence restricting to participation of OEM and hence request you to modify the clause as "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
229	Table 22: CSP Security Services Compliance	Threat Detection	The CSP should offer a native fully managed threat detection service.	This is CSP Native specific clause and hence restricting to participation of OEM and hence request you to modify the clause as "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud

230	BoQ, Sr. No. 17	Serverless Container Service	<p><i>Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing</i></p> <p><i>Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU / hour and 4GB Memory /Hour</i></p>	<p>2 vCPU / hour and 4GB Memory /Hour --> Does this mean that 2vCPU and 4GB RAM are required for executing 50K job per month, If Yes, Pls remove " / hour " for it to reflect accurately. This specification/metric is written incorrectly and it will not be possible to provide the cost as per current Config & Specification.</p> <p>Pls modify the specs as : " Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU and 4GB Memory, 3 seconds of execution time"</p>		Please refer amended clause 16.3.4 Table 25 and BoM
231	BoQ, Sr. No. 14	Function as a Service	per GB Per Sec Per Million	Are you expecting "1GB RAM , 1 vCPU and 3 seconds of execution time per Request" , If Yes, Pls Change "Service Configuration" Column to"Per Million" so that the bidder can quote "1GB RAM , 1 vCPU and 3 seconds of execution time" /per Million		Please refer amended Table 25 and BoM
232	16.3.4.	16.3.4. Form TQ4: Services Compliance by CSP	We confirm that, we shall jointly with the Bidder, work towards ensuring monitoring and management of all the required Cloud services for the projects, including monitoring dashboard and logging through a single console.	Are you expecting Single Dashboard on the CSP Console or 3rd party tool Dashboard. If it is 3rd Party Dashboard , no CSP will support integration with native console of third party products . Pls confirm? Features and capabilities that a CSP offers via its console, cannot be extended to any 3rd party tool at all.		Yes, single dashboard on CSP Native console only. All the services should be on the single dashboard only.

233	16	13.7. End of Contract Deliverables/ Transition and Exit Management	There shall NOT be any additional cost associated with the Exit / Transition-out process. The purchaser shall be responsible for payment of bills of cloud during the exit	At the end of the contracting period , there would be approx. 10PB of data which should be taken out of the Cloud Storage. The data post migration may be One Cloud to another or DGH may decide to store/port the important data back (national assets) in the DGH premises based on the prevailing directions /regulations. In both the Case, data egress & Out cost Apply. The Cost of data out of Cloud would be approx. 1 mn USD (INR 8.3 crore) and no SI or CSP taking over the project will be ready to bear that kind of substantial cost. If that cost is to be accepted by DGH, then the problem may get resolved , Else we strongly recommend that consider One time Data Out Cost in the BoQ (similar to Migration effort) and calculate/factor that for the calculation towards L1. Therefore, Pls add the line item in the BoQ:- CSP data out/egress cost of 10 PB at the end of Contract .		As per RFP
234	BoQ, Sr. No. 20	Managed File Storage	Shared File Storage with multi-protocol support for NFS and SMB	<p>CSP offer compression & deduplication on the File Storage, What % of Savings from compression & deduplication CSP should consider for the Cost calculation?</p> <p>For the rational calculation, we suggest, Pls. keep the “% of Savings from compression & deduplication” =0 so all the CSP offer file system pricing without compression & deduplication consideration else, each CSP will come up their own formula for the compression & deduplication which invoke pricing disparity while you are trying to discover the price discount via RC(Rate card).</p>		Please refer updated Clause 16.3.4 and BoM

235	6.2.1 - Table 6	PQC	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	Data migration methodolgies are identical across CSPs. We are a relatively newer CSP whose MSPs are also partners of other CSPs . To provide choice to MSPs to choose CSPs based on thier parameters , this clause binds them. This clause may please be amended to read "Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission, in cloud/with cloud as one of the entities to/from which data is being migrated ."		As per RFP
236	BoQ, Sr. No. 32	Managed service to provide automated traffic distribution from one entry point to multiple back ends over layer 7	Should provide an Application Gateway as a layer 7 load balancer which supports SSL termination, cookie-based session affinity and round robin for load-balancing traffic with data processed upto 1TB/month and 1MN requests/month. It should support Zone Redundancy and Autoscaling	In General Load Balancer are measured based on the Data processed for all the CSPs. In order to provide standardized cost for the SKU, Pls simplify it “ data processed up to 1TB/month ” and delete “ 1MN requests/month ” as there is no way to consider both for the cost calculation.		Please refer updated Clause 16.3.4 Table 25 and BoM
237	11,12,13	Compute		Is there need for a VM or VDI solution on the VM ? We can Only provide VDI solution from the Marketplace that can run on the VMs with GPUs. Pls allow us to use CSP native marketplace solution (e.g CSP Native Managed/CSP Native Marketplace (with single billing console) as VDI to fulfill the requirements so that we can participate in the Bid.		VM is required. Please refer amended Table 25 and BoM

238	BoQ, Sr. No. 26	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	CSP Native Marketplace (with single billing console)	Marketplace Public Pricing is not visible for some of the products publicly but they offer Pricing directly to bidder based on demand/request. What is required as an evidence for particular services pricing that is part of tech evaluation? If we use CSP native marketplace link the values may not correctly reflect and also not meet the BoQ template ask . Please factor this during technical/price evaluation.		Refer updated clause 16.3.4 Table 25 and BoM.
239	BoQ, Sr. No. 26	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	MongoDB is proprietary offering from MongoDB: https://www.mongodb.com/ The Qty is = 5 in the BoQ. Since we have to get the pricing from MongoDB for 5 Qty and cost is too high , if DGH requires Mongo DB as a solution , Pls ask The Qty=1 rather asking 5 Qty so we don't burden the BoQ with single line item pricing as real requirement is just only 1 per application.		Refer updated clause 16.3.4 and BoM
240	Table 23: CSP Storage Services Compliance	<i>Cloud Tier /Archival storage</i>	<i>Highly Available and durable storage that store limitless amounts of data in its native format for archival perspective and support an availability of >= 99.9%. The Overall durability of data in this storage class should be minimum 99.99999999%</i>	Most important parameter of archive storage is data durability of 99.999999999%. We support it & meet the data durability as per requirement. However we provide an archive Storage SLA @ 99% . SLA is provided from single region . Please amend the SLA of archive storage to 99% as a logical ask /data durability of 99.999999999% . This shall also allow us to participate in the bid .		Please refer amended clause 7.6 Table 7, Clause 16.3.4 Point 1, Table 23, Table 25 and BoM

241	BoQ, Sr. No. 50 & 51	Configuration Management	Capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources, as well as software within managed instances. Capability to quickly highlight noncompliant resources and take appropriate actions.	The Config Mgmt is specific to a CSP . It's Dis-qualification for us. Pls delete this line item so that other CSPs can participate in the RFP.		Please refer updated clause 16.3.4 Table 25 and BoM
242	1	13.4.5. Services Under Raw/Pre-Stack Data Migration:	All these data will be stored in cloud's low-cost archival storage, where data files are accessed less frequently, and retrieval time should be within hours	<p>The CSP offer different type of archival Storage options, Request specify the DGH business retrieval time requirement in minutes or hours rather than a generic definition of "retrieval time should be within hours".</p> <ol style="list-style-type: none"> 1) Data should be restored immediately from the archived Storage to Hot Storage 2) Data should be restored < 5 minutes from the archived Storage to Hot Storage 3) Data should be restored < 2 hours from the archived Storage to Hot Storage <p>Note: Data retrieval time is very important while archiving any data in the Cloud and retrieving via Application on-demand, If retrieval time is higher, there may be timeout from the application session & business SLA may breach due to indefinite time of data accessibility. Therefore, it's very important to mention the data restore time from archive storage to hot Storage as suggested (above) for the bidder & CSP perspective and success of the DGH business.</p>		Please refer updated clause 16.3.4 Table 25 and BoM

243	BoQ, Sr. No. 43 & 44	Managed Threat detection service	<p>Threat detection service that continuously monitors for malicious activity and unauthorized behaviour:</p> <p>per event per month =1000 per GB per month =100</p>	<p>The type of Units & Quantity asked in the line item is specific to CSP, Every CSP has their own pointers to measure the services for the price calculation. This service is important but providing pricing in the required unit type is challenge. Please remove this service from the BoQ or write "equivalent service" so CSP can provide the cost based on certain/approx. assumptions.</p>		<p>The bidder may quote the services equivalent or higher configuration as per column 5 of table 25</p>
244	16.3.4.	16.3.4. Form TQ4: Services Compliance by CSP	<p>We confirm that we shall provide all necessary assistance and technical support to</p> <hr/> <p>(Name of the Bidder) during the entire duration of the project. Our Technical team comprising of Technical Solution Architect and Account Manager shall provide all requisite support to purchaser during the tenancy of this contract.</p>	<p>There is no line item asked in the BoQ for TAM and Technical architect for the L1 evaluation. Therefore, Partner will only use CSP support for the technical issues. If TAM is required, please add the cost of line item in the L1 evaluation so that bidders can factor the cost accordingly.</p>		<p>As per RFP, Bidder need to provision the resources as per the requirement while submitting the bid.</p>
245	BoQ, Sr. No. 61	CSP Natively Managed Content Delivery Network (CDN)	TB egress / data transfer out over CDN: from source to CDN	<p>There is no way to calculate the Cost from Source to CDN, CDN Cost is always on the Egress from the CDN location. Therefore, we request you to pls delete this line as there is no relevance of this ask.</p>		<p>As per RFP</p>

246	6.2.1 - Table 5	PQC	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23	This clause restricts CSPs compelling them to present their solution with a very restricted set of MSPs. This is aligned to a specific set of bidders for specific CSPs and is a PQ aligned to time parameters rather than quality of work. Additionally this clause is very tough to substantiate since balance sheets do not carry details of OEM specific business . POs in cloud business cannot confirm the accomplished value . Please amend to read " Atleast 20cr from cloud business in last 03 years ."		Refer updated clause 6.2.1, Table 5 of RFP.
247	Table 6	PQC	Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks	This is a L1 RFP. Data migration is a part of pre qualification . Thereofre attaching marks for a higher volume of data migration is contradictory . Additionally , the proposed CSP has to be one of the entities in this case , so does it mean that if data has been migrated from the proposed CSP , that is also acceptable . This clause is an extension of a similar clause on page 35 on data migration where this is not mentioned . This clause will benefit only a certain set of MSPs aligned to a particular CSP leading to a larger participation in the RFP from those CSPs . Request delete this clause.		Please refer updated clause 6.2.2 Table 6

248	UC-5	DevOps Platform	<ul style="list-style-type: none"> i. Capabilities of the DevOps platform to manage the complete CI/CD pipeline, code review, code deploy, code and git management. ii. Demonstrate the ability of the platform to automatically build, test, distribute, deploy and monitor iOS, Android, Windows and macOS apps—all in one place iii. Ability to regularly merge their code changes into a central repository and run auto build tests iv. Demonstrate the ability to securely store and version application source code and v. automatically build, test, and deploy the application and built in connectors to tap into data sources from within and outside cloud sources vi. Demonstrate the ability of the platform to support CI/CD pipeline with easier traffic versioning feature for cloud run for canary deployments. 	<p>We don't support features " Demonstrate the ability of the platform to automatically build, test, distribute, deploy and monitor iOS, Android, Windows and macOS apps—all in one place"</p> <p>Since this may not be applicable to the DGH use case, Pls delete this so we can demonstrate this feature under UC -5</p>		Refer updated clause 6.2.2 (UC-5)
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249	Table 24	Table 24: CSP CDN Services Compliance	CDN Reference Link	<p>We meet all CDN Compliances but Providing the Public reference links per line items is not possible to share publically. Therefore, we request you to pls delete the Ref Link per line item. We are happy to provide CSP undertaking on the letter head that we meet all the compliances.</p> <p>Pls delete the ref. link column or allow CSP undertaking for the CDN.</p>		As per RFP
250	BoQ, Sr. No. 55	Storage for post-stack Data	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)	<p>We request you pls ask SLA of the Hot Storage in the BoQ so that there is no confusion while considering Storage Tier if you need to store One Copy or 3 Copies per Site as Mult-Azs solution : Pls change this to:</p> <p>Storage for post-stack Data with 99.9% SLA</p>		Please refer updated clause 16.3.4 Table 25 and BoM
251	BoQ, Sr. No. 56	Storage for post-stack Data	Frequently access storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for post stack data.	<p>We request you pls ask SLA of the Hot Storage in the BoQ so that there is no confusion while considering Storage Tier if you need to store One Copy or 3 Copies per Site as Mult-Azs solution : Pls change this to:</p> <p>Storage for post-stack Data with 99.9% SLA</p>		Please refer updated clause 16.3.4 Table 25 and BoM
252	BoQ, Sr. No. 21,22,23	Data transfer between DC-DRData Transfer out from cloud over internet Data Transfer out from cloud over dedicated link	Data transfer between DC-DRData download/Egress chargesData download/Egress charges	<p>We request you to move these line items to Category -B as Data transfer is relevant to Storage. Also these line items will have variable cost factors so CSP will not be able to approve any discount on the category -A as given dis% will misbalanced the entire pricing calculation. We request you to move this to Storage section or create new category so you get better discount on the Transfer category. Else CSP will not be able to provide any pricing on the line items</p>		As Per RFP

253	Table 24	Table 24: CSP CDN Services Compliance	Delivery of live streaming with websites/ on-demand/ Archived Videos/ Audio/ Podcasting Services by improving the end user experience via peak load handling & high availability. The CDN services shall be able to scale incrementally to meet demand during the event or at the time of content delivery/distribution	What is peak Capacity needed, peak Concurrency?		Please refer BOM
254	Table 24	Table 24: CSP CDN Services Compliance	The content delivered through the CDN services shall not degrade the performance of the origin website or content in any manner, even if the number of hits on the website increases exponentially. The CDN Service Provider should have adequate / spare capacity available to handle spikes in traffic.	What is peak Capacity needed, peak Concurrency?		Please refer BOM

255	BoQ, Sr. No. 59	Data Retrieval	Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier.	<p>When restoring the archive data from Archive Tier, there are 2 types of Cost:</p> <p>1) Data retrieval from Archive to Hot Storage</p> <p>2) Hot Storage Cost for the days/week if keeping the data in hot storage or until you delete the copy.</p> <p>Type -2 Cost is missing in the line item and BoQ. We request you to pls consider amount of data retrieved per month cost for the Hot Storage in this line item. Else this hidden cost is in Millions \$ for contract period. This will also create complications during implementation since this price would not have been explicitly mentioned in the price bid/BoQ but has a major cost impact actually.</p> <p>The category –B reflects the actual Storage requirements rather than Rate card. The Bidder may not be able to tolerate that hidden cost which is more than a million USD and the entire project costing may also increase appreciably if it not called out in the BoQ.</p> <p>Therefore we suggest that pls consider:</p> <p>- Data retrieval cost from cold/Archive tier to Hot/frequently accessed storage tier with 30 Days of Hot Storage Cost of 500TB (if that apply to the provided solution) to hold the data until delivered</p>		<p>As per RFP</p> <p>BOQ items 55 (Managed Blob/Object Storage at Primary DC) takes care of this requirement</p>
256	16.4.2	Indicative Bill of Material		<p>We request that "CSP Native Managed Cassandra Database Service" should also be included in the Indicative Bill of Material as it is needed as part of our solution for the application RFP.</p>		<p>BOM is indicative and additional services as required by the purchaser, will</p>

						have to be provided Refer Clause 6.2.1 (17 b).
257	16.4.2	Indicative Bill of Material > SL NO 26 > CSP Native Managed/ CSP Native Marketplace (with single billing console) NonRelational Database as a Service	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	We request that all managed database services of the CSP should be native only including Database with MongoDB compatibility. Besides, the integration, competency and reliability of marketplace/3rd party service providers raises concerns as we do not have clarity on which vendors service will be given which might cause instability to the application performance and the ownership of SLAs for 3rd party/ marketplace products & services are not owned by the CSP or MSP and shall not be passed on the application provider.		Please refer relevant updated clauses
258	6.2.2	Technical Evaluation Criteria	Bidders who fulfil all the technical compliance and secure a minimum of 70 marks out of 100 marks in the Technical Qualification Criteria (TQC) would be declared as Technically qualified and shall qualify for financial / commercial evaluation.	We request that DGH makes the minimum qualifying marks as 70% in each of "Section A: Bidder Evaluation" and "Section B: CSP Evaluation". Thus,we request that the minimum qualifying marks should be 42 out of 60 for "Section A:Bidder Evaluation" and "28 out of 40 for SectionB:CSP Evaluation" This will ensure both the bidder and their proposed CSP are technically qualified and competent for the bid by securing atleast 70% marks each.		As per RFP

259	6.2.1.	Pre-Qualification Criteria (PQC)	<p>The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll.</p> <p>Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource</p>	<p>The provision of salary slips and PF details is considered confidential information for every employee. Therefore, I kindly request that this clause be amended to only require submission of a resume and copies of certificates</p>		<p>Refer updated clause 6.2.1, Table 5 of RFP.</p>
260	6.2.2.	Technical Qualification Criteria (TQC)	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of 	<p>Asking for billing from the same department for 2 consecutive years seems unfair to the bidders who are working only with one cloud, as the department mostly have the contract for 1 year and after that basis on prices they will renew or retender. In the retender its not important that we will win. Reqeuts you to please change the this clasue and remove the consicutive year part and Proposed CSP part from this point.</p>		<p>Please refer updated clause 6.2.2, Table 6</p>

			<p>more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria.</p>			
261	6.2.2.	Technical Qualification Criteria (TQC)	<p>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submissiona. >= 1 PB : 12 Marksb. >= 0.5 PB : 8 Marksc. > 0.1 PB : 4 MarksCopy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed</p>	<p>Data migration experience should be sought from any cloud, including but not limited to data migration from On-Premises to Anycld or from any Cloud to any other cloud platform.</p>		<p>Please refer updated clause 6.2.2, Table 6</p>

			CSP as one of the entities, in order to be considered			
262	6.2.1.	Pre-Qualification Criteria (PQC)	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	The utilization of "Proposed Cloud" in the Turnover section requires clarification. We are Azure authorized partner from last 3 years and working on many cloud services project in Govt. departments but how we will be able to show you the turnover from the Azure as in the same department or in the same project we are also providing the managed services, on-site resouse deployment, development of new module. Reqeust you to please change this clause and ask for average annual tunover from cloud services only.		Refer updated clause 6.2.1, Table 5 of RFP.

263	6.2.2.	Technical Qualification Criteria (TQC)	Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: i. More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks ii. More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks iii. More than ₹ 50 Cr. - 7 Marks	The utilization of "Proposed Cloud" in the Turnover section requires clarification. We are Azure authorized partner from last 3 years and working on many cloud services project in Govt. departments but how we will be able to show you the turnover from the Azure as in the same department or in the same project we are also providing the managed services, on-site resouse deployment, development of new module. Reqeust you to please change this clause and ask for average annual tunover from cloud services only.		Please refer updated clause 6.2.2, Table 6
264	6.2.1.	Pre-Qualification Criteria (PQC)	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	Using Proposed cloud in the Prequalifiacion restricts the bidders to participate in the tender. Request you to change this clause. Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in any cloud.		As per RFP
265	13.9	Responsibility of the Purchaser	Provide, Install and commission all On-Premises IT hardware, including OS/networking system/NGFW at DGH Noida and Bhubaneswar.	Please clarify if the data has to be migrated from Noida only or Bhubaneswar as well. Please also let us know if there are any other locations as well from which the data has to be migrated.		Noida
266	13.4.5	Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	Please let us know the data type stored in HDDs. Also, let us know how the USB HDDs will be made available for data migration to cloud.		Geological and Geophysical data, Please refer 13.4.5

267	6.2.2. Technical Evaluation Criteria	Table 6: Technical Qualification Criteria (TQC) Pt no 4	<p>Evaluation Criteria: Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • ≥ 1 PB : 12 Marks • ≥ 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks</p> <p>Criteria: Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p>	<p>Request you to amend this clause as below:</p> <p>Evaluation Criteria: Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • ≥ 1 PB : 12 Marks • ≥ 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks</p> <p>Criteria: Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.</p> <p>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p>		Please refer updated clause 6.2.2, Table 6
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268	6.2.2. Technical Evaluation Criteria	Table 6: Technical Qualification Criteria (TQC) Pt no 1	<p>Evaluation Criteria: Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria. <p>Criteria: Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.</p>	<p>Request you to amend this clause as below: Evaluation Criteria: Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria. <p>Criteria: Copy of (i) Work order/extract from the contract, mentioning the scope of work and (ii) A Certificate issued by the Statutory Auditor/ Chartered Accountant confirming the Project wise yearly collection, to be submitted / Client certificate/ completion certificate,.</p>	Please refer updated clause 6.2.2, Table 6
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269	6.2.2. Technical Evaluation Criteria	Table 6: Technical Qualification Criteria (TQC) Pt no 2	<p>Evaluation Criteria: Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.- 5 Marks More than ₹ 50 Cr. - 7 Marks</p> <p>Criteria: Submit Copy of Annual Reports along with statutory auditor certificate to this effect.</p>	<p>Request you to amend this clause as below:</p> <p>Evaluation Criteria: Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria. <p>Criteria: Copy of (i) Work order/extract from the contract, mentioning the scope of work and (ii) A Certificate issued by the Statutory Auditor/ Chartered Accountant confirming the Project wise yearly collection, to be submitted / Client certificate/ completion certificate,.</p>		Please refer updated clause 6.2.2, Table 6
270	6.2.1. Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC); Pt no- 11	<p>Requirements: Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud</p>	<p>Request you to amend this clause as below:</p> <p>Requirements: Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud (Kindly remove this proposed cloud)</p>		As per RFP

271	6.2.1. Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC); Pt no- 3	<p>Requirements: The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)</p> <p>Documents to be submitted: A Certificate issued by the Statutory Auditor should be submitted mentioning turnover from Proposed Cloud Business, along with copies of Audited financial statements for the FYs.</p>	<p>Request you to amend this clause as below:</p> <p>Requirements: The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)</p> <p>Documents to be submitted: A Certificate issued by the Statutory Auditor/Chartered Accountant should be submitted mentioning turnover from Proposed-Cloud Business, along with copies of Audited financial statements for the FYs.</p> <p><u>(Kindly remove this proposed cloud)</u></p>		Refer updated clause 6.2.1, Table 5 of RFP.
272	6.2.1. Pre-Qualification Criteria (PQC)	Table 5: Pre-Qualification Criteria (PQC); Pt no- 4	<p>Requirements: The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.</p> <p>Documents to be submitted: A Certificate issued by the Statutory Auditor certifying the Annual Turnover and Net worth (Form PQ3).</p>	<p>Request you to amend this clause as below:</p> <p>Requirements: The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.</p> <p>Documents to be submitted: A Certificate issued by the Statutory Auditor / Chartered Accountant certifying the Annual Turnover and Net worth (Form PQ3).</p>		Refer updated clause 6.2.1, Table 5 of RFP.

273	6.2.2. Technical Evaluation Criteria	Table 6: Technical Qualification Criteria (TQC) Technical Demonstration (Use Case*) Marks are indicated against each use case.	The bidder shall be required to give a technical demonstration of the <i>proposed</i> cloud platform. For this purpose, the Bidder's proposed resource personnel shall demonstrate the <u>use cases</u> * as listed, during the scheduled Demonstration. The date & time for the demonstration shall be communicated later.	The bidder shall be required to give a technical demonstration of the <i>proposed</i> cloud platform. For this purpose, the Bidder's proposed resource personnel shall demonstrate the <u>use cases</u> * as listed, during the scheduled Demonstration. The date & time for the demonstration shall be communicated later. (Kindly remove this proposed cloud)		As per RFP
274	13.4.5	Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	We are assuming that there are total 600 number of HDD's to be migrated so please let us know the type of USB i.e. USB 2.0, 3.0 or Type-C to approximately calculate the time required to calculate to migrate the data.		Mostly in USB3.0

275	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have the CSP Native CDN service Yes- (3) Marks, No- (0) Marks	"As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations. This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well. In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non critical component like CDN to be a CSP native solution with single billing and usage console. If it is future requirement, Please allow for Market place CDN. Native CDN capability disqualify particular CSP. For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Airtel has empanelled CDN with DIC and they are leveraging the same technology in other projects too. "	The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace CDN Yes- (3) Marks, No- (0) Marks	As per RFP
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276	13.3	Functional Requirements	<p>The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as per the technical specification given as per technical BOM</p>	<p>"As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations.</p> <p>This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well.</p> <p>In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non critical component like CDN to be a CSP native solution with single billing and usage console.</p> <p>If it is future requirement, Please allow for Market place CDN. Native CDN capability disqualify particular CSP.</p> <p>For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Airtel has empanelled CDN with DIC and they are leveraging the same technology in other projects too. "</p>	<p>The proposed CSP must offer a service for global content delivery networking as a native or Marketplace or 3rd party CDN. The CDN service must be offered as per the technical specification given as per technical BOM</p>	<p>As per RFP</p>
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277	6.2.2.	Technical Evaluation Criteria	<p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	<p>Our suggestion to DGH, is to leverage 3rd party product/marketplace for AV and HIPS because Security OEMs provide focussed solution to deal with vulnerabilities and mitigating signature based attacks/zero day vulnerability, suits better technical solution.</p> <p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • Nxt Gen Firewall as a service • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	<p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • Nxt Gen Firewall as a service • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	As per RFP
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278	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pairAutomated replication to different zonesondemand backup/continousyes for all-(3)marksno to any of these above-(0)marks	Our understanding with the clause "Automated replication to different zones ondemand backup/continous" is that the data needs to be replicated to different sesemic zone. Kindly confirmThe proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pairAutomated replication to different zones/fault domainondemand backup/continousyes for all-(3)marksMaximum marks- 3(1 marks for each service)	The proposed Cloud should have cloud native NoSQL database services with the following features Serverless No SQL Key value pairAutomated replication to different zones/fault domainondemand backup/contino usyes for all-(3)marksMaximum marks- 3(1 marks for each service)	As per RFP
279	13.3	Functional Requirements	The All the cloud services provided should be part of unified billing and usage dashboard of the proposed CSP.	We request you to please consider custom/unified billing and usage dashboard of proposed CSP. The all the cloud services provided should be part of custom/unified billing and usage dashboard of the proposed CSP.	The all the cloud services provided should be part of custom/unified billing and usage dashboard of the proposed CSP.	As Per RFP

280	Table 5	Pre-Qualification Criteria (PQC)	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	We request you to relex this clause as we faced financial issues during FY 2020-21 due Covid-19 outbreak and we will not be able to meet the criteria. Request you to consider this request for 2 Years only. Moreover we are also a MSME Registered entity and we saw the exemption is also not available.		Refer updated clause 6.2.1, Table 5 of RFP.
281	5.5.4	Bid Security/EMD	The Bidders shall submit, along with their bids, a Bid security declaration as per the format specified in Section 16.1.4 (Template-4 : Bid Security Declaration) of this RFP and shall be liable as per the declaration.	What is the EMD amount, as it is not mentioned in the RFP.		EMD is not required, however the bidder should submit the Bid security declaration as per the format specified in Section 16.1.4 (Template-4 : Bid Security Declaration)
282	6.2.1	Pre Qualification	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	We request you to kindly change this clause as below: Bidder should have Data Migration experience during the last 5 years.		As per RFP
283				ITI is having two data centre in ITI Bangalore with vast no BFSI,PSUs etc as customers. Kindly arrange to include the data centre experience in eligibility criteria.		Please refer RFP

284	7.6	Table 7: Service Level Availability (SLA)	6 Response Time under Support Service (As defined in scope of work)within 60 minutes	60 minutes is too tight for providing proper support. Request you to please make it as atleast 120 minutes		As per RFP
285	6.2.2	Technical Evaluation Criteria	DevOps Platform	Are there any existing DevOps CI/CD tools which needs to leverage in cloud platform? or Cloud native CI/CD is preferable		Not currently used in NDR1.0, Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.

286	13.9	Responsibility of the Purchaser	Provide connectivity between DGH On-Premises locations and cloud PDC/SDC	Are there any existing Network connectivity solution being used which will be prefer for in-between the offered CSP's data centers?		Current ISP providing the network to DGH is BSNL.DGH shall be provisioning Leased Line connectivity between DGH Noida and CSP Primary Data Centre for NDR operations as per latest Govt. guidelines at the time of NDR 2.0 Go-Live. It may be noted that this leased line will not be available to bidder for transfer of 4 PB of offline data to cloud. If required bidder itself has to arrange the same.
287	12.16	Equipment's/Licenses Ownership	The Purchaser shall own the software, licenses	Are there any existing software licenses which need to be mapped in Target cloud platform?		No

288	6.2.2	Technical Evaluation Criteria	DevOps Platform	Are there any preference of CI/CD tools, Opensource vs licensed ?		Not currently used in NDR1.0, Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
289	3	Fact Sheet	7 Final submission: 22.03.2024	Consdiering the scope of work and the approvals needed to submit a fully complied bid, request you to please extend this by min. of 2 weeks.		Please refer GeM portal for the updated last date.
290	5.4.2.	Submission of Proposals	A Two bid system will be followed for this RFP for arriving at the L-1 bidder.	Considering the Scope of work and the SLA's proposed, request the department to select the bidder on QCBS 70:30 to ensure professional support from the bidder.		As per RFP
291	7.4	Support/Helpdesk Tool and SLA Management Tool	Support/Helpdesk Tool and SLA Management Tool	Could you let us know which vendor Helpdesk & SLA Monitoring tool is being provisioned by the Application Service contractor?		Application OEM or 3rd Party tool
292	4.2	Purpose of the Bid	Existing contract is coming to end	Could you provide Existing contract end date?		By end of Feb 2025
293	6.2.2	Technical Evaluation Criteria	DevOps Platform	Could you provide list of macOS apps and their functionality which will be used in CI/CD pipeline		Please refer amended clause 6.2.2 in RFP

294	14	Project Timelines	3. Account Set up, Infra Readiness and Workload assessment and migration readiness to the CSP Cloud Infra. T1+15 days = T2	From our experience, the timeline given for these activities is very low. Request you to please consider the request and amend the clause as: 3. Account Set up, Infra Readiness and Workload assessment and migration readiness to the CSP Cloud Infra. T1+45 days = T2		As per RFP
295	7.4	Support/Helpdesk Tool and SLA Management Tool	The Application Service contractor (Separate Tender).	Kindly clarify whether any scope of Application stack features improvement is there or there would be separate tender for that?		Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
296	N/A	General Query	General Query	Kindly clarify whether KPMG team need to work from NDR premises or Remote option is also available?		Please 13.4.4. Services of Managed Support Services / Helpdesk
297	4.2	Purpose of the Bid	(NDR 1.0) needs to be upgraded and hosted on a cloud platform.	Kindly clarify whether you have any existing Apps and Workloads hosted in public cloud?		No

298	4.2	Purpose of the Bid	The existing National Data Repository (NDR 1.0)	Kindly provide a graphical representation of National Data Repository (NDR 1.0) including physical and logical Architecture and Design and Infrastructure sizing.		NDR2.0 will be a completely new setup on cloud by application provider selected through another tender . Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
299	7.6	Table 7: Service Level Availability (SLA)	Penalty	Penalty clauses are really stringent considering the scope of services. Reqeust you to please make it 5% for quarterly payment of the availability clause and 2% per quarterly payment for other clauses till clause 5.		As per RFP
300	13.3.	Functional Requirements	3. The bidder shall be responsible for facilitating the Application Contractor for implementing NDR2.0.	Request department to specify whether department envisages a separate Application contractor in this engagement who would be carrying out the application migration.		Yes

301	8	Liquidated Damages Table 9: Liquidity Damage	1 Delay in Account setup and Readiness Delay in Account setup, provisioning of initial requirement Within 15 days from the intimation from the user section At the rate of 0.5% of the Total contract value per week or part thereof of delay subject to maximum of 10% of the Total contract value.	The specified LD is very stringent. Request you to please amend this as: 1 Delay in Account setup and Readiness Delay in Account setup, provisioning of initial requirement Within 15 days from the intimation from the user section At the rate of 0.5% of the Total contract value per month or part thereof of delay subject to maximum of 10% of the Total contract value.		As per RFP
302	6.2.1	Pre-Qualification Criteria (PQC)	11. Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	This specific clause would restrict many competent bidder in this bidding exercise. In view of the nature of the job and ability to do the similar exercise once similar job is done with some threshold value, request you to modify this clause as “Bidder should have Data Migration experience and capabilities of minimum 50TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in any MeITY empaneled cloud.		As per RFP
303	11.6.	General Obligations of Bidder/Contractor:	1. The Contractor must fulfil all necessary requirements for Primary Data Centre, Secondary Data Centre, including installation and configuration of cloud services, maintenance, as per the detailed scope of work. Installation & commissioning of cloud services and migration of data to cloud, shall be done by authorized	We are assuming this assignment entails AS-IS migration of the application and the underlying. This wouldn't require any changes in the application. Please clarify.		Migration of the application is not Part of the RFP. Bidder only needs to support the application vendor.

			personnel of the Contractor.			
304	N/A	General Query	General Query	What are the current Tickets count of NDR 1.0 environment? .e.g. Severity 1, Severity 2, Severity 3		NDR 2.0 is an independent system.
305	16.3.2	Table 19: Responsibility Matrix	Direct Connectivity/Lease Line	What is current network bandwidth ? As during Data migration there could be requirement of increase.		Direct connectivity/lease line as mention in table 19, will be provided by purchaser after successful go live for regular operation of NDR2. However for migration of data from On-premises to cloud all the required recourses have to be provided by bidder. (kindly refer 13.4.5. Services Under Raw/Pre-Stack

						Data Migration:)
306	4.2	Purpose of the Bid	The existing National Data Repository (NDR 1.0) needs to be upgraded and hosted on a cloud platform.	While target environment has been highlighted in the RFP, RFP doesn't talk about technology stack used in the NDR1.0 environment, we are assuming targets tools and products are similar to source tools and products and hence migration exercise would be purely lift and shift exercise, no rearchitecting involved in this migration exercise. Request department to shed light on the source technology stack.		This is under the scope of application RFP floated separately by DGH. Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.

307		Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	<p>Kindly change this statement to below :</p> <p>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP</p>		As per RFP
308		CSP native managed relation database as a service	<p>Managed PostgreSQL as a service Postgres version: 14 or above</p> <ul style="list-style-type: none"> - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/removing read replicas 	<p><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></p> <p>There are alternative backup strategies available to avoid impact on primary node. Kindly reword this to :</p> <p><i>"Backup should not impact the IO activity on primary node."</i></p>		Please refer amended clause 16.3.4 Table 25 and BoM

309		Security and Firewall	CSP Native Managed/CSP Native Marketplace (with single billing console) Network Firewall	<ul style="list-style-type: none"> • Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic or Equivalent <p>o When the entire RFP is on unit prices/per TB or per hour kindly keep this also in similar guidelines.</p> <p>Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP</p>		Please refer amended clause 16.3.4 Table 25 and BoM
310		Compute	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory 32 vCPU 128 GB RAM, OS: Windows 16 vCPU 128GB RAM, OS: RHEL 32 vCPU 128 GB RAM, OS: RHEL	<p>1. Kindly allow A 100 GPU as well 2. Also kindly allow for smaller compute (4/8/16 vCPU for Windows) since 32 vCPU might not be required at all cases. 3. This seems to be favouring one particular CSP. Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP</p>		Please refer amended clause 16.3.4 Table 25 and BoM
311		Managed block storage	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	<p>1024 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 32 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb.</p> <p>Spec is fundamentally incorrect. Spec is also specific to particular CSP</p>		As per RFP
312		Data transfer	Data download/Egress charges	50TB over internet outbound and 50TB over dedicated tunnel on-prem is too high		As per RFP

313	Managed block storage	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	512 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 16 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb and have a separate line item for OS disk. Kindly keep OS disk requirement separately in a different section If secondary DR store is needed for post stack and pre-stack data, why is DR store not needed for this? Spec is also alluding towards a particular CSP		As per RFP
314	Managed Blob/Object Storage at Secondary DC	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)	As per Meity guidelines, the distance between DC and DR should be greater than 100 Kms, it does not call out for different seismic zone, hence kindly change to 100 Km.	- Data retrieval cost from cold/Archive tier to Hot/frequently accessed storage tier with 30 Days of Hot Storage Cost of 500TB (if that apply to the provided solution) to hold the data until delivered	Please refer amended Table 25 and BoM

315		16.3.4. Form TQ4: Services Compliance by CSP	We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we shall provide an equivalent or higher version of the same at the same or lower cost to the purchaser.	For products governed by the Modern Lifecycle Policy, will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered—excluding free services or preview releases.		As per RFP
316		Hardware Security Module	Ability to provide high availability and load balancing - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed self-serve	How can high availability have 1 hour failover. Please clarify Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP		Please refer amended table 25 and BoM
317		Table 5, Row 28	<i>Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month</i>	Kindly change this statement to : In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified. Processing unit of 4 vCPU processing unit hours per month		Please refer amended Table 25 and BoM
318		Data Retrieval	Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier	o Total data itself is not 500 TB. Hence kindly ask for per TB and same can be multiplied for consumed units.		As per RFP

319		Managed Blob/Object Storage at Primary DC	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)Frequently access storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for post stack data.	<ul style="list-style-type: none"> o Why is secondary needed then again if Primary is replicating to DR natively. o Seismic zones are not a part of MeiTy guidelines. o When the entire RFP is on unit prices/per TB or per hour kindly keep this also in similar guidelines. 6000TB is too high a valueSpec is fundamentally incorrect. Spec is also alluding towards a particular CSP 		Please refer updated clause 16.3.4 Table 25 and BoM
320		Storage for pre-stack/ raw data	Managed cold infrequently access/archive storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for pre-stack data.	<ul style="list-style-type: none"> o Why is secondary needed then again if Primary is replicating to DR natively. o Seismic zones are not a part of MeiTy guidelines. o When the entire RFP is on unit prices/per TB or per hour kindly keep this also in similar guidelines. 6000TB is too high a value <p>Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP</p>		Please refer updated clause 16.3.4 Table 25 and BoM
321		Security - Vulnerability Assessment	Should support continuous scanning of workload for common vulnerabilities and exposures (CVE). - VM Vulnerability Assessment for 730 Hours per VM 40 Number of Container Images scanned Monthly	Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.		As per RFP

322		HIPS	HIPS	RFP has already asked for Cloud native CSPM solution. HIPS is a signature based old security technology which was primarily for on premise servers. HIPS approach can not protect the cloud infra. It should get changed to CWP (Cloud workload protection) instead of HIPS in alignment with CSPM solution asked in the RFP by DGH.		As per RFP
323		CSP Native Managed NoSQL database Service	Persistence store to store NoSQL data: a. 1 Million Writes with Write Capacity, 1 KB data - On demand b. 10 Million Read Capacity 4 KB data - On Demand	Spec is contradictory and fundamentally incorrect. Service mentioned is NoSQL database but spec is of storage. Please correct. Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP		As per RFP
324		CSP native managed relation database as a service	Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node	-Spec is specific to particular CSP. - Since you have asked for CSP managed Database as service with automatic backup will be responsibility of CSP based on their strategy – either from primary or secondary. - Spec is contradictory in nature. - In case you need specific backup strategy please change to MSP managed service.		Please refer updated clause 16.3.4 and BoM.

			-Should support multi-zone HA and horizontal scaling by adding/removing read replicas			
325		Compute	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory32 vCPU 128 GB RAM, OS: Windows16 vCPU 128GB RAM, OS: RHEL32 vCPU 128 GB RAM, OS:RHEL	Tesla T4 is an overkill for VDI/VDR solution, hence we propose you to use better GPU.For your VDI/VDR solution, we highly recommend using NVIDIA Tesla M60 or AMD Radeon Instinct MI25 GPUs.Microsoft can provide VDI for following configurations:12 vCPU 112 GB RAM16 vCPU 56 GB RAM24 vCPU 224 GB RAM32 vCPU 112 GB RAM		Please refer updated clause 16.3.4 Table 25 and BoM

326	Managed Archive/Cold Storage at Secondary DC	Managed cold infrequently access/archive storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for pre-stack data.	The archival is offline, cant be replicated technically. Please correct. Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP	As per RFP
327	CSP Native Managed NoSQL database Service	Persistence store to store NoSQL data: a. 1 Million Writes with Write Capacity, 1 KB data - On demand b. 10 Million Read Capacity 4 KB data - On Demand	The only mention of DR/Secondary site is for object storage, and not for VMs or block storage, assuming this is by error, hence please remove it. Please correct. Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP	As per RFP
328	Table 21: CSP General Compliance	Cloud Service - service version upgrade with customer having control over the upgrade window	this is possible for few PaaS service but for host machine of VM we do not provide timeline for customer to control when systems would be upgraded.	As per RFP
329	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	two Different ISPs for S2S? As we provide managed internet this is cloud provider's responsibility of maintaining high availability	As per RFP
330	Cloud Security Posture Management	Cloud Security Posture Management Cloud Service for security best practices checks Auto Evaluate security rules/checks and other events Millions per Months per Month 10 1	Unit for CSPM solution has been asked as millions per month where as it will much cost effective for DGH to have the units in terms of number of resources (e.g no. of servers , DBs , Storage accounts etc). Same is being followed by majority of the CSPs.	As per RFP
331	CSP natively managed Redis cache service	Minimum 16vCPU, 96 GB RAM Per Instance Production grade Managed Redis Cache	vCPU is not relevant for CSP managed Redis, please only mention RAM. In case you need CPU, please change to MSP managed service.	Bidder may provide equal or higher configuration

			Minimum 16vCPU, 96 GB RAM Per Instance			
332		Table 5, Row 26	<i>"Non burstable production grade x86 based Processor"</i>	We do not specify on our public website that we use x86 or which Intel/AMD series we are using for CosmosDB's MongoDB vCore option. So, we cannot provide public URL for the same.		Refer updated clause 16.3.4 Table 25 and BoM
333		SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. customer would have to generate self signed cert or have PKI for that. Kindly change this statement to : The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
334		SSL Certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. would have to generate self signed cert or have PKI for that. Kindly change this statement to: The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
335		Cross Region Replication	Data transfer between DC-DR	Why do we need 100TB egress and data transfer between region?		As Per RFP
336		Security and Firewall	Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations,	why do we require 100 quantity of DDoS per IP? Public IP considered are only 10		As Per RFP

			minimize application downtime and latency.			
337		Managed Blob/Object Storage at Secondary DC	Frequently access storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for post stack data.	<p>Why is this needed if we have native replication in Primary site?</p> <p>Why is secondary needed then again if Primary is replicating to DR natively.</p> <p>Meity d Spec is fundamentally incorrect. Spec is also alluding towards a particular CSP</p>		Please refer amended Table 25 and BoM
338	6.2.2	Table 6 : Technical Qualification Criteria > Section 1: Bidder Evaluation	4. "Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission"	Please clarify if the statement should be corrected to include proposed cloud as follows - "4. Bidder's experience in completing data migration projects from on premise/ cloud (different CSP) to proposed cloud during the last 3 years reckoned from the last date of original bid submission"		As per RFP
339		Table 6: Technical Qualification Criteria(TQC) SI No. 4		Request you to kindly change the TQ criteria for migrated project size from 1 PB to 200 TB. All the projects that we have migrated have max project size upto 200 TB.		As per RFP

340	Point 4	Technical Qualification	<p>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p>	<p>Request you to kindly ammend this as - Bidder's experience in completing Cloud Project (anyCSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project OR, Copy of Client certificate/ completion certificate along with workorder/The projects executed should be from any of the CSP</p>		Please refer updated clause 6.2.2 Table 6
341	6.2.1	Pre-qualifications (Point 11)	<p>Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud</p>	<p>Request you to please ammend this as - Bidder should have Cloud Migration/Project experience and capabilities in a single order during the last 5 years, with value of 2 projects of 2Crore each reckoned from the last date of original bid submission from any of the CSP</p>		As per RFP

342	Table 6	Technical Qualification	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria. Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.</p>	<p>Request you to pls ammend this as -Cloud experience: Bidder's Turnover from Cloud Services from any CSP for Indian Enterprises/ Government clients and should have billed them atleast for 1 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23.</p>		<p>Please refer updated clause 6.2.2 Table 6</p>
343	13.2	13.2. Broad Scope of Activities	<p>2. All Licences / application / software / Root access/ Admin User name /Admin Account etc. shall be registered in the name of purchaser.</p>	<p>Any kind of application license will be procured by customer apart from proposed components related to Azure Infra</p>		<p>Yes</p>

344	13.2	13.2. Broad Scope of Activities	7.Provisioning of all infrastructure required for the applications and software components including System Software, Application Software, Utility Software, Third Party Software Packages to deliver an efficient Data Repository Solution for managing Seismic data, Well data, Production data, Data Analytics, Non-Seismic data like Gravity, Magnetic, CSEM (Controlled Source Electro Magnetism) etc. and associated reports.	Do you have application team who will be managing application?		Yes, there will be application team for managing and migration of application.
345	13.2	13.2. Broad Scope of Activities	9. Migration of existing offline data in portable HDDS to Cloud storage	Assistance will be provided. Do you required on-site support?		Data migration is responsibility of the bidder from the existing Portable HDDS.For details please refer clause 13.4.5

346	13.2	13.2. Broad Scope of Activities	10. Existing offline data of approx. 3.5 – 4 PB (mainly Raw/ Pre-Stack in portable HDDs – mostly 8 TB) at NDR 1.0 shall be copied to cloud storage by the Bidder. The Application contractor (through a separate tender) shall be providing all necessary technical inputs, to the bidder so that the data are copied in a well-structured manner and properly catalogued in the cloud storage.			No query from bidder
347	13.4.5	13.4.5. Services Under Raw/Pre-Stack Data Migration:	3. In no case bidder will be allowed to carry the NDR hard disks outside the premises of NDR.	Do you have application team who will be managing application?		Yes, there will be application team for managing and migration of application, However the data migration(as per Table10) is the responsibility of Bidder
348		SSL Certificate	The CSP should have a native service to provision, manage, and deploy Secure Sockets Layer/Transport Layer Security (SSL/TLS) certificates.	Currently, Azure doesn't have native services. It that ok for 3rd part services		Please refer updated clause 16.3.4 in RFP

349		Services Compliance by CSP	Automated/Push button scaling with published APIs for scaling so that developers can create custom logic to scale the application as per business requirements.	Please specify the applications		This is for CSP compliance
350		Services Compliance by CSP	Automated setup of Multiple node cluster to sync data across data centers with option for Synchronous/Asynchronous replication.	Need confirmation what needs to be replicated is this the IaaS instances or else PaaS. Please specify the detail		It may be both as per the requirement, This a compliance requirement from the CSP
351		Services Compliance by CSP	Self-heal capability to detect health of underlying hardware and restore services on a different physical host without any manual intervention.	Need confirmation what needs to be replicated is this the IaaS instances or else PaaS. Please specify the detail		It may be both as per the requirement, This a compliance requirement from the CSP
352		Services Compliance by CSP	Service version Upgrade with customer having control over the Upgrade window.	It depends on the services could you please specify the services you are referring to		As per the RFP, This a compliance requirement from the CSP
353		DDoS Protection	The CSP should have a native managed service to protect against Distributed Denial of Service(DDoS) attacks.	Need confirmation for the required resources in detail and its region too		Refer BOM S.No 42, region as per the proposed CSP
354			The native managed DDoS protection service should provide always-on detection and automatic inline mitigations that minimize	Need confirmation for the applications and users		Refer BOM S.No 42, region as per the proposed CSP

			application downtime and latency.			
355		Single Sign-On	The CSP should have native support for Single Sign-On (SSO).	Need confirmation for the applications and users		This is for CSP compliance
356			The native SSO service should be able to centrally manage SSO access to multiple accounts and business applications.	Need confirmation for the applications and users		Procurement of Application is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
357			The native SSO service should be highly available.	Need confirmation for the applications and users		Procurement of Application is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.

358			The native SSO service should support built-in SAML integrations to many business applications.	Need confirmation for the applications and users		Procurement of Application is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
359			The native SSO service should be able to extend SSO access to any of the SAML-enabled applications.	Need confirmation for the applications and users		Procurement of Application is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
360			The native SSO service should be able to use existing corporate credentials to access all the assigned accounts and applications from oneplace.	Need confirmation for the applications and users		Procurement of Application is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.

361		CDN	Dynamic resizing of the images per 100 TB	Could you please elaborate more on the same? What is expected?		CSP should have capabilities of dynamics resizing of specified requirement
362	13.2	13.2. Broad Scope of Activities	Contractor shall provide all necessary assistance, as may be required by the purchaser to migrate the application stack and data to the proposed CSP during the tenure of this contract. A detailed workflow shall be prepared by the contractor in close consultation with purchaser to ensure that there is no hindrance in business continuity and data loss to purchaser during this transition.	We only provide Azure Stack from infra part and we don't support application side. However, from infra side we can assist		Management of application will be under DGH's scope
363	13.2	13.2. Broad Scope of Activities	18. Bidder shall, jointly with the Application Contractor, be responsible for facilitating successful integration of cloud SLA and Helpdesk monitoring tool with the common Helpdesk & SLA monitoring tool being provisioned by the Application Contractor (selected through a separate tender) for SLA monitoring and registering service related tickets for	Out tool can be intergated for which there will be a different charges.		Refer 7.4 for scope of work. No additional cost will be paid for the same.

			all the services related to the NDR 2.0, including cloud IT infra. The bidder shall use this tool for complying with the SLA requirement related to cloud Infra.			
364		General Queries		Need confirmation what is the current hypervisor is being used? Is this Hyper-V, Vmware or other?		This RFP pertains to provisioning of new IT infrastructure on Cloud. There is no relevance with exiting IT infra.
365		General Queries		Need confirmation on the DR list of application and required components to consider		Refer clause 13.6
366	10	Billing & Payment	Payment shall be made on Quarterly basis against the submitted Quarterly GST Invoice by the contractor	initial deployment/migration may involve use 3rd party sowitzare , so the payment for the same shall be made in the 1st installemt only		As per RFP
367		VULNERABILITY ASSESSMENT & PENETRATION TESTING		Requirements / No. /Type		No query

368				Total No. of internal IP addresses		As per RFP
369				Total No. of external IP addresses		As per RFP
370				Servers (Inclusive of Antivirus, Active Directory, Patch Mgmt servers, Email , Development, Test servers etc). Also detail whether the same are in cloud or not. If not, mention the location		As per RFP
371				Firewall		As per RFP and BoM
372				Routers		No query
373				switches		As per RFP
374				Desktops (if required to ve taken for VA & PT)		As per RFP
375				Laptops (if required to ve taken for VA & PT)		As per RFP
376		VULNERABILITY ASSESSMENT & PENETRATION TESTING		Number of Web applications / Mention URLs / No. of user roles in the application		VAPT will be carried out by application vendor of DGH. Bidder of this RFP needs to ensure compliances in respect of cloud infrastructure to be provisioned through this RFP.
377				Web servers used / Application language / database Used		Bidder to supply services as per RFP and BoM.

378				No. of static Pages /No. of dynamic Pages /No. of Web services		It is clarified that migration of existing applications and its databases are not part of this RFP. However, all necessary technical support required by application vendor (being provisioned through a separate tender) during the time of migration is to be provided by the bidder.
379		VULNERABILITY ASSESSMENT & PENETRATION TESTING		which industry domain application is used		Geological and Geophysical applications.
380				Short brief of application working:		As per RFP
381				Programming language / technology used at back end / front end		As per RFP
382				Application hosting server (cloud/ inhouse)		As per RFP
383				Associated infra with application is part of scope or not (physical server/ firewall)		As per RFP
384				Source code review is required or not		As per RFP

385				frequency of application scanning required in year		As per RFP
386				No. of Form field per page		It is clarified that migration of existing applications and its databases are not part of this RFP. However, all necessary technical support required by application vendor (being provisioned through a separate tender) during the time of migration is to be provided by the bidder.
387				Does the content also include audio and video		As per RFP

388				No. of APIs linked with the application		It is clarified that migration of existing applications and its databases are not part of this RFP. However, all necessary technical support required by application vendor (being provisioned through a separate tender) during the time of migration is to be provided by the bidder.
389	12.20(4)	Warranty	The Bidder further warrants that the Goods/Services supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture, or workmanship (except insofar as the design or material is required by the Purchaser's Specifications)	Being an authorized reseller of goods/software, we can only warrant that the goods will be new and unused. All remaining warranties will be passed on from the applicable OEM to purchaser.		As per RFP

390	7.5	Application of Penalty	1. The Service Level Availability (SLA), which the bidder needs to fulfil is mentioned in Table 7 Service Level Availability (SLA).2. Penalty shall be levied for not meeting each SLA.	Given the CSP-centric nature of services, the lack of compliance with the SLA and penalty clause does not impose any liability on the CSP Hence, we kindly request the exclusion of SLA-based penalties. Discussions on these SLAs can be mutually addressed post bid award.		As per RFP
391	12.17	Indemnity	The entire clause on indemnity	It is clarified that except in the case of 3rd party IP infringement claim, and breach of confidential information or trade secrets, we cannot provide any additional indemnity to the purchaser, appearing in this clause or anywhere else in the RFP. We request that clause 12.17 be revised accordingly.		As per RFP
392	12.16	Equipment's/licenses ownership	1. The Purchaser shall own the software, licenses, processes, Documents, etc., supplied by the Bidder arising out of or in connection with this Contract 2. However, all the risk and liability arising out of or in connection with the usage of the equipment, assets/components during the term of the Contract shall be borne by the bidder.	It is clarified that the purchaser will only own the tangible property. However, there be no transfer of any software, licenses, processes, etc. in favour of the purchaser. Since the bidder is an authorized reseller of products/software and there is no development or customization of any software in favour of the purchaser, there is no scope of any transfer of software, licenses. Accordingly, we request deletion of this clause.		Please refer updated clause 12.16 in RFP
393	10	Billing & Payment	Bidder shall raise Quarterly GST invoice in INR	Kindly remit payments on a monthly basis, as stipulated by the contractual agreement, given the monthly billing cycle associated with CSP services.		As per RFP

394	13.1	Extension of Contract	The Purchaser at its sole discretion may extend the contract for a further period of one (1) year from the date of completion of initial contract period (5 years 6 months) with the same Rates and Terms & Conditions of the Contract.	We are ok to extend the contract on the same legal terms and conditions. However, the prices/rates/commercial terms shall be as per mutually agreed terms.		As per RFP
395	12.22.3	Termination for Convenience	Purchaser, by 30 days' written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by the successful bidder would be paid by Purchaser.	We request that a period of atleast 90 days be given before termination of the contract for convenience. Also, please confirm that in the event of termination, payment of apart from the payment made till the date of termination for the services rendered, any additional costs incurred or that will get incurred by the bidder under the PO such as payments made or payable to the OEMS, cancellation charges, if any, imposed by the OEMs, any other logistical costs, shall also be paid to the bidder notwithstanding the termination.		As per RFP
396	Table 6	Technical Qualification Criteria (TQC)	A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.	We request you to modify this as "A Certificate issued by the Statutory Auditor/ Chartered Accountant mentioning year wise Income from proposed Cloud Services Business)		Please refer updated clause 6.2.2, Table 6

397	Table 5	Pre-Qualification Criteria (PQC)	The bidder should provide the cloud service from a CSP having accreditation relevant to security, availability, confidentiality, processing, integrity and privacy trust services principles SOC1, SOC2, SOC3, PCI DSS	We request you to remove SOC 3 requirement		As Per RFP
398	6.2.2.	Technical Evaluation Criteria	The proposed Cloud should have the CSP Native CDN service Yes- (3) Marks, No- (0) Marks	<p>"As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations.</p> <p>This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well.</p> <p>In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non critical component like CDN to be a CSP native solution with single billing and usage console.</p> <p>If it is future requirement, Please allow for Market place CDN. Native CDN capability disqualify particular CSP.</p> <p>For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Airtel has empanelled CDN with DIC and</p>	The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace CDN Yes- (3) Marks, No- (0) Marks	As per RFP

				they are leveraging the same technology in other projects too. "		
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399	13.3	Functional Requirements	<p>The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as per the technical specification given as per technical BOM</p>	<p>"As per our understanding CDN is not required for NDR project. CDN is primarily required to improve the efficiency or latency, cache the content when it is accessed via different GEO locations.</p> <p>This requirement is intentional added to eliminate few CSP. If still it is required, please allow marketplace CDN service as well.</p> <p>In today's deployment as well, CDN service is not deployed (in use). As CDN solution has no direct dependency on application, it is requested to allow CDN solution from CSP marketplace. RFP has allowed marketplace solution for core and critical application components like NoSQL database and Next generation firewall while at the same time RFP is putting restriction based on non critical component like CDN to be a CSP native solution with single billing and usage console.</p> <p>If it is future requirement, Please allow for Market place CDN. Native CDN capability disqualify particular CSP.</p> <p>For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Airtel has empanelled CDN with DIC and they are leveraging the same technology in other projects too. "</p>	<p>The proposed CSP must offer a service for global content delivery networking as a native or Marketplace or 3rd party CDN. The CDN service must be offered as per the technical specification given as per technical BOM</p>	As per RFP
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400	6.2.2.	Technical Evaluation Criteria	<p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	<p>Our suggestion to DGH, is to leverage 3rd party product/marketplace for AV and HIPS because Security OEMs provide focussed solution to deal with vulnerabilities and mitigating signature based attacks/zero day vulnerability, suits better technical solution.The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • Nxt Gen Firewall as a service • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	<p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • Nxt Gen Firewall as a service • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service)</p>	As per RFP
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401	6.2.2.	Technical Evaluation Criteria	<p>The proposed Cloud should have cloud native NoSQL database services with the following features</p> <p>Serverless No SQL Key value pair</p> <p>Automated replication to different zones ondemand backup/continuous</p> <p>yes for all-(3)marks</p> <p>no to any of these above-(0)marks</p>	<p>Our understanding with the clause "Automated replication to different zones ondemand backup/continuous" is that the data needs to be replicated to different sesemic zone. Kindly confirm</p> <p>The proposed Cloud should have cloud native NoSQL database services with the following features</p> <p>Serverless No SQL Key value pair</p> <p>Automated replication to different zones/fault domain ondemand backup/continuous</p> <p>yes for all-(3)marks</p> <p>Maximum marks- 3(1 marks for each service)</p>	<p>The proposed Cloud should have cloud native NoSQL database services with the following features</p> <p>Serverless No SQL Key value pair</p> <p>Automated replication to different zones/fault domain ondemand backup/continuous</p> <p>yes for all-(3)marks</p> <p>Maximum marks- 3(1 marks for each service)</p>	As per RFP
402	13.3	Functional Requirements	<p>The All the cloud services provided should be part of unified billing and usage dashboard of the proposed CSP.</p>	<p>We request you to please consider custom/unified billing and usage dashboard of proposed CSP.</p> <p>The all the cloud services provided should be part of custom/unified billing and usage dashboard of the proposed CSP.</p>		As Per RFP

403	Table 25:	Service Configuration offered by CSP	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	<p>With recent innovations & modernization, higher IOPS disks are available on lower cost (equivalent to lower IOPS) also makes a right decision considering organizations future roadmap i.e. if we are getting better IOPS on same cost as lower IOPS, we should only select higher IOPS, that's advantage and right use of govt funds.</p> <p>As per requirement mentioned in RFP, DGH is looking for approx 6 IOPS/GB (=3000/512). Our suggestion after consiering your workload, please make it to atleast 60 IOPS/GB, which will come on same cost and DGH will gain much better price performance and right utilization of Govt Funds.</p>	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 60 IOPS/GB	As Per RFP
404		Pre Qualification	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	The Bidder should have annual turnover of at least ₹ 20 Cr. from the Cloud and Managed service Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)		please refer updated clause 6.2.1 Table 5

405	Technical Qualification Criteria	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria.</p>	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the cloud for Indian Enterprises/ Government clients and should have billed them at least during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria.</p>	Please refer amended clause in RFP
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406	16.3.4.	Table 21: CSP General Compliance	CSP should offer the facility to support Active-Active architecture having multiple availability zones with built in fault tolerance to avoid any failure at the underlying hardware infrastructure.	Active-Active architecture " having multiple availability zones" is vendor specific and somehow restricting to only a few selective CSPs to participate in this RFP .While the concept of having an active-active architecture is understood, it is important to note that different CSPs provide active-active architecture in different ways. For instance, Oracle provides active-active deployment of services within the same data centre across multiple fault domains to avoid any failure at the underlying hardware infrastructure. By restricting the concept of active-active architecture to multiple availability zones, this clause is somehow favouring only a few selected CSPs and undermining the innovation done by the Gen2 CSPs for providing much more robust active-active architecture with not only offering uptime SLAs but also supporting performance SLAs.this is non-restricting the qualification of another competent cloud provider, request you to amend this clause as "active-active deployment of services will be within the same data center / different data centers to avoid any failure at the underlying hardware infrastructure ".Active- Active architecture can be achieved with the help of multiple Availability Zone/Fault domain to avoid any failure at underlying hardware infrastructure. Please allow CSP to leverage AZ/FD, as CSPs use different solutions like Fault Domain also.		As per RFP. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone.
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407	Table 25:	Service Configuration offered by CSP	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory	<p>Nvidia proceesor (Tesla) mentioned in RFP is old generation processor. As you have asked for latest gen processor in above line items. Request you to please mentioned latest generation processor like Ampere A10 or A100 which gives better value performance.</p> <p>VDI/VDR/Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x A10/A100 Core GPU with 16 GiB GPU Memory. GPU must be latest generation</p>	VDI/VDR/Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x A10/A100 Core GPU with 16 GiB GPU Memory. GPU must be latest generation	Refer updated clause 16.3.4 Table 25 and BoM
408	Table 25:	Service Configuration offered by CSP	Shared File Storage with multi-protocol support for NFS and SMB	Please change this to- Shared File Storage with multi-protocol support for NFS or SMB. NFS is preferred for its fast performance, security and low overhead. Latest Windows server comes with NFS clients while allow NFS to be used as file storage solution and is preference over SMB.	Shared File Storage with multi-protocol support for NFS/SMB	As per RFP System should support both NFS and SMB protocol. However, only one of the protocol is required with a particular volume at a time.

409	Table 25:	Service Configuration offered by CSP	<p>Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/ removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create ondemand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/ removing read replicas</p>	<p>Request you to,please change it to-</p> <p>Should support multi-zone/multi- domain HA and horizontal scaling by adding/ removing read replicas</p> <p>Multi Zone is inclined towards particular CSP/OEM</p> <p>Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor</p> <p>- Should have ability to create on demand/manual backup/snapshots</p> <p>- Should support automatic backup from Standby to avoid IO activities suspension on primary node</p> <p>-Should support multi-zone HA/Multi Fault domain and horizontal scaling by adding/removing read replicas</p>	<p>Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/ removing read replicas - Non burstable production grade x86 based Processor</p> <p>- Should have ability to create ondemand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node - Should support multi-zone HA/multi fault domain and</p>	<p>Please refer updated clause 16.3.4 and BoM.</p> <p>It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."</p>
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					horizontal scaling by adding/removing read replicas	
410	Table 25:	Service Configuration offered by CSP	Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create ondemand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node-Should support multi-zone HA and horizontal scaling by adding/removing read replicas	Request you to,please change it to-Should support multi-zone/multi- domain HA and horizontal scaling by adding/ removing read replicasMulti Zone is inclined towards particular CSP/OEMManaged MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on demand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node-Should support multi-zone HA/Multi Fault domain and horizontal scaling byadding/removing read replicas	Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create	Please refer updated clause 16.3.4 and BoM. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone."

					<p>ondemand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node- Should support multi-zone HA/Multi Fault domain and horizontal scaling by adding/removing read replicas</p>	
411	Table 25:	Service Configuration offered by CSP	<p>Virtual Machine with RHEL, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing</p>	<p>We request you to leverage Oracle Enterprise Linux/RHEL/any other enterprise linux. RHEL is the Linux Distribution whereas OEL is also cloned version of RHEL with multiple enhancements in Kernel also committed to open source.</p> <p>Please allow RHEL or any other equivalent/enterprise grade Linux OS Virtual Machine with RHEL/OEL/Enterprise Linux, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing</p>	<p>Virtual Machine with RHEL/OEL/Enterprise Linux, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable processor or 3rd generation AMD EPYC</p>	As per RFP

					processors) Virtual Machine on demand Pricing	
412	Table 25:	Service Configuration offered by CSP	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	<p>With recent innovations & modernization, higher IOPS disks are available on lower cost (equivalent to lower IOPS) also makes a right decision considering organizations future roadmap i.e. if we are getting better IOPS on same cost as lower IOPS, we should only select higher IOPS, that's advantage and right use of govt funds.</p> <p>As per requirement mentioned in RFP, DGH is looking for approx 6 IOPS/GB (=3000/512). Our suggestion after consiering your workload, please make it to atleast 60 IOPS/GB, which will come on same cost and DGH will gain much better price performance and right utilization of Govt Funds.</p>	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 60 IOPS/GB	As Per RFP

413	Table 25:	Service Configuration offered by CSP	<p>Serverless interactive query service that uses standard SQL for analysing databases.</p> <p>ETL service: - Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning</p> <p>Processing Unit 4 vcpu and 16 GBof RAM and processing unit hours per month</p>	<p>Both service are serverless,but dimesnions of Sizing/measurements are different. In line item no 28, cost calculations will be in terms of queries but in line item 29 sizing is in terms of CPU</p>	<p>Serverless interactive query service that uses standard SQL for analysing databases.</p> <p>ETL service: - Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning</p> <p>Processing Unit 4 vcpu and 16 GBof RAM and processing unit hours per month Or Data processing (in GB) per hour</p>	<p>Please refer amended Table 25 and BoM</p>
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414	Configuration Management	Capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources, as well as software within managed instances. Capability to quickly highlight noncompliant resources and take appropriate actions.	CSP can provide configuration management solution via marketplace/3rd party solution.	Remove this clause- Capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources, as well as software within managed instances. Capability to quickly highlight noncompliant resources and take appropriate actions.	Please refer amended Table 25 and BoM
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415	Table 22	CSP Security Services Compliance	The native security module should have ability to provide high availability and load balancing	Load balacing between multiple HSM is not a right approach because DGH will face an issue during key sync process. Request you to, please change it to- -Ability to provide high availability -Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed selfserve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services	The native security module should have ability to provide high availability.	This is CSP compliance. However, refer updated clause 16.3.4 and BoM for service requirement.
416	Table 25:	Service Configuration offered by CSP	Ability to provide high availability and load balancing - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed selfserve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services.	Load balacing between multiple HSM is not a right approach because DGH will face an issue during key sync process. Request you to, please change it to- -Ability to provide high availability -Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed selfserve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services	Ability to provide high availability - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed selfserve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with	Please refer updated clause 16.3.4 Table 25 and BoM

					rest of the services.	
417	Table 25:	Service Configuration offered by CSP	Public IPV4 attached with VM	please specify the number of static IPS like 100 or 50		Refer BOQ
418		Firewall	Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic	Please specify throughput of network firewall throughput like 512 mbps or 1 gbps. Data processing at firewall is 100TB per month. Numbers are very high in comparison to egress data at CDN (20TB) and egress from cloud.	Managed Network Firewall with intrusion detection and prevention system with 2 Gbps throughput. Each firewall endpoint will process minimum of 10 Terabyte of traffic or Equivalent	Refer updated clause 16.3.4 Table 25 and BoM
419	Table 25:	Service Configuration offered by CSP	Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process	Specifying throughput of Network firewall is a right approach. We request you to please specify throughput like 1 Gbps or 512 Mbps. Mentioned Data processing on Firewall is very very high (100Tb per Month).	Managed Network Firewall with intrusion detection and prevention	Please refer updated clause 16.3.4 Table 25 and BoM

			minimum of 100 Terabyte of traffic or Equivalent		system with 2 Gbps throughput. Each firewall endpoint will process minimum of 10 Terabyte of traffic or Equivalent	
420	Table 24	CSP CDN Services Compliance		We provide media reports within the 30 minutes time window. We have GUI based reports, Analytics are different and provided by third party tools on our Logs. Kindly rephrase the sentence to "a) Within 30minutes for media reports "		Media analytics is a type of media report
421	Table 24	CSP CDN Services Compliance	Protection of CDN against volumetric attack on Network Layer 3,4,7 etc.	For Airtel Edge CDN only Layer 7 is applicable, DDOS protection for other layers is on Telecom / Link / internet connectivity		Please refer RFP
422	Table 24	CSP CDN Services Compliance	Should be capable for handling HTTPS2 and HTTPS3	Http/1 and Http/2 is available, Http/3 will be made available as the industry adopts it. We request to kindly remove http/3 (Not released and not available on most browsers. IETF is yet to release it for general adoption).		Refer updated RFP clause 16.3.4 Table 24

423	Table 25:	Service Configuration offered by CSP	Ability to provide high availability and load balancing - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed selfserve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services.- Should be able to provide availability of HSM within 1 hour, in case of any failure of HSM unit	Industry standard term is uptime SLA, this appears to be non-standard requirement. It is prime responsibility of a csp/oem to adhere to SLA		Please refer amended Table 25 and BoM
424	Table 25:	Service Configuration offered by CSP	Fully Managed Data Warehouse - Should provide Cloud-based enterprise data warehouse (EDW) to run complex queries across petabytes of data. -Should Support Data Governance with Row level Security , Data Masking & cluster encryption using Customer Managed Key	Please specify number of users as well		As per RFP
425	Table 25:	Service Configuration offered by CSP	Should support continuous scanning of workload for common vulnerabilities and exposures (CVE)	Please specify VM count like 100 or 200		Refer BOQ

426	Table 24	CSP CDN Services Compliance	Real time monitoring of reporting	We request to kindly elaborate on what is required?		The CSP should have capability to monitor the CDN on real time
427	Table 24	CSP CDN Services Compliance	Archived Content Analytic report, geographic information etc. should be made available on a demand	Yes		No query
428	Table 24	CSP CDN Services Compliance	Security of Data	Yes, This requires certain practices to enable certain security practices like tokenisation and HTTPs certificates.		As Per RFP
429	13.4.5	Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	Are there specific tools that you prefer for migration of data?		No
430	13.4.5	Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	For (3.45 to 4 PB) data- How many data sources are there?		in 8 TB External HDDs

431		Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	How many data locations are there?		DGH, Noida (one location)
432		Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	What is the size of incremental data per day or per week or per month?		Approx. 500 TB per year (may increase/decrease)
433		Services Under Raw/Pre-Stack Data Migration:	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	What kind of Data is involved (eg: Back-Up Files etc.)?		Geological & Geophysical data
434		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row1- 10	Are there applications with high availability running on VMs?		Please refer BoM
435		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row1- 10	Are applications public facing? How many are there?		Yes. Bidder to supply services as per RFP and BoM.

436	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row1- 10	is it a complete migration from On-Prem to cloud or fresh implementation is there?		Fresh, However data migration will be part of scope from on- Prem to Cloud
437		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row11	How many users are planning to use the VDI environment?		Please refer amended Table 25 and BoM
438		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row11	If yes,Are you planning to use the virtual desktop of AWS or any third-party solution?		As per RFP. Please refer amended Table 25 and BoM
439		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row11	There a scope mentioned in Bid Document for VDI/VDR, Is this referring to a virtual desktop environment looking for end users?		Requirement is of VM. Refer updated clause 16.3.4 Table 25 and BoM
440		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row11	What applications are going to be deployed in the VDI environment?		Geological & Geophysical data interpretation applications.
441		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row11	What is the current VDI configuration used in on-prem (if any)?		Nil

442	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 14-17	Do you have a microservices architecture? If yes, how many microservices are used?		Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
443	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 15-17	What container orchestration platform are you currently using, if any (e.g., Docker Swarm, Kubernetes, ECS)?		Nil
444	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 15	Where are you maintaining your source code repos and artifacts and what kind of design patterns are you using?		Query is not relevant to this RFP. Bidder to supply services as per RFP and BoM.
445	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 16	Will there be any multi-AZ deployments needed for Kubernetes Clusters?		Please Refer RFP
446	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row16-17	Would you prefer going with fully managed ECS/EKS (Fargate) platform?		No preferences. As per RFP

447		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 15-17	Can you please provide the technical stack for either monolithic or microservices set up?		Bidder to supply services as per RFP and BoM.
448		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 15-17	Do you have any specific preferences for infra/application automation & security?		No preferences, refer RFP
449		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row16-17	Do you prefer Kubernetes or EKS/ECS for containerization?		No preferences, refer RFP
450		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 15-17	If microservices, will you prefer canary/blue- green/rolling for application deployment? Please specify your preferred deployment method		No preferences, refer RFP
451		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 15	What container registry are you currently using to store container images?		Nil
452	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row16-17	How many environments are present in Dev vs UAT vs Testing vs Prod?		Please refer BoM
453	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 16	How many worker nodes do you anticipate needing in each of the Kubernetes clusters?		Please Refer RFP

454	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- ROW 24-25	What will be the Backup policy?		Refer to Clause 13.2 Point#14 on RFP Document Page#81
455	16.3.4	Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 33-44	In BOQ, there is mention of native CSP security services. Do you require any other third party security services apart from native?		Please refer BoM
456		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row 42	What will be ther preferred region for CDN?		Please refer table 24
457		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row54	What is the firewall deployed in on-premises DC?		This RFP pertains to provisioning of new IT infrastructure on Cloud. There is no relevance with exiting IT infra.
458		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP - Row47-48	Are there any CI/CD deployments in on-prem set up? If yes, what is the platform used for application deployment?		No
459		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP- Row54	Apart from S2S VPN, do you have a plan for any client VPN (SSL)?? If yes, please mention the number of counts.		No

460		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP	Do you have any existing Application Monitoring and logging solution? Do you prefer native AWS solution or 3rd party tool?		No. No preferences, refer RFP
461		Form TQ4: Services Compliance by CSP	Table 25: Service Configuration offered by CSP	Will you need any third party DevOps tools apart from AWS Native DevOps services?		Refer BOM
462		Broad Scope of Activities	12. Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO.	Are are there any preference of regions for deploying DR?		No
463		About DGH's National Data Repository	Presently, the Primary Data Centre of the National Data Repository is operational from 5th Floor, OIBD Building, Sector – 73, NOIDA, Uttar Pradesh-201301, India	Are workloads to be migrated from a single on-prem location or multiple locations?		DGH, Noida (one location)
464		Form CP3: Commercial Proposal (Bill of Materials)	Table CP3(B): Cost of Other Services as per Tender document- D. Migration One time	Bandwidth availability & configurations for both ISP's in on-premises DC?		1 Gbps each It may be noted that this leased line will not be available to bidder for transfer of 4 PB of offline data to cloud. If required bidder itself has to arrange the same.

465		Broad Scope of Activities	12. Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO.	For the server DR plan, can all the hosted servers in AWS DC (post migration) be part of DR?		Refer RFP clause 13.6
466		Broad Scope of Activities	12. Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO.	If not? Please specify the list of servers to be part of DR?		As per RFP
467				Is Active Directory present on premises?		Yes
468				Please help us by sharing the existing on-premises infrastructure details for each server with the below minimum required information (You may please share complete on-prem server inventory excel sheet). Vcpu: RAM: OS disk OS with version: App & its type: Types of DB with version: Application & its type: Types of Database with version: Specify APIs used in environment: Hosted physical or virtual (with hypervisor name): List of critical and non-critical applications: Any containers used in On-Prem set up:		Query is not relevant to this RFP. Bidder to supply services as per RFP and BoM.
469		Broad Scope of Activities	12. Configure SDC/DR Services for complete PDC applications and data with 24 Hrs. RPO & RTO.	What is the DR Deployment Plan—active-active or active-passive?		Active-Passive
470	12.21.2	Procedure for Change Order	9. In case Bidder fails to submit all necessary substantiation/calculations and back up documents, the decision of the Purchaser regarding time	9. In case Bidder fails to submit all necessary substantiation/calculations and back up documents, the change order executed by both the parties shall be final and binding.		As per RFP

			and cost impact shall be final and binding on the Bidder.			
471	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.- 5 Marks More than ₹ 50 Cr. - 7 Marks	Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks		Please refer updated clause 6.2.2, Table 6
472	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • ≥ 1 PB : 12 Marks • ≥ 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks	Bidder's experience in completing data migration projects/ Manged Cloud Services projects from on-premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • ≥ 1 PB : 12 Marks • ≥ 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks For each completed Project of size of • ≥ 20 Cr : 12 Marks • ≥ 15 Cr : 8 Marks • > 10 Cr : 4 Marks		Please refer updated clause 6.2.2, Table 6
473	13.4.5	Services Under Raw/Pre-Stack Data Migration	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	Can the purchaser migrate the data from 8TB HDDs to Bidder hosted servers in NDR?		No

474	13.1	Scope of Work (SoW):point 5	<p>The Bidder is expected to understand the complete architecture of target NDR 2.0 and its components and processes necessary for smooth migration of applications and databases including interdependencies between applications and data in co-ordination with application contractor, Bidders are advised to visit and examine the DGH locations (sites), at their own expenses, to obtain all information that may be necessary for preparing the bid. Failure to visit the site or failure to study the Bidding Documents will in no way relieve the successful bidder from furnishing any material or performing any work in accordance with the Bidding Documents.</p>	<p>Can we get softcopy of as-is architecture diagram to understand the dependencies of applications and databases at this point of time from Infra Prospective?</p>		<p>Bidder to supply services as per RFP and BoM.</p>
475	13.2	Broad Scope of Activities:point 9	<p>Migration of existing offline data in portable HDDS to Cloud storage</p>	<p>Can we involve third party vendor for this offline datamigration to Cloud if CSP does not have native service capability?</p>		<p>Sub contracting is not allowed</p>

476	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria</p>	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria</p>		Please refer updated clause 6.2.2, Table 6
477	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.</p>	<p>Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted. Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work along with value of Project and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p>		Please refer updated clause 6.2.2, Table 6

478	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered	Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted. Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work along with value of Project and size of the migrated data. Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered		Please refer updated clause 6.2.2, Table 6
479	16.3.4	Table 23	SSD based storage with minimum 3000 IOPS per volume and 250 MB/s of throughput per volume which will also be used as OS disk.	CSP provides IOPS and Throughput based on the size of the volume and it increases based on volume size increase. Please help to specify the required volume size to confirm the IOPS and Throughput compliance		Any SSD volume complying to the requirement will suffice.
480	13.4.5	Services Under Raw/Pre-Stack Data Migration	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	Do you require backup in the cloud for the migrated data after migration and is the data migration one time activity or it will be continuous migration (existing data alone or existing data and daily incremental data)		Yes, data backup is required on cloud. Data migration is one time activity
481	6.2.2	Technical Evaluation Criteria	*Use Cases: The bidder's resource personnel shall demonstrate the following use cases at the time of the presentation. The bidder should also submit the following as a part of the technical bid.	Do you want Use-Case document's in word format/ PPT format ? that will be submitted as part of bid submission		Please refer amended clause 6.2.2 page 41

482	23	BOQ	Data Transfer out from cloud over dedicated link	Does Customer need specific dedicated connection (express route), for data transfer		Dedicated link will be arranged by purchaser through separate tender. However, refer updated clause 16.3.4 and BoM
483	9, 10	Data Transfer	Existing offline data of approx. 3.5 – 4 PB (mainly Raw/ Pre-Stack in portable HDDs – mostly 8 TB) at NDR 1.0 shall be copied to cloud storage by the Bidder	Does Customer require Data Transfer service such as Azure Data Box to transfer data to cloud		Please refer 13.4.5
484	6.2.2	Technical Evaluation Criteria	On-demand backup/continuous backup	For Backup and DR service provided by CSP(Google Cloud), all the Data will reside in india. However, for management of backup and recovery service, the control plane(management plane) resides outside india and there will be metadata movement outside india.Is that acceptable?		No, As per RFP
485	Table 6	Table 6: Technical Qualification Criteria (TQC)	The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication	For Some of the line items like HIPS & Anti-Malware, if CSP does not have any native solution, can we consider CSP's market place solution?		As per RFP

486	Commercial Proposal	Commercial Proposal :Sl:14:Compute	Function as a Service	Function as as Service. It is a Serverless option and CPU and RAM configutaion details will not be available by most of the hyperscalers. Can we consider CPU frequency instead of No of CPUs?		Please refer amended Table 25 and BoM
487	16.3.4	CSP CDN Services Compliance:Table 24:Point 5	The CDN service shall support all types of desktop and mobile devices	Here what are all types of desktop referring to?		all type of desktops
488	13.4.4	Services of Managed Support Services / Helpdesk	The Bidder shall maintain a pool/team of competent resources for providing Service Support at any time (24 hours a day, 7 days a week) via all possible modes including phone, chat, and email support to purchaser for provisioning, configuring, optimising, maintenance, security, performance, troubleshooting etc..	How are the current monitoring and helpdesk mechanisms in place which client uses for day to day purposes? Is it designed to be integrated with public cloud?		As per RFP, Please refer 13.4.4
489	16.3.4	Table 25	Managed Block Storage: Minimum 3000 iops per volume & 125 Mbps throughput per volume.	In 16.3.4: Table 23, the Throughput requirement is mentioned as 250 MB/s, please confirm whether the requirement is for 125 / 250 MBps ?		As per RFP. Table 23 is for assessment of the CSP's capability. Table 25 is service configuration requirement for the Bill of material.

490	Table 22 --2	Identity and Access Management	<p>The CSP should have native capabilities to securely control access to services and resources for the users.</p> <p>CSP should have native abilities to create and manage users.</p> <p>CSP should have native capabilities to create roles and groups.</p> <p>Native support to enforce permissions-based access to the resources.</p> <p>Native support to manage federated users and their permissions</p>	In BAQ it is not mentioned, what does means. Is any solution alreday with him we only need to intergate the same or provide complete solution.		This is part of CSP compliance
491	6.2.2	Technical Evaluation Criteria: Table 6: Point 20	The proposed Cloud Should support the Native Elastic Search/Equivalent Search Service	Is there an expectation to have elasticsearch in multiple regions?		No

492	12.8	Bidder's Obligations	<p>1. The Bidder shall ensure that the Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The Bidder shall ensure that the Services are performed through the efforts of the Bidder's Team, in accordance with the terms hereof and to the satisfaction of the Purchaser. Nothing in this Contract relieves the Bidder from its liabilities or obligations under this Contract to provide the Services in accordance with the Contract and the Bid to the extent accepted by the Purchaser². In addition to the aforementioned, Bidder shall perform the services specified by the 'Scope of work' requirements as specified in the tender and changes thereof. It will be the Bidder's responsibility to ensure the proper and successful implementation, performance, and continued operation of the proposed solution in</p>	<p>Need clarification in this clause. The wording is vague regarding the Bidder's obligation to coordinate with "Vendors and agencies" of the Purchaser. Is this limited to the vendors and agencies part of this agreement?</p>		<p>Please refer RACI Matrix at Para 16.3.2</p>
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			<p>accordance with and in strict adherence to the terms of his Bid, the Tender, and this Contract.3. The Bidder shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Purchaser in order to resolve issues and oversee implementation of the same. The Bidder shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.</p>			
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493	Table 22 --15	Automated Vulnerability Management	<p>The CSP should offer automated vulnerability management service that continually scans virtual machines and container workloads for software vulnerabilities and unintended network exposure.</p> <p>The CSP native Vulnerability Management Service should automatically detect all newly launched Virtual Machines, and container images pushed to container registry and immediately scans them for software vulnerabilities</p> <p>The CSP native Vulnerability Management Service should perform automated discovery and continual scanning that delivers near real-time vulnerability findings</p>	Need clarity on Patch mamangent and his frequency.		As per Operating system OEM recommendations
494	Table 6: Technical Qualification Criteria (TQC)	Table 6: Technical Qualification Criteria (TQC)	<p>Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> • More than 1 Years: 3 	<p>Number of Years in the Business of providing Cloud Services from the proposed CSP, to Government/ PSUs / Autonomous bodies/large private Enterprise , reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> • More than 1 Years: 3 Marks • More than 2 Years: 5 Marks • More than 3 Years: 7 Marks 		As per RFP

			<p>Marks</p> <ul style="list-style-type: none"> • More than 2 Years: 5 Marks • More than 3 Years: 7 Marks 			
495	13.4.5	Services Under Raw/Pre-Stack Data Migration	Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each	Once the data is migrated to Archive storage, does the data should be made available for any application		Yes as per operation requirement on need basis.
496	16.3.4	Table 21: CSP General Compliance	Self-Service capability for Restoration of cluster from backup.	please clarify "Restoration of Cluster", does it mean restoration from Kubernetes cluster ?		Yes
497	14	Security and Firewall	Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic or Equivalent	Please clarify if Marketplace NVA can be used? or cloud native firewall should only be considered?.		CSP Native Managed Network Firewall
498	6.2.2	Technical Qualification Criteria:Table 6: Point 19	On-demand backup/continuous backup	Please clarify On-demand backup/continuous backup as a part of CDN capability?		This is not part of CDN services, this is part of on-demand videos Services.

499	7.4	Support/Helpdesk Tool and SLA Management Tool	<p>Cloud IT infrastructure SLA monitoring shall be integrated, with the automated common Helpdesk & SLA Monitoring Tool being provisioned by the Application Service contractor (Separate Tender). The bidder shall use this Tool for management of tickets and SLAs related to NDR 2.0 Cloud services.</p> <p>In case integration is not possible, for any reason, the same shall be put-up to the purchaser for approval. In such a case, the bidder shall develop and put in place an independent automated SLA monitoring tool for the Cloud IT Infrastructure.</p>	<p>Please confirm if suggested Monitoring and ITSM tool will be used for Cloud IT infrastructure as well. If answer is 'No', is bidder allowed to propose SaaS based Monitoring and ITSM tool?</p>		As per RFP
500	13.4.5	Services Under Raw/Pre-Stack Data Migration	<p>Approximately 3.5 – 4 Petabytes (PB) of Raw/Pre-Stack data available in tape-based system are being archived by the purchaser in external USB HDDs, mostly of capacity 8 TB each</p>	<p>Please let us know the data type stored in HDDs. Also, let us know how the USB HDDs will be made available for data migration to cloud.</p>		Geological and Geophysical data, Please refer 13.4.5

501	16.3.4	Table 21, Point 10	Self-Service capability for Restoration of cluster from backup	Please let us know the what kind of cluster details for restoration capability from backup?		This is compliance requirement of the proposed CSP for restoration for kubernetes clusters as per the requirement.
502	Table 22	Table 22: CSP Security Services Compliance:point 3:Threat Detection	The threat detection service should support integration with existing event management and workflow systems.	Please let us know what is the existing event management and workflow systems?		As Per RFP. Query is not relevant.
503	16.3.4	Table 23	The same storage shall have the option to be mounted on Linux and Window based machines.	Please let us know whether multi-protocol requirement for File Storage is mandatory as few native cloud solutions do not support multi-protocol		Clarified as under: Shared File Storage with multi-protocol support for NFS and SMB (either one at a time)
504	7.4	Support/Helpdesk Tool and SLA Management Tool	Cloud IT infrastructure SLA monitoring shall be integrated, with the automated common Helpdesk & SLA Monitoring Tool being provisioned by the Application Service contractor (Separate Tender)	Please same monitoring and ticketing tool will be consider for infrastructure monitoring and ticket cretion purpose.		As per RFP

505	11.4	Subcontracting/Assignment	1. Subcontracting is not allowed.	Request clarification - This clause says subcontracting is not allowed. However, as per Clause 12.3 (17) - "sub-contractor proposed and/or deployed by the Bidder meets the technical and financial qualifications." Is subcontracting allowed with prior consent by the Purchaser?	Subcontracting is not allowed. Refer Clause 11.4
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506	12.14	Intellectual Property Rights	<p>Subclause 2 and 4 - (2). No Transfer of ownership of any intellectual property should occur under this contract. The Bidder shall ensure that while it uses any software, HW, processes or material in the course of performing the service, the Bidder shall have no right to use in any manner the intellectual property of the purchaser without prior written authorization of the purchaser. the Bidder shall keep the Purchaser indemnified against all costs, expenses, and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder during the course of performance of the Services. (4). Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection</p>	<p>Request the following amendment to subclause 2 and 4 - (2). No Transfer of ownership of any intellectual property should occur under this contract. The Bidder shall ensure that while it uses any software, HW, processes or material in the course of performing the service, the Bidder shall have no right to use in any manner the intellectual property of the purchaser without prior written authorization of the purchaser except to provide the Services. the Bidder shall keep the Purchaser indemnified against all costs, expenses, and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder in respect of the Services. (4) Except Intellectual Property Rights of the Bidder and its licensors, Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, products, software, specifications, reports, diagrams, and other documents which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to the Purchaser and execute all such Documents/documents and file all relevant applications, effect transfers, and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.</p>	<p>Please refer updated clause 12.14</p>
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		<p>with the implementation of this Contract, including all processes, products, software, specifications, reports, diagrams, and other documents which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to the Purchaser and execute all such Documents/documents and file all relevant applications, effect transfers, and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.</p>		
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507	12.17	Indemnity	<p>The Successful bidder agrees to indemnify and hold harmless to purchaser office, its officers, employee and agents (each as “Indemnified Party”) promptly upon demand at any time and from time to time from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney’s fees and disbursements) and expenses (collectively, “losses”) to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way related to, or result from:</p> <p>1. Any Mis-statement or any breach of any representation or warranty made by the Successful bidder or 2. The failure by the Successful bidder to fulfil any covenant or condition contained in this Document, 3. Including without limitation the breach of any terms and conditions of the Contract by any employee or agent of the Successful bidder. Against all losses or damages arising from</p>	<p>Request the following changes. Serial No. 1) on mistatement is deleted because remedy for the same is covered under section 18 of the Indian Contract act. The Amendment request to the clause is as following ---- The Successful bidder agrees to indemnify and hold harmless to purchaser office, its officers, employee (each as “Indemnified Party”) promptly upon demand at any time and from time to time from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney’s fees and disbursements) and expenses (collectively, “losses”) to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way related to, or result from and against all losses or damages arising from claims by third Parties that any Deliveries (or the access, use or other right thereto), created by Successful bidder pursuant to this Contract, or any equipment, software, information, methods of operation or other intellectual property created by Successful bidder pursuant to the contract, or the SLA(a) infringes a copyright, trademark, trade design(b) infringes a patent issued, or(c) Constitute misappropriation or unlawful disclosure or use of another Party’s trade secrets under the laws of India (Collectively, “Infringement Claims”).Or Claim filled by the workman or employee engaged by the Successful bidder of carrying out work related to this contract. For the avoidance of doubt, indemnification is limited to Losses caused pursuant to carrying out work related to this contract. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been</p>		As per RFP
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		<p>claims by third Parties that any Deliveries (or the access, use or other right thereto), created by Successful bidder pursuant to this Contract, or any equipment, software, information, methods of operation or other intellectual property created by Successful bidder pursuant to the contract, or the SLA(a) infringes a copyright, trademark, trade design(b) infringes a patent issued, or(c) Constitute misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (Collectively, "Infringement Claims").4. Any compensation/claim or proceeding by any third party against purchaser arising out of any act, deed, or omission by the Successful bidder or 5. Claim filled by the workman or employee engaged by the Successful bidder of carrying out work related to this contract. For the avoidance of doubt, indemnification of Losses pursuant to carrying out</p>	<p>in had the losses not occurred. Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes. 6. The amount of aggregate liability shall be maximum up to 100% of contract price.</p>		
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			<p>work related to this contract. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred. Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes. 6. The amount of aggregate liability shall be maximum up to 100% of contract price.</p>			
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508	Table 5 (Pre-Qualification Criteria - PQC)	Table 5 (Pre-Qualification Criteria - PQC)	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	Request to modify the clause as below: Bidder should have Data Migration experience / Managed Cloud Services and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	As per RFP
509	Table 5 (Pre-Qualification Criteria - PQC)	Table 5 (Pre-Qualification Criteria - PQC)	Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	Request to modify the clause as below: Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	Refer updated clause 6.2.1, Table 5 of RFP.
510	Table 5 (Pre-Qualification Criteria - PQC)	Table 5 (Pre-Qualification Criteria - PQC)	Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence	Request to modify the clause as below: Copy of work order along with / completion certificate, issued by the client, must be submitted as documentary evidence	Refer updated clause 6.2.1, Table 5 of RFP.
511	6.2.2.	*Use Cases	*Use Cases: The bidder's resource personnel shall demonstrate the following use cases at the time of the presentation. The bidder should also submit the following as a part of the technical bid.	Since this is a demonstration of use cases, please clarify what details on use cases should be submitted as part of the technical bid?	Please refer updated clause 6.2.2 on page 41

512	6.2.2	Technical Qualification Criteria:Table 6: Point 21	The proposed cloud should have the following Native networking services: • IPv4, IPv6 • DHCP • IPsec VPN Tunnel Creation • SSL VPN • Geo load Balance(Balancing between multiple sites) • Load Balancer.(Internal and External Load Balancers) • L3 and L4 Anti-DDoS solution	There are few services for which marketplace solutions are available for hyperscaler.Can we consider Market place solutions incase native services is not available?		As per RFP
513	13.1.	Scope of Work (SoW) -> Introduction	5. The Bidder is expected to understand the complete architecture of target NDR 2.0 and its components and processes necessary for smooth migration of applications and databases including interdependencies between applications and data	There are multiple cloud native database managed service requirements that are mentioned under Table 25 (Service Configuration offered by CSP), like: PostgreSQL, MySQL, MongoDB, enterprise data warehouse etc...1)Please let us know the scope and responsibility of above mentioned Database data migration from existing environment to the cloud native DB platform2)Please share the count and average size of databases to be considered for migrating to cloud native DB platform3)Please provide clarity on the existing License availability or requirement of new License Procurement (if any) in scope for enterprise product used for database and data migration tool		1).The bidder has to provide the requisite services as per the RFP 2) Migration of Database is not within the scope of this RFP.3) As per BOM

514	16.3.4	Table 25	<p>Sl. No 28. Category: CSP Natively Managed Big Data & Analytics - ETL Service Description: ETL service: - Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning</p> <p>Service Configuration: Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month</p>	<p>This ETL CSP Natively Managed Service ask is offered by most of the hyperscale's with internal standard configuration (vCPU and RAM).</p> <p>Can we consider the standard configuration provided by cloud providers and use available Serverless service specific SKU tier and measuring unit?</p>		<p>Yes, which should fulfil the minimum requirement as per the RFP</p>
515	16.3.4	Table 25	<p>Sl. No 29. Category: CSP Natively Managed Big Data & Analytics - Warehouse Description: Fully Managed Data Warehouse - Should provide Cloud-based enterprise data warehouse (EDW) to run complex queries across petabytes of data. -Should Support Data Governance with Row level Security , Data Masking & cluster encryption using Customer Managed Key</p> <p>Service Configuration: 4 vCPU, 32 GB RAM for running 500 Queries per</p>	<p>This Fully Managed Data Warehouse service ask is offered by most of the hyperscale's with internal standard configuration (vCPU and RAM).</p> <p>Can we consider the standard configuration provided by cloud providers and use available Fully Managed Data Warehouse service specific SKU tier and measuring unit?</p>		<p>Yes, which should fulfil the minimum requirement as per the RFP</p>

			month with each query scanning 1TB of data OR Serverless data warehouse for running 500 GB of Storage per month scanning 1TB of data			
516	16.3.4	Table 25	Sl. No 30 Category: CSP Natively Managed Redis Cache Services Description: Production grade Managed Redis Cache Service Configuration: Minimum 16vCPU, 96 GB RAM Per Instance	This Fully Managed Redis Cache service ask is offered by most of the hyperscale's with internal standard configuration (vCPU and RAM) and with different Cache tier/size type 1)Please share the Redis Cache size (GBs) requirements to select appropriate Cache tier and SKU		Bidder may provide equal or higher configuration
517	11.4	Subcontracting/Assignment:	Subcontracting is not allowed.	This RFP is unique and requires deep understanding and knowledge of data migration. Hence, request DGH to allow subcontracting. Please confirm.		As per RFP
518	13.4.5	Services Under Raw/Pre-Stack Data Migration	In no case bidder will be allowed to carry the NDR hard disks outside the premises of NDR.	We understand that Bidder's project team involved in migration has to be based out of customer's premises and offsite/remote support is not allowed. Kindly confirm.		Yes

519	6.2.2	Technical Qualification Criteria:Table 6: Point 19	The proposed Cloud Should support the following Native Media Services • Native Video on Demand Media Services with Cloud Native CDN Integration. • SDKs and OpenAPI Specifications • Adaptive and progressive Streaming Media Services • On-demand backup/continuous backup	Why specifically it is needed in CDN?Can this backup be taken to cloud storage?		this is not part of CDN services, this is part of on demand videos Services.
520	BoQ, Sr. No. 17	Serverless Container Service	Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU / hour and 4GB Memory /Hour	2 vCPU / hour and 4GB Memory /Hour --> Does this mean that 2vCPU and 4GB RAM are required for executing 50K job per month, If Yes, Pls remove " / hour " for it to reflect accurately. This specification/metric is written incorrectly and it will not be possible to provide the cost as per current Config & Specification. Pls modify the specs as : " Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU and 4GB Memory, 3 seconds of execution time"		Please refer amended clause 16.3.4 Table 25 and BoM

521		CSP Natively Managed Serverless Analytics Service	Serverless interactive query service that uses standard SQL for analysing databases.	Any BI tools currently in use or planned to be implemented for analysis? any Dashboards to be built as part of the scope ? if yes, how many & please provide more details		No BI Tool is currently used in NDR1.0. Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH
522		CSP Native Managed Relational Database as a Service	CSP Native Managed Relational Database as a Service	Any integration with other upstream/downstream services like data warehouse, analytics, message queuing etc?		Not currently required.
523		CSP Natively Managed Big Data & Analytics - ETL Service	ETL service:- Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning	Are there any existing Data Warehouse solution in use ? Kindly share the existing state architecture if any		No
524	13.4.4	Services of Managed Support Services / Helpdesk	The bidder shall be responsible for monitoring of all the cloud services	Are there any sensitive secrets or credentials stored in the workload?		Yes

525	BoQ, Sr. No. 14	Function as a Service	per GB Per Sec Per Million	Are you expecting "1GB RAM , 1 vCPU and 3 seconds of execution time per Request" , If Yes, Pls Change "Service Configuration" Column to "Per Million" so that the bidder can quote "1GB RAM , 1 vCPU and 3 seconds of execution time" /per Million		Please refer amended Table 25 and BoM
526	16.3.4.	16.3.4. Form TQ4: Services Compliance by CSP	We confirm that, we shall jointly with the Bidder, work towards ensuring monitoring and management of all the required Cloud services for the projects, including monitoring dashboard and logging through a single console.	Are you expecting Single Dashboard on the CSP Console or 3rd party tool Dashboard. If it is 3rd Party Dashboard , no CSP will support integration with native console of third party products . Pls confirm? Features and capabilities that a CSP offers via its console, cannot be extended to any 3rd party tool at all.		Yes, single dashboard on CSP Native console only. All the services should be on the single dashboard only.
527				As mentioned in the Tender, our team would like to visit the DGH location for deep-dive understanding and discovery of the existing landscape.		Bidder may send a request for site visit on the email id given in RFP
528	15	Management of Cloud Services	The Bidder is expected to understand the complete architecture of existing NDR 1.0 applications, processes, steps for smooth migration of applications and databases	Can you please tell which all Databases are being used currently and configuration, version details of those databases?		Currently we are using the database used by Petrobank Application

529	BoQ, Sr. No. 20	Managed File Storage	Shared File Storage with multi-protocol support for NFS and SMB	<p>CSP offer compression & deduplication on the File Storage, What % of Savings from compression & deduplication CSP should consider for the Cost calculation?</p> <p>For the rational calculation, we suggest, Pls. keep the “% of Savings from compression & deduplication” =0 so all the CSP offer file system pricing without compression & deduplication consideration else, each CSP will come up their own formula for the compression & deduplication which invoke pricing disparity while you are trying to discover the price discount via RC(Rate card).</p>		Please refer updated Clause 16.3.4 and BoM
530	UC	Use case	The bidder’s resource personnel shall demonstrate the following use cases at the time of the presentation.	Demo should be in-person in client's office or in virtual meeting?		Will be communicated later
531	13.4.4	Services of Managed Support Services / Helpdesk		Do purchaser need CSP support?		As per RFP, Please refer 13.4.4
532	13.4.4	Services of Managed Support Services / Helpdesk	The Bidder shall maintain a pool/team of competent resources for providing Service Support at any time (24 hours a day, 7 days a week)	Do purchaser need onsite resources or remote resources to support cloud environment?		As per RFP, Please refer 13.4.4

533	13.3	Functional Requirements	The bidder shall be responsible for facilitating the Application Contractor for implementing NDR2.0.	Do the bidder needs to coordinate with separate application contractor to implement NDR 2.0? Is there any current application contractor who is working?		Yes; Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH. Current NDR 1.0 application contractor is M/s Halliburton
534	2	CSP Evaluation	The bidder shall demonstrate the service at the time of presentation	Do we need create demo related to each service in the cloud console or demo by showing publicly available refrence docs will suffice the need of demo?		Yes,
535	2	CSP Evaluation	URL of the service on the CSP through Self provisioning portal	Do we need to provide web link url of public documentation about the specific service or do we need to provide url of cloud console portal related to that service?		As per RFP, The bidder has to demonstrate the services along with technical specification at the time of presentation

536	13.4.4	Services of Managed Support Services / Helpdesk	The bidder shall be responsible for monitoring of all the cloud services	Do you have any specific requirements for network segmentation or isolation for your workload?		Network segmentation is required. However exact details will be finalised during implementation
537	11,12,13	Compute	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory	Do you just need a VM or VDI solution on the VM ? We can Only provide VDI solution from the Marketplace that can run on the VMs with GPUs. Pls allow us to use CSP native marketplace solution (e.g CSP Native Managed/CSP Native Marketplace (with single billing console) as VDI to fulfill the requirements so we can participate in the Bid.		Requirement is for VM. Please refer amended Table 25 and BoM
538		CSP Native Managed Relational Database as a Service	CSP Native Managed Relational Database as a Service	Does the database have any read replica or HA config?		Service should support these functionalities. Refer updated Clause 16.3.4 Table 25 & BOQ
539		Function as a Service	Function as a Service	Expected number of cloud functions that needs to deployed?		As per BOM
540		CSP Native Managed NoSQL database Service	Storage- Should provide NoSQL DB that natively supports multiple data models including key-value pairs & documents.	Google Cloud have native NoSQL DB solutions, what is the Source for the NoSQL data we are considering here ? please provide volumetric details about the current DB ?		Please refer BoM
541	13.4.4	Services of Managed Support Services / Helpdesk	The bidder shall be responsible for monitoring of all the cloud services	How are you currently managing authentication, authorization, and access control for your workload? How are the current monitoring and helpdesk mechanisms in place which client uses for day to		NDR 2.0 is complete new setup

				day purposes? Is it designed to be integrated with public cloud?		
542	16.3.4	Compute	Managed Kubernetes Service	How does your current network infrastructure connect to your Kubernetes cluster?		Currently NDR is not using Cloud technologies
543		CSP Native Managed Relational Database as a Service	CSP Native Managed Relational Database as a Service	How many DB environments are present		Our requirement is as per BOM
544	16.3.2.	Responsibility Matrix	Post Award- Project Plan and Cloud Deployment Approach Finalization for various environments	How many environments are there currently? Ex-Development, Testing, production etc		As per RFP and BoM
545	13.4.4	Services of Managed Support Services / Helpdesk	The bidder shall be responsible for monitoring of all the cloud services	How will your workload interact with external services or resources?		The bidder has to monitor all the services which are part of the Cloud account
546	BoQ, Sr. No. 32	Managed service to provide automated traffic distribution from one entry point to multiple back ends over layer 7	Should provide an Application Gateway as a layer 7 load balancer which supports SSL termination, cookie-based session affinity and round robin for load-balancing traffic with data processed upto 1TB/month and 1MN requests/month. It should support Zone Redundancy and Autoscaling	In General Load Balancer are measured based on the Data processed for all the CSPs. In order to provide standardized cost for the SKU, Pls simplify it “ data processed up to 1TB/month ” and delete “ 1MN requests/month ” as there is no way to consider both for the cost calculation.		Please refer updated Clause 16.3.4 Table 25 and BoM

547		Technical Qualification criteria : S.No-10	The proposed Cloud Should support the Native Hadoop Service	is implementing Native Hadoop service part of current scope ? or just to check the capability this point is added ? please provide more details		As per RFP
548		CSP Natively Managed Serverless Analytics Service	Serverless interactive query service that uses standard SQL for analysing databases.	Is there any kind of data cleaning/transformation process involved ? Or Is the data fairly clean to be analysed ?		As per RFP
549	13.4.5.	Services Under Raw/Pre-Stack Data Migration: 6th point	The internet link and related equipment shall be the responsibility of the Bidder.	Is there any specific requirement related to datatransfer service such as VPN, Cloud Interconnect etc? Is Partner Interconnect / Dedicated Interconnect already established by client?		The bidder is required to arrange all the required resources for migration of Data
550		Cloud Management and Monitoring	Cloud Management and Monitoring	Is there any third party monitoring tool being used?		Refer section 7.4. Support/Helpdesk Tool and SLA Management Tool
551		CSP Natively Managed Big Data & Analytics - ETL Service	ETL service:- Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning	Kindly provide the requirements around Predictive Analytics, other ML Usecases explored or planned to be used on GCP side, any ML Usecases implementation part of current scope ?		Bidder to supply services as per RFP and BoM. Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated

						23-02- 24 floated by DGH.
552	BoQ, Sr. No. 26	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	MongoDB is proprietary offering from MongoDB: https://www.mongodb.com/ The Qty is = 5 in the BoQ. Since we have to get the pricing from MongoDB for 5 Qty and cost is too high , if DGH requires Mongo DB as a solution , Pls ask The Qty=1 rather asking 5 Qty so we don't burden the BoQ with single line item pricing as real requirement is just only 1 per application.		Refer updated clause 16.3.4 and BoM
553	UC-5	DevOps Platform	Demonstrate the ability of the platform to support CI/CD pipeline	Number of CI/CD pipelines in current setup?		Not currently used
554		Managed Kubernetes Service	Managed Kubernetes Service	Number of microservices to be hosted on GKE?		As per BOM
555		Compute	Compute	Number of VMs to be hosted on cloud?		As per BOM
556	5.4.2	Table 2: Proposal Sections	Documents Required- <ul style="list-style-type: none"> ● Bid Security Declaration (Section 16.1.4) ● Power of Attorney ● Integrity Pact 	Please provide formats for Integrity Pact and Power of Attorney		Please refer GeM for Integrity Pact and A standard format may be used for POA

557		CSP Natively Managed Redis Cache Services	CSP Natively Managed Redis Cache Services	redis currently used for caching purpose or also for key value store purpose?		Redis services is not in use in NDR1.0. Bidder to supply services as per RFP and BoM.
558	BoQ, Sr. No. 50 & 51	Configuration Management	Capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources, as well as software within managed instances. Capability to quickly highlight noncompliant resources and take appropriate actions.	The Config Mgmt is specific to a CSP . It's Dis-qualification for us. Pls delete this line item so that other CSPs can participate in the RFP.		Please refer updated clause 16.3.4 Table 25 and BoM

559	1	13.4.5. Services Under Raw/Pre-Stack Data Migration:	All these data will be stored in cloud's low-cost archival storage, where data files are accessed less frequently, and retrieval time should be within hours	<p>The CSP offer different type of archival Storage options, Request specify the DGH business retrieval time requirement in minutes or hours rather than a generic definition of "retrieval time should be within hours".</p> <ol style="list-style-type: none"> 1) Data should be restored immediately from the archived Storage to Hot Storage 2) Data should be restored < 5 minutes from the archived Storage to Hot Storage 3) Data should be restored < 2 hours from the archived Storage to Hot Storage <p>Note: Data retrieval time is very important while archiving any data in the Cloud and retrieving via Application on-demand, If retrieval time is higher, there may be timeout from the application session & business SLA may breach due to indefinite time of data accessibility. Therefore, it's very important to mention the data restore time from archive storage to hot Storage as suggested (above) for the bidder & CSP perspective and success of the DGH business.</p>		Please refer updated clause 16.3.4 Table 25 and BoM
560	BoQ, Sr. No. 43 & 44	Managed Threat detection service	Threat detection service that continuously monitors for malicious activity and unauthorized behaviour:per event per month =1000per GB per month =100	The type of Units & Quantity asked in the line item is specific to CSP, Every CSP has their own pointers to measure the services for the price calculation. This service is important but providing pricing in the required unit type is challenge. Please remove this service from the BoQ or write "equivalent service" so CSP can provide the cost based on certain/approx. assumptions.		The bidder may quote the services equivalent or higher configuration as per column 5 of table 25

561	16.3.4.	16.3.4. Form TQ4: Services Compliance by CSP	<p>We confirm that we shall provide all necessary assistance and technical support to</p> <hr/> <p>(Name of the Bidder) during the entire duration of the project. Our Technical team comprising of Technical Solution Architect and Account Manager shall provide all requisite support to purchaser during the tenancy of this contract.</p>	<p>There is no Cost line items asked in the BoQ for TAM and Technical architect for the L1 evaluation. Therefore , Partner will only use CSP support for the technical issues.</p> <p>There is no as such requirement of the TAM if its require, Pls add cost line item in the L1 evaluation so bidders can factor the cost accordingly</p>		As per RFP, Bidder need to provision the resources as per the requirement while submitting the bid.
562	BoQ, Sr. No. 61	CSP Natively Managed Content Delivery Network (CDN)	TB egress / data transfer out over CDN: from source to CDN	There is no way to calculate the Cost from Source to CDN, CDN Cost is always on the Egress from the CDN location. Therefore, we request you to pls delete this line as there is no relevance of this ask.		As per RFP
563	Table 6	PQC	<p>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size •</p> <p>>= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks</p>	<p>This is a L1 RFP. Data migration is a part of pre qualification . Thereofre attaching marks for a higher volume of data migration is contradictory . Additionally , the proposed CSP has to be one of the entities in this case , so does it mean that if data has been migrated from the proposed CSP , that is also acceptable . This clause is an extension of a similar clause on page 35 on data migration where this is not mentioned . This clause will benefit only a certain set of MSPs aligned to a particular CSP leading to a larger participation in the RFP from those CSPs . Request delete this clause.</p>		Please refer updated clause 6.2.2 Table 6

564	6.2.1.	Table 5: Pre-Qualification Criteria (PQC), #11	Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence	Typically the enterprises and corporates do not follow Work Order process neither furnishes completion certificate. We request you to allow submission of masked Statement of Work where relevant details are mentioned.		Refer updated clause 6.2.1 Table 5 and note to Table 5
565	6.2.2.	Table 6: Technical Qualification Criteria (TQC), #1	Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.	Typically the enterprises and corporates do not follow Work Order process neither furnishes completion certificate. We request you to allow submission of masked Statement of Work where relevant details are mentioned.		Refer updated clause 6.2.2 Table 6 and note to Table 6
566		CSP Natively Managed Redis Cache Services	CSP Natively Managed Redis Cache Services	Volume of Redis Cache?		Please refer BoM
567		Delay in completion of successful migration	Within 6 months from the intimation from the user section	We are assuming that Starting day to calculate the 6 months period is the project kickoff day. Is this correct?		Refer table 11, page 93

568	UC-5	DevOps Platform	<p>i. Capabilities of the DevOps platform to manage the complete CI/CD pipeline, code review, code deploy, code and git management. ii. Demonstrate the ability of the platform to automatically build, test, distribute, deploy and monitor iOS, Android, Windows and macOS apps—all in one place iii. Ability to regularly merge their code changes into a central repository and run auto build tests iv. Demonstrate the ability to securely store and version application source code and v. automatically build, test, and deploy the application and built in connectors to tap into data sources from within and outside cloud sources vi. Demonstrate the ability of the platform to support CI/CD pipeline with easier traffic versioning feature for cloud run for canary deployments.</p>	<p>We don't support features " Demonstrate the ability of the platform to automatically build, test, distribute, deploy and monitor iOS, Android, Windows and macOS apps—all in one place"Since this may not be applicable to the DGH use case, Pls delete this so we can demonstrate this feature under UC -5</p>		Refer updated clause 6.2.2 (UC-5)
569	Table 24	Table 24: CSP CDN Services Compliance	CDN Reference Link	We meet all CDN Compliances but Providing the Public reference links per line items is not possible to share publlically. Therefore, we request you to pls delete the Ref Link per line item. We are happy to provide CSP undertaking on the letter head that we meet all the		As per RFP

				<p>compliances. Pls delete the ref. link column or allow CSP undertaking for the CDN.</p>		
570	10.5	Billing & Payment	<p>Payment shall be made on Quarterly basis against the submitted Quarterly GST Invoice by the contractor, for the actual items/services and quantities consumed on cloud, which may vary from the indicative BOM provided in this RFP.</p>	<p>We request to updated this to monthly invoices and hence monthly payments with 30 day payment terms. Typically quarterly invoices and payment works in data center, in cloud economics monthly invoices are preferred as all the CSPs work in monthly invoices.</p>		As per RFP
571	BoQ, Sr. No. 55	Storage for post-stack Data	<p>Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)</p>	<p>We request you pls ask SLA of the Hot Storage in the BoQ so that there is no confusion while considering Storage Tier if you need to store One Copy or 3 Copies per Site as Mult-Azs solution : Pls change this to: Storage for post-stack Data with 99.9% SLA</p>		Please refer updated clause 16.3.4 Table 25 and BoM
572	BoQ, Sr. No. 56	Storage for post-stack Data	<p>Frequently access storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for post stack data.</p>	<p>We request you pls ask SLA of the Hot Storage in the BoQ so that there is no confusion while considering Storage Tier if you need to store One Copy or 3 Copies per Site as Mult-Azs solution : Pls change this to: Storage for post-stack Data with 99.9% SLA</p>		Please refer updated clause 16.3.4 Table 25 and BoM

573	BoQ, Sr. No. 21,22,23	Data transfer between DC-DR Data Transfer out from cloud over internet Data Transfer out from cloud over dedicated link	Data transfer between DC-DR Data download/Egress charges Data download/Egress charges	We request you to move these line items to Category -B as Data transfer is relevant to Storage, Also these line items will have variable cost factors so CSP will not be able to approve any discount on the category -A as given dis% will misbalanced the entire pricing calculation. We request you to move this to Storage section or create new category so you get better discount on the Transfer category. Else CSP will not be able to provide any pricing on the line items		As Per RFP
574	10.12	Billing & Payment	Purchaser shall within 30 days of receipt of the GST Invoice(s) notify the Contractor of any item under dispute, specifying the reasons thereof, in which event, payment of the disputed amount may be withheld until settlement of the dispute, but payment shall be made of any undisputed portion within 45 days. This will not prejudice Purchaser's right to question the validity of the payment at a later date as envisaged.	We request you to please update this to "Purchaser shall within 07 days of receipt of the GST Invoice(s) notify the Contractor of any item under dispute" as this is a best practice to resolve the disputes then and there and avoid long dragging disputes.As we delay in raising disputes, finding the resolution becomes a lengthy and problematic process.		As Per RFP
575	UC-5	DevOps Platform	Demonstrate the ability of the platform to support CI/CD pipeline	What are current devops CI/CD tools involved?		Not currently used
576		CSP Natively Managed Big Data & Analytics - ETL Service	ETL service:- Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning	what are the data sources for which you want to build the data pipelines (ETL) to BigQuery Data WareHouse ? is it batch or realtime ? What is the current data size of each data source? Kindly share it in the adjacent table.. please share the number of tables/file from each source which needs to be loaded into the data lake ? List all the sources for Datawarehouse and their		Bidder to supply services as per RFP and BoM.

				frequency? Specify the data type as well (structured/unstructured)		
577	13.4.4.	Services of Managed Support Services / Helpdesk	Demonstrate the ability to securely store and version application source code and automatically build, test, and deploy the application and built in connectors to tap into data sources from	What are the data sources?		Bidder should demonstrate using their own data source, DGH will not provide any data for the demonstration purpose.
578		CSP Natively Managed Big Data & Analytics - ETL Service	ETL service:- Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning	What does the data contain? (eg. customer data/finanacial data/telemetry data etc.)		Hydrocarbon Exploration and Production data
579	16.3.4	Form TQ4: Services Compliance by CSP	Data transfer between DC-DR	What is data transfer frequency between DC and DR?		Required RPO and RTO for NDR data is not more than 24 hours.
580	16.3.4	Form TQ4: Services Compliance by CSP	Encryption	What is frequency of key rotation?		The CSP should have the facility for key rotation

581	Table 24	Table 24: CSP CDN Services Compliance	Delivery of live streaming with websites/ on-demand/ Archived Videos/ Audio/ Podcasting Services by improving the end user experience via peak load handling & high availability. The CDN services shall be able to scale incrementally to meet demand during the event or at the time of content delivery/distribution	What is peak Capacity needed, peak Concurrency?		Please refer BOM
582	Table 24	Table 24: CSP CDN Services Compliance	The content delivered through the CDN services shall not degrade the performance of the origin website or content in any manner, even if the number of hits on the website increases exponentially. The CDN Service Provider should have adequate / spare capacity available to handle spikes in traffic.	What is peak Capacity needed, peak Concurrency?		Please refer BOM
583		CSP Native Managed Relational Database as a Service	CSP Native Managed Relational Database as a Service	what is the size of the database		Please refer amended Table 25 and BoM

584		CSP Natively Managed Serverless Analytics Service	Serverless interactive query service that uses standard SQL for analysing databases.	What kind of transformations are expected within Data Lake ? Number of existing ETL Jobs / Pipelines	Procurement of Application for NDR upgradation is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.
585		Compute	Compute	What type of applications are deployed on compute machines? (e.g. Java, NodeJs, Python, SAP etc.)	Procurement of Application is under process through another tender vide Bid Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH.

586	16	13.7. End of Contract Deliverables/ Transition and Exit Management	There shall NOT be any additional cost associated with the Exit / Transition-out process. The purchaser shall be responsible for payment of bills of cloud during the exit	<p>When contracts get ended, there would be approx. 10PB of data which should be taken out of the Cloud Storage. The data pout migration may be One Cloud to another or DGH may decide to store the important data back (national assets) in the DGH premises, In both Cases, data egress & Out cost Apply.</p> <p>The Cost of the data out of Cloud would be approx. 1 ms USD and none of the upcoming SI or CSPs will be ready to endure that cost. If that cost is to be accepted by DIC or DGH, there is no worries for the Bidders and CSPs who are participating, Else we strongly recommend that consider One time Data Out Cost in the BoQ (similar to Migration effort) and calculate that for the L1.</p> <p>Therefore, Pls add the line item in the BoQ: - CSP data out/egress cost of 10 PB in the end of Contract</p>		As Per RFP
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587	BoQ, Sr. No. 59	Data Retrieval	Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier.	<p>When restoring the archive data from Archive Tier, there are 2 types of Cost:</p> <p>1) Data retrieval from Archive to Hot Storage</p> <p>2) Hot Storage Cost for the days/week if keeping the data in hot storage or until you delete the copy.</p> <p>Type -2 Cost is missing in the line item and BoQ. We request you to pls consider amount of data retrieved per month cost for the Hot Storage in this line item. Else this hidden cost is in Millions \$ for contract period. This will also create complications during implementation since this price would not have been explicitly mentioned in the price bid/BoQ but has a major cost impact actually.</p> <p>The category –B reflects the actual Storage requirements rather than Rate card. The Bidder may not be able to tolerate that hidden cost which is more than a million USD and the entire project costing may also increase appreciably if it not called out in the BoQ.</p> <p>Therefore we suggest that pls consider:</p> <p>- Data retrieval cost from cold/Archive tier to Hot/frequently accessed storage tier with 30 Days of Hot Storage Cost of 500TB (if that apply to the provided solution) to hold the data until delivered</p>		<p>As per RFP</p> <p>BOQ items 55 (Managed Blob/Object Storage at Primary DC) takes care of this requirement</p>
588		CDN	CDN	Who will manage domain? Bidder or purchaser		Query not clear
589	13.9	Responsibility of the Purchaser	2. Provide, Install and commission all On-Premises IT hardware,	Will DGH takes responsibility of setting up of NGFW the cloud as well? Is there any specific requirement of NGFW in the cloud?		No, as per RFP

			including OS/networking system/NGFW			
590	13.2	Broad Scope of Activities	selected Application Contractor (through a separate tender)	Will DIC undertake all code changes in the application while migrating to selected cloud service provider?		Migration of the application is not Part of the RFP,
591	6.2.1.	Pre-Qualification Criteria (PQC)	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	Request you to change the clause as follows: Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud		As per RFP
592	8	Liquidated Damages	At the rate of 0.5% of the Total contract value per week or part thereof of delay subject to maximum of 10% of the Total contract value	At the rate of 0.5% of the yearly contract value per week or part thereof of delay subject to maximum of 10% of the yearly contract value		As per RFP
593	6.2.2.	Technical Evaluation Criteria	Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks	Request you to change the clause as follows: Average cumulative Annual Turnover of the bidder from the Proposed cloud business, from the cloud , for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr. ₹5 Cr. less than ₹15 Cr.- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr. ₹15 Cr. less than ₹30 -5 Marks More than ₹ 50 Cr ₹30 Cr. - 7 Marks		Please refer amended clause 6.2.2 in RFP

594	6.2.2.	Technical Evaluation Criteria	<p>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission</p> <p>For each completed Project of size</p> <ul style="list-style-type: none"> • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks 	<p>Request you to change the clause as follows:</p> <p>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission</p> <p>For each completed Project of size</p> <ul style="list-style-type: none"> • >= 1 PB >=100TB : 12 Marks • >= 0.5 PB <=50TB : 8 Marks • > 0.1 PB >50TB : 4 Marks 		Please refer updated clause 6.2.2 Table 6
595	6.2.2.	Technical Evaluation Criteria	<p>Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.</p> <p>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p>	<p>Request you to change the clause as follows:</p> <p>Copy of signed SOW for work completed and proof of size of the migrated data.</p> <p>OR,</p> <p>Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.</p> <p>Note: The projects executed should have the proposedMeity Empanelled CSP as one of the entities, in order to be considered</p>		Please refer updated clause 6.2.2 Table 6

596	6.2.2.	Technical Evaluation Criteria	<p>The proposed Cloud should have Native security services-</p> <ul style="list-style-type: none"> • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service) 	<p>Request you to change the clause as follows:</p> <p>Section2: CSP Evaluation: The proposed Cloud should have Native/Marketplace security services-</p> <ul style="list-style-type: none"> • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS & Anti-Malware • Identity and Access Management - fine grained access control for access to cloud resources • Multi factor Authentication Maximum Marks- 3 (0.5 Marks for each service) 		As per RFP
597	16.3.4.	Form TQ4: Services Compliance by CSP	SSD based storage with minimum 3000 IOPS per volume and 250 MB/s of throughput per volume which will also be used as OS disk. Disk should support native encryption	Request you to change the clause as follows: SSD based storage with minimum 3000 IOPS per volume and 250 125 MB/s of throughput per volume which will also be used as OS disk. Disk should support native encryption		As per RFP
598	6.2.1.	Pre-Qualification Criteria (PQC)	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	Request you to change the clause as follows: The Bidder should have average annual cumulative annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business ₹30 Cr. from the Cloud & Managed Services Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)		Refer updated clause 6.2.1, Table 5 of RFP.

599	6.2.2.	Technical Evaluation Criteria	A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.	Request you to change the clause as follows: Criteria: Documentary Evidence Point 6: A Certificate Partnership Agreement issued by the Statutory Auditor CSP mentioning year-wise Income of initiation of partnership from proposed Cloud Services Business.		Please refer updated clause 6.2.2 Table 6
600	6.2.2.	Technical Evaluation Criteria	Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr A maximum of 3 projects may be submitted against this criteria.	Request you to change the clause as follows: Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for- 2 consecutive years -1 year, during the last 5 financial years (i.e. between 2018-19 to 2022-23) • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr ₹50 Lacs and up to ₹1 Cr • 3 Marks for each project with a financial year collection of more than ₹ 4 Cr ₹1Cr A maximum of 3 projects may be submitted against this criteria.		Please refer updated clause 6.2.2 Table 6

601	Table 23: CSP Storage Services Compliance	File Storage	Addition	The RFP includes a request for Storage Service; however, there is no mention of security measures concerning threat detection and prevention for the Storage Service. Therefore, we kindly ask you to incorporate the following points: "Conduct a swift scan of cloud object storage upon file upload to promptly detect and isolate any malware in the uploaded files. Subsequently, place infected files or objects in quarantine for further action."	Strengthen the security of your application against file-based attacks by implementing measures to ensure that only clean files, free from viruses or malware, are allowed to access your storage system.	As per RFP, its already part of the Compliance
602	Table 23: CSP Storage Services Compliance	File Storage	Addition	The solution must exhibit auto-scalability, allowing it to efficiently manage concurrent multiple scans. It should effortlessly adjust its scale in accordance with workload fluctuations, ensuring optimal performance at all times.	Strengthen the security of your application against file-based attacks by implementing measures to ensure that only clean files, free from viruses or malware, are allowed to access your storage system.	As per RFP, its already part of the Compliance
603	Table 23: CSP Storage Services Compliance	File Storage	Addition	There must not be a limit on the size of individual files, and the system should be able to handle file sizes of up to 2 terabytes each.	Strengthen the security of your application against file-based attacks by implementing measures to	As per RFP

					ensure that only clean files, free from viruses or malware, are allowed to access your storage system.	
604	Table 22: CSP Security Services Compliance	Security Monitoring and Posture Management	The CSP should have a native service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.".		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
605	Table 22: CSP Security Services Compliance	Security Monitoring and Posture Management	Native service to provide a single place that aggregates, organizes, and prioritizes the security alerts, or findings, from multiple services and sources.	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.".		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud

606	Table 22: CSP Security Services Compliance	Security Monitoring and Posture Management	CSP should have native capability to continuously monitor the environment using automated compliance checks based on the best practices and industry standards	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
607	Table 22: CSP Security Services Compliance	Threat Detection	The CSP should offer a native fully managed threat detection service.	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud

608

Our application runs on oracle enterprise, while tender allows open-source managed database service needs to be provisioned by CSP, this favours other bidders in the tender. We request DGH to provision Oracle enterprise database also to be provided by CSP..

As per the Application RFP Document no. GeM/2024/B/4 675043 dated 23-02- 24 floated by DGH. All internal licenses, including cross licenses, database licences, Advanced full functionality GIS licence, Third party licences etc., required for full functionality of features as mentioned in this document shall be provided by the Contractor at no additional cost to the Purchaser. With regards to databases it is clarified that purchaser shall only provide open source

						managed database services available with the purchaser's CSP.
609				Storage IOPS mentioned in RFP is very low. Data Size of NDR project is too big, but performance (IOPS) is on lower side. We recommend to please specify at least 50 IOPS/GB		The services procured through this cloud RFP is based on the discounting model, in case the application vendor requires higher IOPS storage during the implementation

						, the services may be availed based on the discovered discount percentage for the selected CSP
610				The cloud RFP has asked for Intel/AMD processors, but most of the application provider for NDR solution are on tested and benchmarked on Intel Processor. Hence, we request to restrict the CSP to quote only Intel processor which is compatible with all application providers		The services procured through this cloud RFP is based on the discounting model, in case the application vendor requires different service configuration during the implementation , the services may be availed based on the discovered discount percentage for the selected CSP

611				Please specify the throughput of VPN connectivity like 1 Gbps or 10 Gbps	Current ISP providing the network to DGH is BSNL. DGH shall be provisioning Leased Line connectivity of 2.5 GBPS between DGH Noida and CSP Primary Data Centre for NDR operations as per latest Govt. guidelines at the time of NDR 2.0 Go-Live. It may be noted that this leased line will not be available to bidder for transfer of 4 PB of offline data to cloud. If required bidder itself has to arrange the same.
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612	File Storage	Addition	<p>The RFP requests a Storage Service, yet there is no reference to security measures related to threat detection and prevention for the Storage Service. Therefore, we kindly request the inclusion of the following points: "Perform a rapid scan of cloud object storage immediately upon file upload to promptly detect and isolate any malware present in the uploaded files. Subsequently, quarantine infected files or objects for further action."</p>	<p>Enhance the security of your application against file-based attacks by implementing measures to guarantee that only files without viruses or malware are permitted to access your storage system.</p>		As per RFP
613		Addition	<p>There must be no specific file size limitation for objects, and the system should be capable of accommodating individual file sizes of up to 2 terabytes.</p>	<p>Enhance the security of your application against file-based attacks by implementing measures to guarantee that only files without viruses or malware are permitted to access your storage system.</p>		As per RFP
614		Addition	<p>The system should have auto-scalability, allowing it to efficiently manage multiple simultaneous scans. It should smoothly adjust its scale in response to variations in workload, ensuring optimal performance.</p>	<p>Enhance the security of your application against file-based attacks by implementing measures to guarantee that only files without viruses or malware are permitted to access your storage system.</p>		As per RFP

615		Security Monitoring and Posture Management	The CSP should have a native service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
616		Security Monitoring and Posture Management	Native service to provide a single place that aggregates, organizes, and prioritizes the security alerts, or findings, from multiple services and sources.	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
617		Security Monitoring and Posture Management	CSP should have native capability to continuously monitor the environment using automated compliance checks based on the best practices and industry standards	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts."		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud

618		Threat Detection	The CSP should offer a native fully managed threat detection service.	This clause is specific to CSP Native, thereby limiting participation to security OEMs. We kindly request you to modify the clause as follows: "The CSP should have a native/OEM service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.".		As per RFP. Clarified as under: As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud
619	22	CSP Security Services Compliances	Security Monitoring and Posture Management	Cloud native services leads to a vendor lock-in hence suggesting to remove or ammend the clause to enable the CSP to go ahead with best viable option		As per RFP
620	22	CSP Security Services Compliances	Identity and Access Management	Cloud native services leads to a vendor lock-in hence suggesting to remove or ammend the clause to enable the CSP to go ahead with best viable option		As per RFP
621	22	CSP Security Services Compliances	Security Assessment Services	Cloud native services leads to a vendor lock-in hence suggesting to remove or ammend the clause to enable the CSP to go ahead with best viable option		As per RFP
622	22	CSP Security Services Compliances	Cloud HSM	Cloud native services leads to a vendor lock-in hence suggesting to remove or ammend the clause to enable the CSP to go ahead with best viable option		As per RFP
623	22	CSP Security Services Compliances	Single Sign-On	Cloud native services leads to a vendor lock-in hence suggesting to remove or ammend the clause to enable the CSP to go ahead with best viable option		As per RFP
624	13.2	Broad Scope of Activities	Bidder shall facilitate successful integration of cloud resource monitoring tool with the dashboard being provided by the	Dashboard API can be provided however Integration should fall completely under Application contracter scope		Yes, if the bidder is using the tool provided by the

			Application Contractor, in consultation with the Application Contractor.			application vendor
625	13.2	Broad Scope of Activities	Bidder shall, jointly with the Application Contractor, be responsible for facilitating successful integration of cloud SLA and Helpdesk monitoring tool with the common Helpdesk & SLA monitoring tool being provisioned by the Application Contractor (selected through a separate tender) for SLA monitoring and registering service related tickets for all the services related to the NDR 2.0, including cloud IT infra. The bidder shall use this tool for complying with the SLA requirement related to cloud Infra.	Dashboard API can be provided however Integration should fall completely under Application contractor scope		Yes, if the bidder is using the tool provided by the application vendor
626	23	CSP StorageCompliance s	Highly Scalable file storage as common data source for workloads and applications running on multiple instances and support an availability of >= 99.9%. The same storage shall have the option to be mounted on	File storage for Windows & Linux can be different hence requesting to remove or modify the last part of the statment		Storage should support both Windows & Linux.

			Linux and Window based machines.			
627		General Query		Is there a relaxation for Make in India CSPs in terms of evaluation and perference		The Purchase Preference under MII is applicable in this tender as per Governement order 2017
628	13.1	SOW	The price shall include costs of all the item in BoM, other services, migration of existing data and cost of all other items required for the delivery of the Scope of Work for the Contract.	Kindly confirm if application migration is out of scope for the bidder as we are assuming that it will be done by application vendor and bidder will only be responsible for data migration with the help & guidance from the customer		Yes
629	16.2.3	Form PQ3: Financial Strength	Note: Enclose supporting documents of your claim as per requirement of this RFP For e.g. Copy of audited financial statements or declaration from the appointed statutory auditor to be provided as proof of the financial turnover. Certificate by Statutory Auditor of the Bidder	Note: Enclose supporting documents of your claim as per requirement of this RFP For e.g. Copy of audited financial statements or declaration from the appointed Statutory Auditor/ Chartered Accountant/ Cost Auditor to be provided as proof of the financial turnover. Certificate by Statutory Auditor/ Chartered Accountant/ Cost Auditor of the Bidder (Read as per above mentioned requests)		Refer updated clause in RFP

630	6	Technical Qualification Criteria (TQC)	Submit Copy of Annual Reports along with statutory auditor certificate to this effect.	Please accept Statutory Auditor' reports which are publicaly available for the public limited company.		Please refer updated clause 6.2.2, Table 6
631	13.2	Broad Scope of Activities	All Licences / application / software / Root access/ Admin User name /Admin Account etc. shall be registered in the name of purchaser.	Please elaborate what do you mean by all licenses and ROOT access. As public cloud environment works on shared model, details like Admin account, Application, Software can be provided but Root Access is not a genuine ask. All Licenses & Root access can't be provided due to the shared environment hence requesting to remove these.		The bidder is supposed to share the root access/admin access of the account of the cloud for provisioning of services along with provisioned resources in the cloud account of DGH
632	6	Technical Qualification Criteria (TQC)	Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.	Request you to please consider CA Certificate as well in all Clauses were you have asked for statutory auditor certificate. (i.e.statutory auditor certificate/CA Certificate)		Please refer updated clause 6.2.2, Table 6

633	12.24	Limitation of the Bidder's Liability towards the Purchaser	Limitation of the Bidder's Liability towards the Purchaser	Supplier propose the following to be added under the limitation of liability provision: Notwithstanding anything to the contrary, the Supplier's overall liability in the contract/ applicable purchase order shall not exceed, the most recent twelve (12) month of charges collected by the Supplier. Futher liability of Supplier shall be restricted to direct losses/damages only and will exclude indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc. Supplier's sole liability and Customer's sole remedy for damages relating to services is limited to any applicable credit allowances/penalties due.		As per RFP
634	Table 21:	CSP General Compliance		The CSP general compliance is inclined towards particluar Hyperscalars and any Make in India CSP will not compile to it. Hence this needs to be removed from eligibility criteria.		As per RFP
635	22	CSP Security Services Compliances	Automated Vulnerability Management	This is hyperscalars specific compliance as Indian CSP's provides VAPT as a service as per the required frequency hence requesting to remove this clause to make it vendor neutral. We are CERT-IN empanelled organization and comply with SOC III as well. Please accept our request and remoe this clause.		As per RFP
636	21	CSP General Compliances	CSP should offer the facility to support Active-Active architecture having multiple availability zones with built in fault tolerance to avoid any failure at the underlying hardware infrastructure.	This is hyperscalars specific compliance as Indian CSP's usually don't have multiple AZ in one location, AZ concept is valid for hyperscaler hence requesting to remove this clause to make it vendor neutral. We avoid any failure at the underlying hardware infrastructure through vaious ways keeping SLA in to consideration e.g; Vms in HA in DC and and DR for same.		As per RFP. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking

						infrastructure to insulate one zone from failure in other zone.
637	21	CSP General Compliances	CSP platform should be listed in the Open Group OSDU™ Forum as on the bid submission date. Link for proof of the same should be provided)	This is hyperscalers specific compliance hence requesting to remove this clause to make it vendor neutral. We provide open sourt tools based services with enterprise support and ensure there is no lockin with customer with cloud. With this, we also submit to you that Open Group OSDU is not receommended by MEITY as well. hence we request you to please remove it.		Clasue Deleted
638	6.2.1	Pre-Qualification Criteria (PQC)	A Certificate issued by the Statutory Auditor should be submitted mentioning turnover from Proposed Cloud Business,along with copies of Audited financial statements for the FYs.	We are public listed company and our all reports are available in public domain. however whenever a bid specific certificate is requested, we request client to accept CA letter as Statuatory cerficiate take more time (approx 21-28 days). We would like to assure you that for a public limited company, CA certificate will always be in line of Auditor' reports and hence we request you to please accept CA certificate should be accepted.		Refer updated clause 6.2.1, Table 5 of RFP.
639	Table 6	Technical Qualification Criteria (TQC) Point 1	Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have	We humbly request you to please change the last financial year' experience from 5 to 7.		As per RFP

			billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)			
640	12.17	Indemnity	Indemnity	We propose the following to be replaced with the original clause: Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. Customer shall also indemnify, defend and hold Supplier harmless from any and all claims (including claims by any Governmental Authority seeking to impose penal or criminal sanctions) (i) relating to Customer's or its End Users' use of the Services; and/or (ii) claims arising from Customer's breach of acceptable use policy of the Supplier.		As per RFP
641	12.18	Confidentiality	Confidentiality	We propose to make this clause mutual		Refer updated clause 12.18
642	12.14	Intellectual Property Rights	Intellectual Property Rights	We propose to make this clause mutual for both parties		Refer updated clause 12.14
643	25	Service Configuration offered by CSP	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory	We provide GPU nodes with Kindly remove OEM Name (NVIDIA) and make it vendor neutral		Please refer updated Table 25 and BoM

644	Table 5	Pre-Qualification Criteria (PQC)	Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single order during the last 5 years, reckoned from the last date of original bid submission., in the proposed cloud	We request DGH that instead of proposed CSP, bidder should have done migration with any CSP.		As per RFP
645	12.12	Purchaser's Right of Monitoring, Inspection and Periodic Audit	Purchaser's Right of Monitoring, Inspection and Periodic Audit	We request DGH to change the language "bidder will be notified before any such inspection and audit and audit scope will shared in such notification".		As per RFP
646	Table 6	Table 6: Technical Qualification Criteria (TQC)	Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size <ul style="list-style-type: none"> • >= 1 PB : 12 Marks • >= 0.5PB : 8 Marks • > .1 PB : 4 Marks Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered	We request to modify the Clause and accept migration with in existing csp environments.		Please refer updated clause 6.2.2, Table 6

647	Table 5	Pre-Qualification Criteria (PQC)	The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll.	<p>We request you to please accept HR letter with name of certified resources on proposed cloud and resume of the candidate. We as MEITY empanelled CSP provide public cloud to market as MSP and CSP both, therefore all our resources are certified and highly technical on our cloud but we don't conduct certifications and publish on portal etc. Hence we suggest that declaration provided by HR Head should be considered.</p> <p>We also bring to your kind consideration that for the payroll, kindly accept the HR letter only as part of our policy being public listed company, we can't share details of PF, Salary slip etc.</p>		Refer updated clause 6.2.1, Table 5 of RFP.
648	6.2.1	Pre-Qualification Criteria (PQC)	A Certificate issued by the Statutory Auditor certifying the Annual Turnover and Net worth (Form PQ3)	We request you to please allow CA certificate as being public listed company our all reports by auditor' are available in public domain. As mentioned above regarding timelines to acquire bid specific certificate from Statutory Auditor, we suggest and request to change clause and allow CA certificate as well.		Refer updated clause 6.2.1, Table 5 of RFP.
649	Table 5	Table 5: Pre-Qualification Criteria (PQC)	Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence	We suggest self certification should be allowed as migration is part of complete scope and taking certification from customer only on 100 TB migration will be challenge		Refer updated clause 6.2.1, Table 5 of RFP.
650	Table 6	Technical Qualification Criteria (TQC) Point 4	Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. Note: The projects	We suggest that instead of proposed CSP, bidder should have done migration with any CSP. Also change the experience to 5 years instead of 3 years as per TQC point 1, last 5 years experience has been asked.		Please refer updated clause 6.2.2, Table 6

			executed should have the proposed CSP as one of the entities, in order to be considered			
651	6	Technical Qualification Criteria (TQC)	A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.	with reference to above shared requests, please allow CA certificate as well.		Please refer updated clause 6.2.2, Table 6
652	7.5	Monthly Service Level Availability	Uncapped SLA Penalty	Would request cumulative penalty related to SLA to be capped @ 5% of the total monthly billing.		As Per RFP
653		CSP native managed relation database as a service	Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA	- Should support automatic backup from Standby to avoid IO activities suspension on primary node There are alternative backup strategies available to avoid impact on primary node. Kindly reword this to : "Backup should not impact the IO activity on primar		Please refer amended Table 25 and BoM

			and horizontal scaling by adding/removing read replicas			
654	Site to Site VPN	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	Kindly change this statement to below : Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP		As per RFP
655	Managed block storage	Managed block storage	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	1024 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 32 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb. Spec is fundamentally incorrect. Spec is also specific to particular CSP		As per RFP
656	Data transfer		Data download/Egress charges	50TB over internet outbound and 50TB over dedicated tunnel on-prem is too high		As per RFP

657	Managed block storage	Managed block storage	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	<p>512 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 16 disks of 32 GB each. This setup will offer much higher performance levels at same price."</p> <p>Would request to change unit to 32 Gb and have a separate line item for OS disk.</p> <p>Kindly keep OS disk requirement separately in a different section</p> <p>If secondary DR store is needed for post stack and pre-stack data, why is DR store not needed for this?</p> <p>Spec is also alluding towards a particular CSP</p>		As per RFP
658	Managed Blob/Object Storage at Secondary DC	Managed Blob/Object Storage at Secondary DC	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)	As per Meity guidelines, the distance between DC and DR should be greater than 100 Kms, it does not call out for different seismic zone, hence kindly change to 100 Km.		Please refer amended Table 25 and BoM
659	16.3.4. Form TQ4: Services Compliance by CSP	16.3.4. Form TQ4: Services Compliance by CSP	We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we shall provide an equivalent or higher version of the same at the same or lower cost to the purchaser.	For products governed by the Modern Lifecycle Policy, will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered—excluding free services or preview releases.		As per RFP

660	Table 5, Row 28	Table 5, Row 28	Processing unit of 4 vCPU and 16 GB of RAM and <i>processing unit hours per month</i>	Kindly change this statement to : In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified.Processing unit of 4 vCPU processing unit hours per month		Please refer amended Table 25 and BoM
661	CSP natively managed Redis cache service	CSP natively managed Redis cache service	Minimum 16vCPU, 96 GB RAM Per Instance Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance	Kindly change this statement to : Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance		Bidder may provide equal or higher configuration
662	Security - Vulnerability Assessment		Should support continuous scanning of workload for common vulnerabilities and exposures (CVE). - VM Vulnerability Assessment for 730 Hours per VM 40 Number of Container Images scanned Monthly	Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.		As per RFP
663	HIPS		HIPS	RFP has already asked for Cloud native CSPM solution. HIPS is a signature based old security technology which was primarily for on premise servers. HIPS approach can not protect the cloud infra. It should get changed to CWP (Cloud workload protection) instead of HIPS in alignment with CSPM solution asked in the RFP by DGH.		As per RFP

664	Compute	Compute	<p>VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory</p> <p>32 vCPU 128 GB RAM, OS: Windows</p> <p>16 vCPU 128GB RAM, OS: RHEL</p> <p>32 vCPU 128 GB RAM, OS:RHEL</p>	<p>Tesla T4 is an overkill for VDI/VDR solution, hence we propose you to use better GPU.</p> <p>For your VDI/VDR solution, we highly recommend using NVIDIA Tesla M60 or AMD Radeon Instinct MI25 GPUs.</p> <p>Microsoft can provide VDI for following configurations:</p> <p>12 vCPU 112 GB RAM 16 vCPU 56 GB RAM 24 vCPU 224 GB RAM 32 vCPU 112 GB RAM</p>		Please refer updated clause 16.3.4 Table 25 and BoM
665	Table 21: CSP General Compliance		Cloud Service - service version upgrade with customer having control over the upgrade window	this is possible for few PaaS service but for host machine of VM we do not provide timeline for customer to control when systems would be upgraded.		As per RFP
666	Site to Site VPN		Provisioned for two different ISP's - Site-to-Site VPN	two Different ISPs for S2S? As we provide managed internet this is cloud provider's responsibility of maintaining high availability		As per RFP
667	Cloud Security Posture Management		Cloud Security Posture Management Cloud Service for security best practices checks Auto Evaluate security rules/checks and other events Millions per Month 10 1	Unit for CSPM solution has been asked as millions per month where as it will much cost effective for DGH to have the units in terms of number of resources (e.g no. of servers , DBs , Storage accounts etc). Same is being followed by majority of the CSPs.		As per RFP
668	Table 5, Row 26		Non burstable production grade x86 based Processor	We do not specify on our public website that we use x86 or which Intel/AMD series we are using for CosmosDB's MongoDB vCore option. So, we cannot provide public URL for the same.		Refer updated clause 16.3.4 Table 25 and BoM

669	SSL Certificate		The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. would have to generate self signed cert or have PKI for that. Kindly change this statement to: The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
670	SSL certificate	SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. would have to generate self signed cert or have PKI for that. Kindly change this statement to: The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
671	Cross Region Replication		Data transfer between DC-DR	Why do we need 100TB egress and data transfer between region?		As Per RFP
672	Security and Firewall		Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency.	why do we require 100 quantity of DDoS per IP? Public IP considered are only 10		As Per RFP
673				Do you require Disaster recovery (DR) Solution?		Yes
674				Is it acceptable for DGH, that backups can be made to a central Global Delivery center location outside India like Germany , Houston etc..?		No, As per the MeitY guidelines all the data should reside in India either In Rest or In Motion
675				Is this required to be on a public cloud like AWS/ Azure or Google or we can do it on T-		As per RFP

				Systems Private cloud. What is the direction expected by DGH with this ?	
676				Is this requiring a single site concept or a mirrored one ?	As per RFP
677				Please confirm as to which WAN and LAN network capacity available at your location.	Query is not relevant. Existing network will be available to operational team and cannot be used by bidder for data migration services.
678	16.4.2.	Form CP2: Indicative Bill of Material	Point No. 59 Data Retrieval Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier.	Data retrieval specification in RFP says retrieval to be completed within few hours. "few hours" is ambiguous leaving the SAL matrix to bidders description. Kindly quantify the same, For e.g. Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier within <2 Hours.	Please refer amended Table 25 and BoM
679	16.4.2.	Serverless container service	Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing Provide distributed systems platform to deploy, and host scalable microservices based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU /	In the Line item 17/28 there is a Quantity of 50,000/200, request you please revalidate the quantity as this gives the bid impact on Cost.	As per RFP Clarified that qty mentioned as 200 is in hours. Refer updated clause 16.3.4 & BoM

			hour and E164GB Memory /Hour			
680	16.4.2.	CSP Natively Managed Big Data & Analytics- ETL Service	ETL service: - Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning	In the Line item 17/28 there is a Quantity of 50,000/200, request you please revalidate the quantity as this gives the bid impact on Cost.		As per RFP Clarified that qty mentioned as 200 is in hours. Refer updated clause 16.3.4 & BoM
681	16.4.2.	Form CP2: Indicative Bill of Material	Point No. 21,22,23 Data transfer between DC-DR Data Transfer out from cloud over internet Data Transfer out from cloud over dedicated link Data transfer between DC-DR Data download/Egress charges Data download/Egress charges	Move these line items to Category -B as Data transfer is relevant to Storage Or Create new category to get the Egress Charges dis % as seperately		As per RFP

682	6.2.1.	Pre-Qualification Criteria (PQC)	The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	<p>Numerous Qualified bidders in India including us offers multi-cloud Services and possess extensive experience in managing various cloud service providers (CSPs). Among four major hyperscalers two of the CSP's have started operation in INDIA from last 3-4 years only. They bring latest and advanced solutions to the table and depending on the fitment of customer requirements , as a service provider we offer best possible solution on one of the CSP's. Your clause asking specifically turnover from proposed cloud only is enforcing bidder to chose from limited CSP only. Kindly clarify is this DGH objective to restrict the bid to certain CSP else request you to please change the clause to seek turnover from general cloud services.As bid will be processed and awarded in FY 24-25 we request you to consider FY21-22, FY22-23 and FY 23-24 for average turnover prespective.</p>		Refer updated clause 6.2.1, Table 5 of RFP.
683	6.2.2.	Technical Qualification Criteria (TQC)	<p>Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years:</p> <p>i. More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks</p> <p>ii. More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks</p> <p>iii. More than ₹ 50 Cr. - 7 Marks</p>	<p>Numerous Qualified bidders in India including us offers multi-cloud Services and possess extensive experience in managing various cloud service providers (CSPs). Among four major hyperscalers two of the CSP's have started operation in INDIA from last 3-4 years only. They bring latest and advanced solutions to the table and depending on the fitment of customer requirements , as a service provider we offer best possible solution on one of the CSP's. Your clause asking specifically turnover from proposed cloud only is enforcing bidder to chose from limited CSP only. Kindly clarify is this DGH objective to restrict the bid to certain CSP else request you to please change the clause to seek turnover from general cloud services.</p> <p>As bid will be processed and awarded in FY 24-25 we request you to consider FY21-22, FY22-</p>		Please refer updated clause 6.2.2, Table 6

				23 and FY 23-24 for average turnover prespective.		
684	6.2.2.	Technical Qualification Criteria (TQC)	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr 	<p>Numerous Qualified bidders in India including us offers multi-cloud Services and possess extensive experience in managing various cloud service providers (CSPs). Among four major hyperscalers two of the CSP's have started operation in INDIA from last 3-4 years only. They bring latest and advanced solutions to the table and depending on the fitment of customer requirements , as a service provider we offer best possible solution on one of the CSP's. Your clause asking specifically turnover from proposed cloud only is enforcing bidder to chose from limited CSP only. Kindly clarify is this DGH objective to restrict the bid to certain CSP else request you to please change the clause to seek turnover from general cloud services.</p> <p>As bid will be processed and awarded in FY 24-25 we request you to consider FY21-22, FY22-23 and FY 23-24 for average turnover prespective.</p>		Please refer updated clause 6.2.2, Table 6

			A maximum of 3 projects may be submitted against this criteria.			
685	16.4.2.	Form CP2: Indicative Bill of Material	Point no. 50 &51 Configuration Management Capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources, as well as software within managed instances. Capability to quickly highlight noncompliant resources and take appropriate actions.	Only one CSP in India have this Configuration Management Service. Kindly elaboarte the technical requirement for this service so that the other CSP's can offer the similar service.		Please refer update clause 16.3.4 table 25 and BOM

686	16.4.2.	Form CP2: Indicative Bill of Material	Cross Region Replication Data transfer between DC- DR	Replication cost is dependent type of storage. Current language leaves it to bidders description to offer replication cost not inline which type of Archival storage asked in line item 57 & 58". And also the data retrival time is not defined in the Line item 57, 58, 59.		Please refer updated clause 16.3.4 Table 25 and BoM
687	General	General	Exist Cost of 10 PB data from Cloud to another Cloud or DGH On- premises	Request you to Add new line item in category - B:Cloud Exist Cost : Data out cost (if apply) from Cloud Storage (Archive, Hot, Block and File system) to DGH DC or another cloud - Qnty =10PB		This cost is not part of this RFP & will be covered in the NDR 3.0 (Next upgrade)

688	16.4.2.	Form CP2: Indicative Bill of Material	<p>Point No. 59 Data Retrieval</p> <p>Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier.</p>	<p>When restoring the archive data from Archive Tier, there are 2 types of Cost:</p> <ol style="list-style-type: none"> 1) Data retrieval from Archive to Hot Storage 2) Hot Storage Cost for the days/week if keeping the data in hot storage or until you delete the copy. <p>Type -2 Cost is missing in the line item and BoQ. We request you to pls consider amount of data retrieved per month cost for the Hot Storage in this line item. Else this hidden cost is in Millions \$ for contract period. This will also create complications during implementation since this price would not have been explicitly mentioned in the price bid/BoQ but has a major cost impact actually.</p> <p>The category –B reflects the actual Storage requirements rather than Rate card. The Bidder may not be able to tolerate that hidden cost which is more than a million USD and the entire project costing may also increase appreciably if it not called out in the BoQ.</p> <p>Therefore we suggest that pls consider:</p> <ul style="list-style-type: none"> - Data retrieval cost from cold/Archive tier to Hot/frequently accessed storage tier with 30 Days of Hot Storage Cost of 500TB (if that apply to the provided solution) to hold the data until delivered 		<p>As per RFP</p> <p>BOQ items 55 (Managed Blob/Object Storage at Primary DC) takes care of this requirement</p>
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689	Table 25: Service Configuration offered by CSP, Row 54	Site to Site VPN	Provisioned for two different ISP's - Site-to-Site VPN	<p>Kindly change this statement to below :</p> <p>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP</p>		As per RFP
690	Table 25, Row 24	Service Configuration offered by CSP S.no - 24 CSP Native Managed Relational Database as a Service	<p>Managed PostgreSQL as a service Postgres version: 14 or above</p> <ul style="list-style-type: none"> - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/removing read replicas 	<p><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></p> <p>There are alternative backup strategies available to avoid impact on primary node. Kindly reword this to :</p> <p><i>"Backup should not impact the IO activity on primary node."</i></p>		Please refer amended clause 16.3.4 Table 25 and BoM

691	Table 25: Service Configuration offered by CSP, Row 19	Storage for VM Managed block storage	Block storage: 1024 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	1024 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 32 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb.		As per RFP
692	Table 25,Row 22	Data transfer	Data download/Egress charges	50TB over internet outbound and 50TB over dedicated tunnel on-prem is too high		As per RFP
693	Table 25: Service Configuration offered by CSP, Row 18	Storage for VM Managed block storage	Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance which will also be used as OS disk. Minimum 3000 iops per volume & 125 Mbps throughput per volume.	512 GB disk for an OS drive is an over sized disk. In cloud environments, having more disks often leads to better performance. Therefore, it's advisable to opt for smaller disks for example 16 disks of 32 GB each. This setup will offer much higher performance levels at same price." Would request to change unit to 32 Gb.		As per RFP
694	Table 25: Service Configuration offered by CSP, Point No. 15,56 and 58	Managed Blob/Object Storage at Secondary DC	Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC / DR site (MeitY empanelled DC in separate seismic zones)	As per Meity guidelines, the distance between DC and DR should be greater than 100 Kms, it does not call out for different seismic zone, hence kindly change to 100 Km.		Please refer amended Table 25 and BoM

695	16.3.4. Form TQ4	Services Compliance by CSP	We confirm that all the services listed in the Price Schedule (BoM) shall be available with us throughout the contract period. In case any services become obsolete, we shall provide an equivalent or higher version of the same at the same or lower cost to the purchaser.	For products governed by the Modern Lifecycle Policy, will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered—excluding free services or preview releases.		As per RFP
696	Table 5, Row 28		<i>Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month</i>	Kindly change this statement to : In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified. Processing unit of 4 vCPU processing unit hours per month		Please refer amended Table 25 and BoM
697	Table 25: Service Configuration offered by CSP, Row 30	CSP Natively Managed Redis Cache Services	Minimum 16vCPU, 96 GB RAM Per Instance Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance	Kindly change this statement to : Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance		Bidder may provide equal or higher configuration
698	Table 6: Point No. 40	Security - Vulnerability Assessment	Should support continuous scanning of workload for common vulnerabilities and exposures (CVE). - VM Vulnerability Assessment for 730 Hours per VM 40 Number of Container Images scanned Monthly	Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.		As per RFP

699	Table 6: Point No. 14	Technical Qualification Criteria (TQC)	The proposed Cloud should have Native security services- HIPS	RFP has already asked for Cloud native CSPM solution. HIPS is a signature based old security technology which was primarily for on premise servers. HIPS approach can not protect the cloud infra. It should get changed to CWP (Cloud workload protection) instead of HIPS in alignment with CSPM solution asked in the RFP by DGH.		As per RFP
700	Table 25: Service Configur ation offered by CSP,Point No. 11- 13	Clause 11 to 13	VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory32 vCPU 128 GB RAM, OS: Windows16 vCPU 128GB RAM, OS: RHEL32 vCPU 128 GB RAM, OS:RHEL	Tesla T4 is an overkill for VDI/VDR solution, hence we propose you to use better GPU.For your VDI/VDR solution, we highly recommend using NVIDIA Tesla M60 or AMD Radeon Instinct MI25 GPUs.Microsoft can provide VDI for following configurations:12 vCPU 112 GB RAM16 vCPU 56 GB RAM24 vCPU 224 GB RAM32 vCPU 112 GB RAM		Please refer updated clause 16.3.4 Table 25 and BoM
701	Table 21, Point 13	CSP General Compliance	Cloud Service - service version upgrade with customer having control over the upgrade window	this is possible for few PaaS service but for host machine of VM we do not provide timeline for customer to control when systems would be upgraded.		As per RFP
702	Table 25, Row 54	Site to Site VPN	Provisioned for two different ISP's - Site-to- Site VPN	two Different ISPs for S2S? As we provide managed internet this is cloud provider's responsibility of maintaining high availability		As per RFP
703	Table 25, Row 53	Service Configuration offered by CSP S.no - 53 Cloud Security Posture Management	Cloud Security Posture Management Cloud Service for security best practices checks Auto Evaluate security rules/checks and other events Millions per Months per Month 10 1	Unit for CSPM solution has been asked as millions per month where as it will much cost effective for DGH to have the units in terms of number of resources (e.g no. of servers , DBs , Storage accounts etc). Same is being followed by majority of the CSPs.		As per RFP

704	Table 5, Row 26	CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	<i>"Non burstable production grade x86 based Processor"</i>	We do not specify on our public website that we use x86 or which Intel/AMD series we are using for CosmosDB's MongoDB vCore option. So, we cannot provide public URL for the same.		Refer updated clause 16.3.4 Table 25 and BoM
705	Table 22: CSP Security Services Compliance Point 6	SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. customer would have to generate self signed cert or have PKI for that. Kindly change this statement to : The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
706	Table 22: CSP Security Services Compliance Point 6	SSL certificate	The native service should support both public and private certificates.	we provide public certificate but private certificate we do not provide. would have to generate self signed cert or have PKI for that. Kindly change this statement to: The native service should support public certificates.		Please refer updated clause 16.3.4 Table 22
707	Table 25, Row 21	Service Configuration offered by CSP S.no - 21 Cross Region Replication	Data transfer between DC-DR	Why do we need 100TB egress and data transfer between region?		As Per RFP

708	Table 25,Row 42	Security and Firewall	Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency.	why do we require 100 quantity of DDoS per IP? Public IP considered are only 10		As Per RFP
709		Table 5: Pre-Qualification Criteria (PQC) , Point No. 12	Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	Please clarify the below points : 1)Which document we can share for deduction statement 2)few of our employees are not under PF act we donot have their PF number.		Refer updated clause 6.2.1, Table 5 of RFP.
710	6.2.2	Technical Evaluation Criteria	The proposed Cloud Should support the Native Elastic Search/Equivalent Search Service - URL of the service on the CSP through Self provisioning portal	Amend the cause as "URL of the service on the CSP through Self provisioning portal or to be provisioned as a Managed service"		As per RFP. The bidder has to demonstrate the services along with technical specification at the time of presentation

711	13.2	Broad Scope of Activities	Set-up the environment to create & destroy template-based Virtual Desktop Infrastructure/Virtual Data Rooms on demand for visualization & interpretation of data, based on user requests from anywhere anytime.	Describe the Operating System and Application(s) expected to be run on Virtual Desktop Infrastructure		Windows, RHEL and G&G application etc. as per the requirement
712	39 and 40	Vulnerability Assessment	Should support continuous scanning of workload for common vulnerabilities and exposures (CVE)	For this, we will require a Vulnerability assessment tool which will have impact commercials. Also, provide no of assets to be integrated in VA tool.		As per RFP
713	6.2.1	Technical Qualification Criteria (TQC)	<p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr <p>A maximum of 3 projects</p>	<p>Kindly amend the clause as -</p> <p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 3 Cr • 3 Marks for each project with financial year collection of more than ₹ 3 Cr <p>A maximum of 3 projects may be submitted against this criteria.</p>		Please refer updated clause 6.2.2, Table 6

			may be submitted against this criteria.			
714	6.2.1	Technical Qualification Criteria (TQC)	Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks	Kindly amend the clause as - Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 25 Cr- 4 Marks More than ₹ 25 Cr., Less than ₹ 30 Cr.-5 Marks More than ₹ 30 Cr. - 7 Marks		Please refer updated clause 6.2.2, Table 6

715	6.2.1	Technical Qualification Criteria (TQC)	Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks	Kindly amend the clause as - Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • >= 0.5 PB : 12 Marks • > 0.3 PB : 8 Marks • > 0.1 PB : 4 Marks		Please refer updated clause 6.2.2, Table 6
716	13.8.6	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Kindly let us know What is the Time frame to migrate the data?		Refer table 11, page 93
717	13.8.5	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Kindly let us know who will be responsible for Data corruption from migration perspective and how we will address to data corruption if any		Bidder, if any data is corrupted during the migration, the bidder has to redo the same
718	13.8.4	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Kindly let us know who will be tracking the migration for files and folders from the client side?		DGH and DIC
719	16.4.2	INDICATIVE BILL OF MATERIAL (PER MONTH)	General	Needs clarity on important features needed by the customer in CDN services - Details missing in RFP.		Please refer Table 24 of the RFP document

720	16.4.2	INDICATIVE BILL OF MATERIAL (PER MONTH)	General	Needs clarity on important features needed by the customer in CDN services - Details missing in RFP.		Please refer Table 24 of the RFP document
721	16.4.2	INDICATIVE BILL OF MATERIAL (PER MONTH)	General	Needs clarity on Timeline for service readiness – mandatorily needed to estimate service readiness.		Refer table 11, under Clause 14 Project Timelines
722	6.2.2	Technical Evaluation Criteria	The proposed Cloud Should support the Native Hadoop Service - URL of the service on the CSP through Self provisioning portal	Please amend the cause as "URL of the service on the CSP through Self provisioning portal or to be provisioned as a Managed service"		As per RFP, The bidder has to demonstrate the services along with technical specification at the time of presentation
723	6.2.1	Pre-Qualification Criteria (PQC)	The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.	Please amend the clause as -The bidder should have positive Net worth for the last Financial years (FY 2022 -2023) , reckoned from the last date of original bid submission.		Refer updated clause 6.2.1, Table 5 of RFP.
724	41	Secrets Management	Secure and scalable method to store and manage secrets with capability to rotate, manage, and retrieve database credentials, API keys, and other secrets throughout their lifecycle.	Please confirm if you have a PAM Solution to achieve secret management services also let us know the OEM name. If not then we will have to factor PAM which will have implications on the commercial. Do let us know the no of users required for PAM and no of applications required for Secrets Management solutions.		As per RFP

725	49	Cloud Management and Monitoring	Monitoring and observability service, with data and actionable insights to monitor applications, respond to system-wide performance changes, optimize resource utilization, and a unified view of operational health.	Please confirm the detailed scope of this as for offenses/Alerting we will be using SIEM with SOC services. Are we looking for a dedicated Observability solution here or we can leverage NOC services.		As per RFP
726	16.3.4	CSP Security Services Compliance	CDN should have self-provisioning interface to configure, monitor and manage the cached data and its life cycle	Please let us know Instead of self service portal can Yotta propose free of charge managed service model of provisioning?		As per RFP
727	13.8.2	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Please let us know the owner responsible for shipment of USB drive?		HDDs can not be taken outside DGH premises
728	13.8.3	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Please let us know who will be providing USB drive to migrate the data?		DGH
729	42	Anti DDoS - DDoS Protection for public IP resources deployed in cloud	Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency.	Please provide bandwidth to factor DDoS Protection.		The bidder to quote as per the requirement given in BoQ ie. Protection of 100 IP's

730	53	Cloud Service for security best practices checks	Auto Evaluate security rules/checks and other events	Please provide more details on this.		The CSP should have capabilities to evaluate the security checks and rules as per the requirement
731	38	Security and Firewall	CSP Native Managed/CSP Native Marketplace (with single billing console) Network Firewall	Please provide throughput required.		Please refer updated Clause 16.3.4 Table 25 and BoM
732	37	Security and Firewall	Managed service to protect Layer7 application attacks like SQL Injection Web Application Firewall 20 WAF Rules	Please provide total number of Application requires WAF services and Throughput of Each application (In MB) to be added in WAF		As per RFP
733	13.8.1	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Please specify Make and model of Object Storage FILE System and format of the files Size of the files.		i) Please Refer BoM ii) SEG D /SEG Y files varying from KB's to several GB's
734	13.8.7	Along with the Bid	Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage	Please update on plan to migrate the data? i.e Critical application data will be migrated first.		Refer table 10

735	12.22.3.	Termination for Convenience	<p>12.22.3. Termination for Convenience Purchaser, by 30 days' written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by the successful bidder would be paid by Purchaser.</p>	<p>Request for removal of the clause since the clause gives the right of Termination for Convenience to DGH which is unreasonable.</p> <p>Further, in case of such termination for convenience, how DGH will pay the dedicated costs, if any, incurred by Supplier? Provision to be made inline.</p>		As per RFP
736	General	Statutory auditor certificate	Submit Copy of Annual Reports along with statutory auditor certificate to this effect and other clauses.....	Request you to please consider CA Certificate as well in all Clauses were you have asked for statutory auditor certificate. (i.e.statutory auditor certificate/CA Certificate)		Refer relevant clause for updates.

737	6.2.1	Pre-Qualification Criteria (PQC)	<p>The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll.</p> <p>Documents required - Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource</p>	Request you to remove 6 Monthly salary slip of resources.		Refer updated clause 6.2.1, Table 5 of RFP.
738	13.6.	Secondary Data Center (Disaster Recovery or DR)	The Contractor shall support the application contractor for preparing business continuity plan	The proposed DR solution will have native and block level replication from the PR to the DR best possible solution has validate from the Application contractor for the Business Continuity plan.		Please Refer clause 13.6 for details
739	43	Managed Threat detection service	Threat detection service that continuously monitors for malicious activity and unauthorized behaviour	We will factor UBA with Qradar Suite, please confirm if this is good to go or mention detailed scope.		As Per RFP

PART-II

The following Amendments are hereby authorized against subject tender post Pre-Bid:

Sl no	Page No.	Section No.	Section Name	Statement as per RFP	Amended Clause
1.	12	1.2	Definition	New Addition Multiple availability zones	Multiple availability zones is defined as multiple data centres in same region, with independent power, cooling and networking infrastructure to insulate one zone from failure in other zone.
2.	34	6.2.1	Table 5: PQC (Requirements)	(3) The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)	(3) The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23) And The Bidder should have average annual cloud business of at least ₹ 10 Cr. from the Proposed Cloud*, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23) *Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP
3.	34	6.2.1	Table 5: PQC (Documents to be submitted)	(3) A Certificate issued by the Statutory Auditor should be submitted mentioning turnover from Proposed Cloud Business, along with copies of Audited financial statements for the FYs.	(3) A Certificate issued by the Statutory Auditor or a practicing Chartered Accountant (not necessarily a statutory auditor) with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, should be submitted mentioning turnover and turnover from Proposed Cloud Business, along with copies of Audited financial statements for the FYs.
4.	34	6.2.1		(4) A Certificate issued by the Statutory Auditor certifying the Annual Turnover and Net worth (Form PQ3).	(4) A Certificate issued by the Statutory Auditor or a Practising Chartered Accountant (not necessarily a statutory auditor) with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, certifying the Annual Turnover and Net worth (Form PQ3).

5.	34	6.2.1		The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.	The bidder should have positive Net worth for the preceding Audited Financial year (2022-23), reckoned from the last date of original bid submission.
6.	35	6.2.1		(9) Comply with the code of integrity as specified in the bidding document.	(9) The bidder should provide Undertaking(s) with respect to SI 9 (a),(b) & (d) along with Undertaking of no conflict of interest as per Template 5
7.	35	6.2.1		(11) Copy of work order along with completion certificate, issued by the client, must be submitted as documentary evidence	(11) (i) Client Certification# or (ii) Copy of contract/work order along with completion certificate, issued by the client, must be submitted as documentary evidence
8.	35	6.2.1		(12) Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	(12) Certified by Practising Company Secretary along with valid CSP certification copy and Resume.
9.	35		Note to table 5	New Addition	Note: # In case the Bidder claims inability to share the contract/work order on account of signing of confidentially with the client, Bidder shall (i) provide a duly notarized affidavit regarding the same, on non-judicial stamp paper of Rupees One Hundred Only (INR 100/-) duly signed on each page (ii) Client certification (mentioning the requisite details) as proof of experience along with Client Name/ Email Address/ Contact no. / Designation etc.
10.	37	6.2.2	Table 6: TQC (Criteria)	<p>(1) Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr • 3 Marks for each project with financial year collection of more than ₹ 4 Cr <p>A maximum of 3 projects may be submitted against these criteria.</p>	<p>(1) Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for 1 year, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> • 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr • 3 Marks for each project with financial year collection of more than ₹ 2 Cr <p>A maximum of 3 projects may be submitted against these criteria.</p>
11.	37	6.2.2		(1) Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract,	(1) Copy of following: (i) Client certificate#

			Table 6: TQC (Criteria)	mentioning the scope of work and (iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.	OR Completion certificate along with Work order/extract from the contract, mentioning the scope of work. AND (ii) A Certificate issued by the Statutory Auditor or a Practicing Chartered Accountant (not necessarily a statutory auditor) with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, confirming the Project wise yearly collection, to be submitted.
12.	37	6.2.2	Table 6: TQC (Criteria)	(2) Submit Copy of Annual Reports along with statutory auditor certificate to this effect	(2) Submit Copy of Annual Reports along with a certificate issued by the statutory auditor or a Practicing Chartered Accountant (not necessarily a statutory auditor) with membership number along with copies of Audited Balance Sheet and Profit & Loss Account.
13.	37	6.2.2	Table 6: TQC (Evaluation Criteria)	(2) Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks	(2) Average Annual Turnover of the bidder from the cloud business for last 3 financial Years: More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks More than ₹ 50 Cr. – 7 Marks
14.	38	6.2.2	Table 6: (TQC Criteria)	(4) Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • > 0.1 PB : 4 Marks	(4) Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the last 3 years reckoned from the last date of original bid submission For each completed Project of size • >= 1 PB : 12 Marks • >= 0.5 PB : 8 Marks • >= 0.1 PB : 4 Marks
15.	38	6.2.2	Table 6: TQC (Criteria)	(4) Copy of signed SOW for work completed and proof of size of the migrated data. OR, Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.	(4) Copy of Client certificate/ completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data. <u>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</u>

				<u>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</u>	
16.	38	6.2.2	Table 6: TQC (Criteria)	(6) A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.	(6) A Certificate issued by the Statutory Auditor or a Practicing Chartered Accountant (not necessarily a statutory auditor) with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, mentioning year wise Income from proposed Cloud Services Business.
17.	41	Note to Table 6		New Addition	Note: (b) # In case the Bidder claims inability to share the contract/work order on account of signing of confidentially with the client, Bidder shall (i) provide a duly notarized affidavit regarding the same, on non-judicial stamp paper of Rupees One Hundred Only (INR 100/-) duly signed on each page (ii) Client certification (mentioning the requisite details) as proof of experience along with Client Name/ Email Address/ Contact no. / designation etc.
18.	41	6.2.2		*Use Cases: The bidder's resource personnel shall demonstrate the following use cases at the time of the presentation a part of the technical bid. The bidder should also submit the following as a part of the technical bid.	*Use Cases: The bidder's resource personnel shall demonstrate the following use cases at the time of the presentation as part of the technical bid
19.	42	6.2.2	Demonstration Points	UC-5 (ii) Demonstrate the ability of the platform to automatically build, test, distribute, deploy and monitor iOS, Android, Windows and macOS apps—all in one place	---Clause Deleted---
20.	48	7.6	Table 7: (SLA)	(1) New addition in Penalty Column	(1) Note: Only For the purpose of archival storage, the SLA percentages under Sr. No. 1, shall stand reduced by 0.5. (Penalty % shall however remain the same)
21.	68	12.16	Equipment's/ Licenses Ownership	(1) The Purchaser shall own the software, licenses, processes, Documents, etc., supplied by the Bidder arising out of or in connection with this Contract	(1) The Purchaser shall own the software licenses, processes, Documents supplied by the Bidder during this Contract period

22.	83	13.4.2	Initial Mobilization	<p>The Contractor shall mobilize its personnel, comprising as a minimum the Project coordinator, Cloud Architect, DevOps Engineer, System Admin Engineer, during the kick-off meeting with the application services provider and purchaser.</p>	<p>The purchaser shall issue a Go-Ahead letter to the contractor, specifying therein the specific date of Go-Ahead. The contractor shall within a maximum period of 15 days, from the said date, complete the Account Set up, Infra Readiness and Workload assessment and migration readiness to the CSP Cloud Infra.</p> <p>The Go-Ahead letter would also indicate the date of the joint kick-off meeting with the application services provider and purchaser. The Contractor shall mobilize its personnel, comprising as a minimum the Project coordinator, Cloud Architect, DevOps Engineer, System Admin Engineer, during the kick-off meeting. The kick-off meeting shall be for three-days. Any specific issues which are needed to be discussed during the meeting should submitted to purchaser, well in advance of the kick-off meeting, so that the same can also be communicated to the Application service provider (if required).</p>
23.	86	13.4.5	Service Under Raw/Pre-Stack Data Migration	<p>(1) All these data will be stored in cloud's low-cost archival storage, where data files are accessed less frequently, and retrieval time should be within hours. The bidder will be responsible and accountable for the migration of this data to cloud. The application service provider will provide all necessary guidance to the bidder of this RFP for ensuring that these data are copied in a structured manner/folder wise and properly indexed in cloud storage, during the migration process.</p>	<p>(1) All these data will be stored in cloud's low-cost archival storage, where data files are accessed less frequently, and retrieval time should be within 48 hours. The bidder will be responsible and accountable for the migration of this data to cloud. The application service provider will provide all necessary guidance to the bidder of this RFP for ensuring that these data are copied in a structured manner/folder wise and properly indexed in cloud storage, during the migration process.</p>
24.	86	13.4.5	Service Under Raw/Pre-Stack Data Migration	<p>(7) The bidder shall be responsible for secure data transfer and arrange the necessary requirements such as secured internet connection, secured devices etc. All devices should be certified by Cert-in/STQC empanelled certifying agency and the contractor should submit VAPT/TPM (Tested Platform Module) certificate.</p>	<p>(7) The bidder shall be responsible for secure data transfer and arranging the necessary requirements such as secured internet connection, secured devices etc. All devices should be certified by Cert-in/STQC empanelled certifying agency and the contractor should submit VAPT/TPM (Tested Platform Module) certificate</p> <p>OR</p> <p>Devices or services from MeitY empanelled CSPs which can offer secured Data Transfer services designed for highly regulated industries with support for Trusted Platform Module (TPM) and adhering to compliances like HIPPA, IRAP, FedRamp, ISO 27001, ISO 27017, ISO 27018, and SOC 1, 2 &</p>

					3 are also acceptable, Bidder must submit the certificate at the time implementation
25.	110	16.2.3	Table 14: Financial Information of the Bidder	Note: Enclose supporting documents of your claim as per requirement of this RFP For e.g. Copy of audited financial statements or declaration from the appointed statutory auditor to be provided as proof of the financial turnover.	Note: Enclose supporting documents of your claim as per requirement of this RFP For e.g. Copy of audited financial statements along with declaration from the appointed statutory auditor/ Practising Chartered Accountant (not necessarily a statutory auditor) with membership number, to be provided as proof of the financial turnover and Net worth.
26.	110	16.2.3	Table 14: Financial Information of the Bidder	[Signature] [Name] [Designation] Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company) Seal/Stamp <<Certificate by Statutory Auditor of the Bidder>>	[Signature] [Name] [Designation] Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company) Seal/Stamp <<Certificate by Statutory Auditor of the Bidder / Practising Chartered Accountant (not necessarily a statutory auditor) with membership number >>
27.	111	16.2.4	Table 15: PQ	(5) Audited Balance Sheet and Profit & Loss Account, PQ criteria (Section 6.2.1, Table- 5, SI 3.0)	(5) Certificate issued by the Statutory Auditor/ <i>Practising Chartered Accountant (not necessarily a statutory auditor)</i> with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, certifying turnover and turnover from Proposed Cloud Business, PQ criteria (Section 6.2.1, Table- 5, SI 3.0)
28.	111	16.2.4	Document Checklist	(6) Certificate (Form PQ3) issued by a practicing Chartered/Cost Accountant Firm, with membership number certifying the Net Worth, Annual Turnover, PQ criteria (Section 6.2.1, Table- 5, SI 4.0)	(6) Certificate (Form PQ3) issued by the Statutory Auditor/a practicing Chartered Accountant (<i>not necessarily a statutory auditor</i>), with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, certifying the Net Worth and, Annual Turnover, PQ criteria (Section 6.2.1, Table- 5, SI 4.0)
29.	111	16.2.4	Table 15: PQ Document Checklist	(9) URL of the public portal showing the rates for the available cloud services (Section 6.2.1, Table- 5, SI 7.0)	(9) URL of the webpage under the domain of the proposed CSP public portal showing the rates for the available cloud services (Section 6.2.1, Table- 5, SI 7.0)
30.	111	16.2.4	Table 15: PQ Document Checklist	(12) URL of the public portal showing list of available cloud services (Section 6.2.1, Table- 5, SI 10.0)	(12) URL of the proposed CSP public portal showing list of available cloud services (Section 6.2.1, Table- 5, SI 10.0)

31.	112	16.2.4		(15) URL of the public portal showing availability of GPU based machines as one of the publicly listed services (Section 6.2.1, Table- 5, SI 13.0)	(15) URL of the proposed CSP public portal showing availability of GPU based machines as one of the publicly listed services (Section 6.2.1, Table- 5, SI 13.0)
32.	112	16.2.4		(16) Any other document as required under this RFP	(16) URL of the proposed CSP public portal showing availability of native AI/ML services
33.	112	16.2.4		(17) ---- (Blank)	(17) Filled in Form TQ4: Services Compliance by CSP in proposed CSP's letter head
34.	114	16.3.2	(Heading) Table 19: Responsibility Matrix	(Heading) Application	(Heading) Application Vendor
35.	114	16.3.2		(Heading) MSP/CSP	(Heading) Bidder (MSP/CSP)
36.	118	16.3.4	16.3.4 Form TQ4: Services Compliance by CSP	(1) We shall be responsible for ensuring 99.5 % availability of cloud services.	(1) We shall be responsible for ensuring 99.5 % availability of <<CSP Name>> services except for archival storage for which the availability shall be 99%
37.	118	16.3.4	16.3.4 Form TQ4: Services Compliance by CSP	(6) We confirm that we shall provide all necessary assistance and technical support to _____ (Name of the Bidder) during the entire duration of the project. Our Technical team comprising of Technical Solution Architect and Account Manager shall provide all requisite support to purchaser during the tenancy of this contract.	(6) We confirm that we shall provide all necessary assistance and technical support to _____ (Name of the Bidder) during the entire duration of the project. Our Technical team comprising of Technical Solution Architect and Account Manager shall provide all requisite support (such as- review of solution design, architecture review, helping in optimizing costs, scalability, operation excellence, high-performance, security recommendations, sustainability etc.) to purchaser during the tenancy of this contract.
38.	119	16.3.4	16.3.4 Form TQ4: Services Compliance by CSP	(16) CSP platform should be listed in the Open Group OSDU™ Forum as on the bid submission date. Link for proof of the same should be provided)	Table 21, (16) Clause Deleted
39.	121	16.3.4		(6) The CSP should have a native service to provision, manage, and deploy Secure Sockets Layer/Transport Layer Security (SSL/TLS) certificates.	(6) The CSP should have a native service to manage and deploy Secure Sockets Layer /Transport Layer Security (SSL/TLS) certificates.

40.	121	16.3.4	Table 22: CSP Security Services Compliance	(6) The native service should support both public and private certificates.	Clause Deleted
41.	121	16.3.4	Table 22: CSP Security Services Compliance	(6) The native service should have capabilities to take care of certificate renewals.	Clause Deleted
42.	124	16.3.4	Table 23: CSP Storage Services Compliance	(3) Highly Available and durable storage that store limitless amounts of data in its native format for archival perspective and support an availability of >= 99.9%. The Overall durability of data in this storage class should be minimum 99.99999999%	(3) Highly Available and durable storage that store limitless amounts of data in its native format for archival perspective and support an availability of >= 99.0%. The Overall durability of data in this storage class should be minimum 99.99999999%
43.	126	16.3.4	Table 24: CSP CDN Services Compliance	(23) Should be capable for handling HTTPS2 and HTTPS3	(23) Should be capable for handling HTTPS2/HTTPS3
44.	127 & 142	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(11), (12), (13) VDI/VDR Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU with 16 GiB GPU Memory	(11), (12), (13) Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU or higher with 16 GiB GPU Memory
45.	127 & 143	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(14) Provides Serverless, event-driven compute service that lets you run code without provisioning or managing servers. - 1GB RAM , 1 vCPU and 3 seconds of execution time per Request	(14) Provides Serverless, event-driven compute service that lets you run code without provisioning or managing servers. - 1GB RAM and 3 seconds of execution time per million.

46.	127 & 143	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(17) Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU/hour and 4GB Memory/Hour	(17) Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking. Operating system -Linux, Pod Configuration: 2 vCPU and 4GB Memory.
47.	128 & 145	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(20) Managed File Storage	(20) Managed File Storage Prescribed volumes size are without compression & deduplications. Shared File Storage with No compression & deduplication to be considered, 100% hot/frequently access file storage consideration for pricing calculation.
48.	129 & 146	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(23) Data Transfer out from cloud over dedicated link	(23) Data Transfer out from cloud at a min speed of 2.5 Gbps through dedicated link of purchaser.
49.	129 & 146	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(24) Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node	(24) Managed PostgreSQL as a service Postgres version: 14 or above - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup without impacting IO activities on primary node.

				-Should support multi-zone HA and horizontal scaling by adding/ removing read replicas	-Should support multi-zone HA and horizontal scaling by adding/ removing read replicas
50.	129 & 146	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(24) 8 vCPU 64 GB RAM SSD Storage	(24) 8 vCPU 64 GB RAM 200 GB SSD Storage
51.	129 & 147	16.3.4 & 16.4.2		(25) Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support multi-zone HA and horizontal scaling by adding/removing read replicas	(25) Managed MYSQL as a service - Should support storage autoscaling without reboot. - Should support horizontal scaling by adding/removing read replicas - Non burstable production grade x86 based Processor - Should have ability to create on-demand/manual backup/snapshots - Should support automatic backup without impacting IO activities on primary node. -Should support multi-zone HA and horizontal scaling by adding/removing read replicas
52.	129 & 147	16.3.4 & 16.4.2		(25) 8 vCPU 64 GB RAM	(25) 8 vCPU 64 GB RAM 200 GB SSD Storage
53.	130 & 148	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(26) CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service	(26) CSP Native Managed Non-Relational Database as a Service with Public URL link in support of the service being offered

54.	130 & 148	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(26) 8 vCPU 32 GB RAM 160 GB SSD	(26) 8 vCPU 64 GB RAM 200 GB SSD
55.	131 & 149	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(28) Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month	(28) Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month Or 100 GB Data processing (in GB) per hour
56.	131 & 150	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(30) Minimum 16vCPU, 96 GB RAM Per Instance	(30) Minimum 16vCPU, 96 GB RAM Per Instance or higher
57.	131 & 150	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(32) Should provide an Application Gateway as a layer 7 load balancer which supports SSL termination, cookie-based session affinity and round robin for load-balancing traffic with data processed upto 1TB/month and 1MN requests/month. It should support Zone Redundancy and Autoscaling	(32) Should provide an Application Gateway as a layer 7 load balancer which supports SSL termination, cookie-based session affinity and round robin for load-balancing traffic with data processed upto 1TB/month or 1MN requests/month. It should support Zone Redundancy and Autoscaling

58.	132 & 151	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(35) Ability to provide high availability and load balancing - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed self-serve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services. - Should be able to provide availability of HSM within 1 hour, in case of any failure of HSM unit.	(35) Ability to provide high availability and load balancing - Capability to monitor access, health and troubleshooting and diagnostic information. - Cloud managed self-serve provisioning HSM unit. - Proposed HSM should be a managed service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services. - The HSM should be configured in high availability configuration with automatic failover.
59.	133 & 153	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(38) CSP Native Managed/CSP Native Marketplace (with single billing console) Network Firewall	(38) CSP Native Managed Network Firewall
60.	133 & 153	16.3. 4 & 16.4. 2	Table 25: Service Configurati on offered by CSP (Descriptio n) and Indicative BOM	(38) Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic or Equivalent	(38) Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process 50 Terabyte of traffic or 50 TB data processed per month with minimum support of 5Gbps throughput Billing shall be on actual amount of data processed

61.	135 & 156	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(50), (51) Capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources, as well as software within managed instances. Capability to quickly highlight noncompliant resources and take appropriate actions.	(50), (51) Solution to provide capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the configurations of cloud resources.
62.	135, 136 & 157	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(55) & (56) Storage for post-stack Data	(55) & (56) Storage for post-stack Data (with 99.9% availability)
63.	135 & 157	16.3.4 & 16.4.2		(55) Frequently access storage in the primary DC for post stack data. This data will be continuously and natively replicated in the secondary DC/DR site (MeitY empanelled DC in separate seismic zone)	(55) Frequently access storage in the primary DC for post stack data. (DC & DR as per MeitY Guidelines (i.e., 100km apart))
64.	136 & 157	16.3.4 & 16.4.2		(56) Frequently access storage in the secondary DC ((MeitY empanelled DC in separate seismic zone from primary DC) for post stack data.	(56) Frequently access storage in the secondary DC (DC & DR as per MeitY Guidelines (i.e., 100km apart) for post stack data.
65.	136 & 158	16.3.4 & 16.4.2		(57) to (60) Storage for pre-stack/ raw data	(57) to (60) Storage for pre-stack/ raw data (with 99.0% availability and durability with 99.99999999%)
66.	136 & 158	16.3.4 & 16.4.2		(57) Managed cold infrequently access/ archive storage in the primary DC for pre-stack data.	(57) Managed cold infrequently access/ archive storage (with retrieval within maximum period of 48 hours) in the primary DC for pre-stack data.

67.	136 & 158	16.3.4 & 16.4.2	Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	(58) Managed cold infrequently access/ archive storage in the secondary DC ((MeitY empanelled DC in separate seismic zones from primary DC) for pre-stack data	(58) Managed cold infrequently access/ archive storage (with retrieval within maximum period of 48 hours) in the secondary DC (DC & DR as per MeitY Guidelines i.e., 100km apart) for pre-stack data
68.	137 & 159	16.3.4 & 16.4.2	Note of Table 25: Service Configuration offered by CSP (Description) and Indicative BOM	New Addition	Note: (b) All Cloud services are CSP Native Services. (c) We certify, that in case of any misinformation, our bid will be liable for cancellation/rejection. Also, Technical catalogue/URL are provided which substantiate the above infrastructure and services.

Note:

(a) Modifications made in Table 25 (Services configuration offered by the CSP) are also applicable for the indicative Bill of Material.

Sl no	Page No.	Section No.	Section Name	Statement as per RFP	Amended Clause
69		12.14	Intellectual Property Rights	Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract.....	Clause 12.14 (4): Except Intellectual Property Rights of the Bidder and its licensors, Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract.....
70	69 & 70	12.18	Confidentiality	Clause 12.8. (1) The Bidder shall not use Confidential Information, the name, or the logo of the Purchaser except for the purposes of providing the Service as specified under this..... (2)	Clause from 12.18.1 to 12.18.5 to be read as under: (1) Both Parties understand that each may have developed or accumulated special techniques and proprietary information which may be employed to benefit the other Party under this Agreement. Unless stated elsewhere in this Agreement, both Parties agree that the Technical

				<p>(3)..... (4) (5)The Bidder shall be held responsible for any breach of the NDA by its antecedents or delegates, <u>Section 16.1.3, Template 3 : (Non-Disclosure Agreement (NDA))</u>.</p>	<p>Information revealed by a Party under this Agreement is confidential and proprietary to the Party disclosing such information ("Disclosing Party") and shall not be disclosed by the other Party to any third party, or used for any purpose other than the Purpose, during the term of this Agreement without the Disclosing Party's prior written consent, unless such information:</p> <p>a. which is or thereafter becomes, through no fault of the Receiving Party, part of the public domain by publication or otherwise, or b. which the Receiving Party can prove was received by it from a third party as a matter of right and which no longer has any current restriction on disclosure, or c. which the Receiving Party can prove was developed by its agents or employees who did not have access or recourse to the Disclosing Party's technical information.</p> <p>(2) Confidential Information disclosed under this Agreement shall not be deemed to be within the foregoing exceptions merely because such information is embraced by more general information in the public domain or in the possession of the Receiving Party. Neither will a combination of features be deemed within the foregoing exceptions merely because individual features are in the public domain or in Receiving Party's possession, unless the combination itself is in the public domain or in Receiving Party's possession.</p>
SI no.	Page No.	Section No.	Section Name	Clause as per RFP	Amended Clause
71	33	6.2.1	4. Local Content	Only Class-I and Class-II Local suppliers as per MII (Preference to Make in India), Order 2017 issued by DPIIT, as amended from time to time and its subsequent orders/Notifications issued by concerned Nodal Ministry for specific	Only Class-I and Class-II Local suppliers as per Purchase Preference (Preference to Make in India), Order 2017 issued by DPIIT, as amended from time to time and its subsequent orders/ Notifications issued by concerned Nodal Ministry for specific services, if any, will be eligible to bid.

			<p>goods/products, if any, will be eligible to bid. In this regard, the authorized signatory of bidder shall submit an undertaking (from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies)) giving the percentage of local content, along with the bid and such undertaking shall become part of the contract.</p>	<p>Whether or not the bidders want to avail Purchase preference benefits under Preference to Make in India), Order 2017, against this tender the following must be submitted by the bidder at the bidding stage:</p> <p>(a) The Bidder shall submit an undertaking from the authorised signatory of the bidder along with the bid, stating that the bidder meets the mandatory minimum Local Content requirement and such undertaking shall become a part of the contract, if awarded [Format enclosed as]</p> <p>(b) The aforesaid undertaking of the bidder shall also be supported by a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of bidders other than companies) giving the percentage of local content. [Format enclosed as]</p>
72	4	GeM bid	<p>3. Purchase Preference (Centre)</p> <p>Preference to Make In India products (For bids less than 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the</p>	<p>Stands deleted</p>

			<p>bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.</p>	
73	GeM bid	5. Buyer Added Bid Specific ATC	<p>In case a bidder is eligible to seek benefits under Public Procurement (Preference to Make in India), Order 2017 as well as Public Procurement Policy for MSEs – Order 2012, then the bidders should categorically seek benefits against only one of the two policies.</p>	<p>The bidders should categorically confirm their eligibility for seeking purchase preference benefits under:</p> <ul style="list-style-type: none"> (i) Public Procurement Policy for Micro and Small Enterprises Order, 2012 OR (ii) Public Procurement (Preference to Make in India) Order, 2017 OR (iii) both (i) & (ii) above, <p>along with supporting documents at the time of bidding.</p> <p>Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017:</p> <p>The applicability of PPP-MSE Order and PPP-MII Order in various scenarios, involving simultaneous purchase preference to MSEs and Class-I local suppliers under PPP-</p>

					MSE Order and PPP-MII Order respectively, shall be governed as per provisions of DoE O.M. No. F.1/4/2021-PPD dated 18.05.2023 including subsequent amendments (if any)
74				New Clause	In case of any contradiction between the conditions stipulated in the document titled “Request for Proposal” (uploaded under Scope of Work), “General Terms and Conditions” and “Service Level Agreement” of this bid, the conditions specified in document titled “Request for Proposal” (uploaded under Scope of Work), shall supersede the conditions stipulated in “General Terms and Conditions/Service Level Agreement”.
75	1	NIT; GeM	Bid Validity	120 Days	180 Days
76	5	RFP;	Index	6.1.1. Stage 1: Pre-Qualification & Technical Evaluation 6.1.2. Stage 2: Commercial Evaluation	6.1.1. Pre-Qualification & Technical Evaluation 6.1.2. Commercial Evaluation
77	23	RFP;	5.4.2(6) .Submission of Proposals	Scanned copy to be uploaded on GeM portal (for all 3 documents) and original documents to reach Purchaser before the last date of submission of the bid.	Scanned copy to be uploaded on GeM portal (for all 3 documents).
78	23	RFP	5.4.2. (7) Submission of Proposals	Scanned copy to be uploaded on GeM portal (for all 3 documents) and original documents to reach Purchaser before the last date of submission of the bid.	Scanned copy to be uploaded on GeM portal (for all 3 documents) .

Bidder are advised to read the entire bid document along with above amendments carefully before responding to RFP.

All other terms and conditions of the RFP shall remain unchanged.

Seal:

Designation.....

Name of Company.....

Contact Details & Address

UNDERTAKING FOR LOCAL CONTENT

(as per Clause No6.2.1)

(To be submitted on letter head of the statutory auditor engaged by the bidder or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of service providers other than companies))

TO,

Directorate General of Hydrocarbons (DGH)
OIDB Bhawan, Plot No 2, Sector 73,
Noida - 201301

Sub.: Undertaking for local content against Tender No: GEM/2024/B/4676396(Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform).

We _____ the statutory auditor (or as the case may be) of M/s. _____ (name of the bidder) hereby certify that M/s. _____ (name of the bidder) meet the mandatory Local Content requirements of the offered Services as per the “Public Procurement (Preference to Make in India) Policy”, quoted vide offer No. _____ dated _____ against GeM Bid No. _____ by M/s _____ (Name of the bidder).

The percentage of local content in the bid is _____%

Place of value addition is _____

For and on behalf of _____

Authorized signatory _____

Name of Statutory Auditor/Cost Auditor/Cost Accountant/Chartered Accountant:

Designation:

Seal:

Membership no.:

UDIN No: