

# Directorate General of Hydrocarbons

(Under Ministry of Petroleum & Natural Gas)

Government of India (GoI)

## 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, OI DB Bhawan, Sector 73, Noida, Uttar Pradesh 201301 .**

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***PART -I: Latest RFP Documents***

**Directorate General of Hydrocarbons**

(Under Ministry of Petroleum & Natural Gas)

Government of India (GoI)

**Request for Proposal**

**For**

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

(RFP Version 2.0)

**Tender No: GEM/2024/B/4676396**

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

## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

### **DISCLAIMER**

The information contained in this Request for Proposal (RFP) document is being provided to interested bidders on the terms and conditions set out in this Tender. The purpose of this Tender Document (hereinafter called RFP: Request for Proposal) is to provide interested parties with information that may be useful to them in making their pre-qualification, Technical and financial offers pursuant to this RFP.

This RFP includes statements, which reflect various assumptions and assessments arrived at by the DGH in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the DGH, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in the RFP may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which may depend upon the interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The DGH accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on law expressed herein. The DGH, its employees and advisors, make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution for unjust enrichment or otherwise for any loss, damages, costs or expenses which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP Document or arising in any way for participation in this Bid Process. The DGH also accepts 'no liability' of any nature, whether resulting from negligence or otherwise whatsoever caused, arising from the reliance of any Bidder upon the statements contained in this RFP.

The DGH may, at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that the DGH is bound to select or appoint

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a Bidder for the Project and the DGH reserves the right to reject all or any of the Bidder or Bids without assigning any reason whatsoever.

The Bidders shall bear all costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the DGH, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the DGH shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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# RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

## 1. Abbreviations & Definitions

### 1.1. Abbreviations

For the purpose of this RFP, the following table gives the terminologies used and the reference to/ definition of these terminologies.

| Sl  | Terminology       | Reference to/Definition                                 |
|-----|-------------------|---|
| 1.  | <b>BOM</b>        | Bill of Material  |
| 2.  | <b>BC</b>         | Business Continuity                                     |
| 3.  | <b>BOQ</b>        | Bill of Quantity same as BOM                            |
| 4.  | <b>Cr.</b>        | Crores  |
| 5.  | <b>DC</b>         | Data Centre   |
| 6.  | <b>DGH</b>        | Directorate General of Hydrocarbons                     |
| 7.  | <b>DIC</b>        | Digital India Corporation                               |
| 8.  | <b>DR</b>         | Disaster Recovery                                       |
| 9.  | <b>DSC</b>        | Digital Signature Certificates                          |
| 10. | <b>EMD</b>        | Earnest Money Deposit                                   |
| 11. | <b>E&amp;P</b>    | Exploration and Production                              |
| 12. | <b>FAT</b>        | Final Acceptance Test                                   |
| 13. | <b>GoI</b>        | Government of India                                     |
| 14. | <b>GST</b>        | Goods and Service Tax                                   |
| 15. | <b>HoD</b>        | Head of Department                                      |
| 16. | <b>HQ</b>         | Head Quarters   |
| 17. | <b>HW</b>         | Hardware  |
| 18. | <b>INR</b>        | Indian Rupee  |
| 19. | <b>ISP</b>        | Internet Service Provider                               |
| 20. | <b>ISO</b>        | International Organization for Standardization          |
| 21. | <b>MeitY</b>      | Ministry of Electronics and Information Technology      |
| 22. | <b>MoP&amp;NG</b> | Ministry of Petroleum and Natural Gas                   |
| 23. | <b>NDR</b>        | National Data Repository for Upstream Oil & Gas Sector. |
| 24. | <b>NIC</b>        | National Informatics Centre                             |
| 25. | <b>NOC</b>        | National Oil Company                                    |
| 26. | <b>OEM</b>        | Original Equipment Manufacturer as defined in IFB       |
| 27. | <b>OIDB</b>       | Oil Industry Development Board                          |
| 28. | <b>OIL</b>        | Oil India Limited (NOC)                                 |

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|     |                |  |
|-----|----------------|--|
| 29. | <b>ONGC</b>    | Oil and Natural Gas Corporation Ltd. (NOC) |
| 30. | <b>O&amp;M</b> | Operations and Maintenance                 |
| 31. | <b>OPEX</b>    | Operational Expenditure                    |
| 32. | <b>OSDU</b>    | Open Sub surface Data Universe             |
| 33. | <b>PBG</b>     | Performance Bank Guarantee                 |
| 34. | <b>PDC</b>     | Primary Data Centre                        |
| 35. | <b>PSU</b>     | Public Sector Undertaking                  |
| 36. | <b>QA/QC</b>   | Quality Assurance / Quality Control        |
| 37. | <b>QOS</b>     | Quality of Services                        |
| 38. | <b>RFP</b>     | Request for Proposal                       |
| 39. | <b>RMS</b>     | Root Mean Square                           |
| 40. | <b>SDC</b>     | Secondary Data Centre                      |
| 41. | <b>SLA</b>     | Service Level Agreement                    |
| 42. | <b>SOW</b>     | Scope of Work                              |
| 43. | <b>SW</b>      | Software                                   |
| 44. | <b>TAC</b>     | Technical Assistance Centre                |
| 45. | <b>TCV</b>     | Total Contract Value                       |
| 46. | <b>TPA</b>     | Third Party Agency                         |
| 47. | <b>UI</b>      | User interface                             |

***Table 1: Abbreviations***

## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

### 1.2. Definitions

The definitions of various terms that have been used as part of this RFP are as follows:

1. **“Adverse Effect”** means material adverse effect on
  - (a) the ability of the selected bidder to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of this Agreement and/or
  - (b) the legal validity, binding nature, or enforceability of this Agreement.
2. **“Agreement”** means Master Services Agreement along with Service Level Agreement and Non-Disclosure Agreement.
3. **“Approval”** as it relates, means written approval of DGH.
4. **“Authorized Representative / Competent Authority”** shall mean any person authorized by either of the parties i.e., Bidder and Purchaser.
5. **“Bidder”** means a registered Company offering the solution(s), services and/or materials in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Successful Bidder, also called "Agency" or “Vendor” or “selected bidder”, on whom purchaser places Work Order for Delivery of services.
6. **“Certificate of Completion”** means certificate issued by DGH to the Bidder/Contractor stating that the jobs/works assigned has been successfully completed by the Bidder/Contractor as per scope of work covered in the contract document.
7. **“Contract”** shall mean the Work Order placed by purchaser on successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.
8. **“Contractor”**: The eligible Contractor that will build, populate and operate the NDR 2.0 at DGH, pursuant to this tender and the acceptance of eventual Contract.
9. **“Contract Duration”** shall have the same meaning as Contract Period
10. **“Control”** means, in relation to any business entity, the power of a person to secure.
  - (a) by means of the holding of shares or the possession of voting power in or in relation to that or any other business entity, or
  - (b) by virtue of any powers conferred by the articles of association or other document regulating that or any other business entity, that the affairs of the first mentioned business entity are conducted in accordance with that person’s wishes and in relation to a partnership, means the right to a share

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of more than one half of the assets, or of more than one half of the income,  
of the partnership

11. **CSP Native Market Place** means a centralized platform where cloud services from CSP market place are available for purchase by customers, with single point support & resolution from CSP, SLA compliance from CSP and single console billing from the CSP.
12. **"Date of Commencement of Work"** means the date on which the initial mobilisation is completed in all respects and Bidder/ Contractor is ready to commence Work as per the contract provision (Certified by the purchaser's representative).
13. **"Default Notice"** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
14. **"DGH Representative"** means representative from NDR, DGH.
15. **"DR Centre/Secondary Data Centre"** refers to the Disaster Recovery Centre for National Data Repository (NDR 2.0).
16. **"Existing National Data Repository (NDR 1.0)"** refers to the data management setup of M/s Halliburton which is currently functional at DGH.
17. **"E&P Data Repository"** shall mean a National or Corporate Data Repository for Exploration & Production data.
18. **"Financial Year (FY)"** period from 1st of April till 31st of March of subsequent year.
19. **"Initial Contract Period"** shall mean the Initial period for which the contract is awarded, excluding any optional extensions.
20. **"IT Services"** include Software (Mobile and Web) development, Testing, DevOps, NOC & SOC Operations, Infra, Application Monitoring and Helpdesk/ Support Services
21. **"Law"** shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order, or instruction having the force of law enacted or issued by the Central Government and/ or the State Government or regulatory authority or political subdivision of government agency.
22. **"LoI"** means Letter of Intent, which shall constitute the intention of the purchaser to place the Purchase/Work Order with the successful bidder.
23. **"Material Breach"** means a breach by the selected bidder of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure.
24. **"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.
25. **"National data repository (NDR)"** A National Hydrocarbon Exploration & Production data bank of a Country.

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26. **“New National Data Repository (NDR 2.0)”** refers to the new complete data management setup required as per Scope of Work of this Tender document.
27. **“NDR Participant”** shall mean: Operating Companies/agencies that subscribe to NDR (producing, as well as exploration companies) and other entities that DGH permits.
28. **“Operator”** means: Holder of E&P licenses pursuant to the award of a PEL, ML, or a nominated block, who is also responsible for all activities related to the license.
29. **“Parties”** means Purchaser and selected bidder for the purposes of this Agreement and “Party” shall be interpreted accordingly.
30. **“Proposal / Bid”** means the Pre-Qualification, Technical and Financial bids submitted for this project against this RFP.
31. **“Purchaser”** shall mean Directorate General of Hydrocarbons, on behalf of Directorate General of Hydrocarbons.
32. **“Purchaser Data”** means all proprietary data of DGH NDR, or its nominated agencies generated out of operations and transactions, documents all taxpayer’s data and related information including but not restricted to user data which the selected bidder obtains, possesses, or processes in the context of providing the Services to the users pursuant to this agreement.
33. **“RFP”** shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications issued by DGH in respect of the RFP.
34. **“Services”** means the services delivered to the Stakeholders of Purchaser or its nominated agencies, employees of Purchaser or its nominated agencies, and to professionals, using the tangible and intangible assets created, procured, installed, managed, and operated by the selected bidder including the tools of information and communications technology.
35. **“Selected/Successful Bidder”** means who is winning the bid post passing all evaluations criteria mentioned in the below RFP.
36. **“Site”** shall mean the location(s) for which the work has been allotted and where the services are to be delivered.
37. **“Specifications”** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.
38. **“Stakeholders”** means Purchaser or its nominated agencies, citizens, employees etc.
39. **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
40. Wherever applicable **BOM, SOR, BOQ, Schedule of Rates** or **Price Schedule** shall have the same meaning.

## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

### 2. Invitation to Bid

Directorate General of Hydrocarbons invites responses (“Proposals”/ “Bids”) to this Request for Proposal (“RFP”) from eligible Bidders for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform”.

Interested bidders are advised to study this RFP carefully before submitting their proposals in response to the RFP. Submission of a proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

Interested bidders may visit GeM portal at <https://gem.gov.in>, and <https://dghindia.gov.in>, <https://dic.gov.in> for RFP.

Any subsequent corrigendum/clarifications shall also be made available on URL. Proposals must be received not later than time and date mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.

Bidder shall be selected under procedures described in this RFP.

Bidders may send their pre-bid queries in the format and time as specified in this RFP.



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**3. Fact Sheet**

| S. No. | Key Information                            | Details  |
|--------|--|--|
| 1      | Assignment Title                           | Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform  |
| 2      | Purchaser                                  | DGH, MOPN&G  |
| 3      | Location                                   | NOIDA  |
| 4      | Term                                       | The Term of the Contract will be for 5 ½ years initially and may be extended by another 1 year based on the performance/requirement.   |
| 5      | Date of Publish                            | 23.02.2024   |
| 6      | Last Date of Submission of Pre-bid Queries | 08.03.2024   |
| 7      | Final submission                           | 29.07.2024 (Extended)  |
| 9      | Technical Presentation                     | To be informed later   |
| 10     | Opening of Financial Bids                  | To be informed later   |
| 11     | Address for Communication                  | Directorate General of Hydrocarbons (DGH)<br>Plot No. 2, Tower A, OI DB Bhawan, Sector 73,<br>Noida, Uttar Pradesh 201301<br>Phone: 0120-2472046/2022<br>e-mail –<br><a href="mailto:romit.prasad@dghindia.gov.in">romit.prasad@dghindia.gov.in</a> / <a href="mailto:hodmm@dghindia.gov.in">hodmm@dghindia.gov.in</a> |

#### 4. Project Background

##### 4.1. About DGH's National Data Repository

The Directorate General of Hydrocarbons (DGH) was established in 1993 under the administrative control of Ministry of Petroleum & Natural Gas through Government of India Resolution. Objectives of DGH are to promote sound management of the oil and natural gas resources having a balanced regard for environment, safety, technological and economic aspects of the petroleum activity.

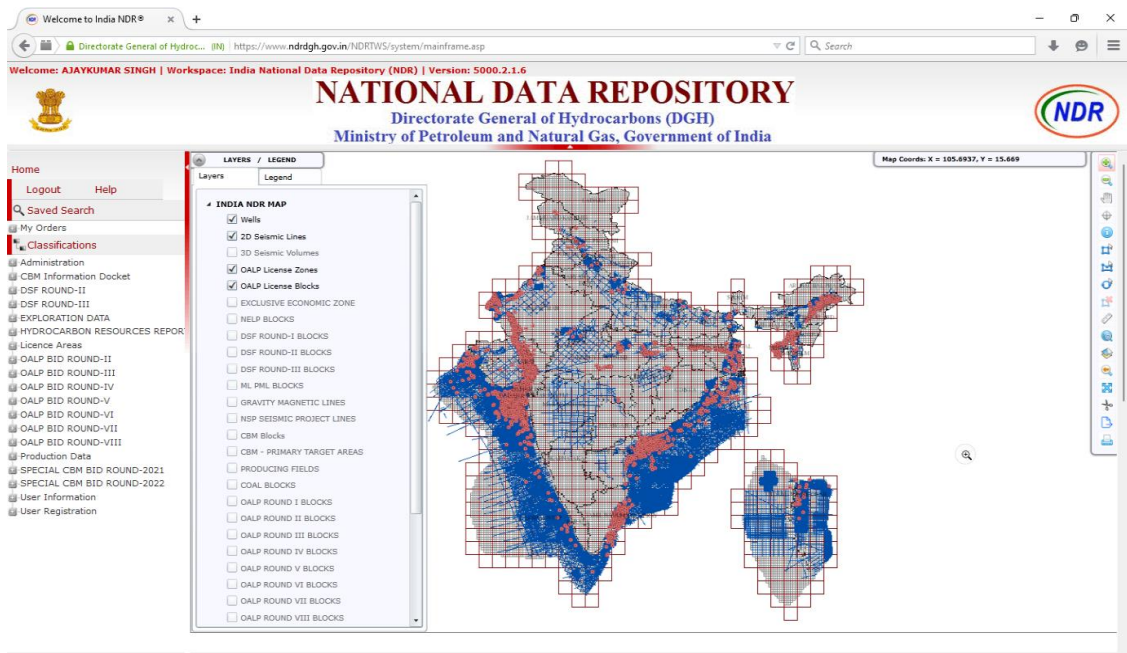
Out of the several responsibilities with which DGH has been entrusted with, the management of the National E&P data is one of them. E&P data, the ownership of which lies with the Government of India, is a national asset. As per the Petroleum and Natural Gas (Amendment) rules 2006, every E&P operator in India is obliged to provide free of cost all data earlier obtained or to be obtained as a result of petroleum operations in the country to the Central Govt. or its designated agency. The E&P data policy as issued by MoP&NG in 2017 further stipulates the framework for Data assimilation, disclosure, sharing, accessibility & Dissemination through National Data Repository (NDR). The policy has identified DGH as the agency for the submission of such data.

**NDR (National Data Repository) :** A huge volume of data acquired by Public & Private companies/operators and other agencies/contractors over more than several decades of E&P activities was hitherto lying scattered at different work centres of ONGC, OIL, and DGH or held by the respective operating companies. This necessitated creating at the national level an establishment capable of assimilating, preserving, and disseminating a vast amount of data that could be organized and regulated for use in future exploration & development activities, besides being of use for R&D by educational Institutions/Govt bodies. With this objective, Govt. of India by an order dated 28.02.2014 initiated the formation of the National Data Repository (NDR) under the aegis of the Directorate General of Hydrocarbons (DGH) in Noida.

The contract to setup the National Data Repository (NDR) was awarded in March 2014 and after initial setup and data loading, the NDR was formally launched to the public on 28th June 2017. Presently, the Primary Data Centre of the National Data Repository is operational from 5<sup>th</sup> Floor, OIIB Building, Sector – 73, NOIDA, Uttar Pradesh- 201301, India with its Disaster Recovery Centre being located at STPI, Gothapatna, P.O Malipada, Bhubaneswar, Odisha, India. The NDR digital platform provides reliable exploration and production data with seamless access and online data management. It is a one-stop solution for all the E&P data requirements.

# RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

## Snapshots of Existing NDR 1.0 Portal



Snapshots of Existing NDR 1.0 Website

## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform



DGH has engaged Digital India Corporation (DIC) as the Project Management Consultant (PMC) for the “Upgradation of National Data Repository of DGH on Cloud Platform.”

(Digital India Corporation is a not-for-profit Company set up by Ministry of Electronics and Information Technology (MeitY), Govt. of India, under Section 8 of Companies Act 2013.

Digital India Corporation (DIC) leads and guides in realizing the vision, objectives, and goals of the Digital India program. It provides the strategic support to Ministries/Departments of Centre/States for carrying forward the mission of Digital India by way of Capacity Building for e-Governance projects, promoting best practices, encouraging Public-Private Partnerships (PPP), nurturing innovation and technology in various domains. To ensure autonomy and viability of the organisation in the long run, DIC, will also collaborate and

## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

mobilise partnerships with the industry, to evolve revenue-based models for service delivery.

To undertake these functions, Digital India Corporation will attract talent and resources both from government and market. The judicious mix of talent will ensure that Government is equipped with a broad spectrum of resources for successful design of Digital India related projects.

The division has created a niche for itself in taking the technologies from lab to land and “IT for Masses”. The division has strength and 16+ years of experience in understanding the needs of the field, conceptualization, project formation, development & deployment of technologies / products & services. The division has demonstrated decent capabilities in identifying the potential of certain technologies reasonably early. The technologies, developed by the division, have received a lot of recognition as evident from numerous National & International awards it has received.)

## **4.2. Purpose of the Bid**

The existing National Data Repository (NDR 1.0) needs to be upgraded and hosted on a cloud platform. This Bid document is being floated for Hiring of Managed Service Provider (MSP) /empanelled Cloud service Providers (CSPs) of MeitY for providing the necessary Cloud IT infrastructure for hosting of NDR 2.0 applications on Cloud platform. Through this bid discount percentage will be discovered which will be applicable to all the cloud offerings from the CSP. It may be noted that, the selected bidder and the commercial discovered discount percentage may also be utilised for other workloads under the umbrella of purchaser, as per the requirements.

### **The broad reason regarding requirement of NDR 2.0 is:**

- (a) Existing contract is coming to end and the hardware and other infrastructure needs to be replaced.
- (b) Setting up of Virtual data Rooms for anytime/anywhere/any device access of NDR data to achieve larger global footprint.
- (c) Raw/Pre-Stack seismic data stored offline to be ingested through application for effective and contact less data delivery.
- (d) Majority of No-Go area opened for E&P activities, potentially generating large volume of E&P data.
- (e) Application stack needs improved features and better user experience to meet industry expectations and effectively powering E&P Bid Rounds.

## **5. Instructions to Bidders**

### **5.1. General**

1. The interested service providers have to submit the tender through GeM portal.
2. While every effort has been made to provide comprehensive and accurate information about requirements and specifications, selected bidders must form their own conclusions about the solution needed to meet the requirements specified in the RFP.
3. The requirements of the RFP shall prevail over any information in the Bid. However, all information supplied by the selected bidder will be treated as contractually binding on the bidder.
4. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Purchaser. Purchaser may cancel this bid process at any time prior to a formal written contract being executed by or on behalf of Purchaser.
5. This RFP document is non-transferable.
6. The RFP should not be used to market the bidder's product or services.

## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

7. This RFP supersedes and replaces any previous public documentation & communications and Bidders should place no reliance on such communications.

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### 5.2. Compliant Proposals / Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
2. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - (a) Include all documentation specified in this RFP.
  - (b) Follow the format of this RFP and respond to each element in the order as set out in this RFP.
  - (c) Comply with all requirements as set out within this RFP.

### 5.3. Pre-Bid Queries & Clarifications

#### 5.3.1. Pre-bid queries

1. The purchaser will entertain the pre-bid queries from the prospective bidder in the format attached at **Section 16.1.1 (Template 1: Format for Pre-Bid Query submission)**
2. The Bidders to submit their pre-bid queries so as to reach the email ID of the purchaser [romit.prasad@dghindia.gov.in/hodmm@dghindia.gov.in](mailto:romit.prasad@dghindia.gov.in/hodmm@dghindia.gov.in) on or before the Date & time as mentioned in **Fact Sheet, Section 3** of this document.
3. Any requests for clarifications after the in indicated date and time may not be entertained by the purchaser.
4. The queries should necessarily be submitted in the format mentioned in **Section 16.1.1 (Template 1: Format for Pre-Bid Query submission)**
5. The bidder may also contact at Directorate General of Hydrocarbons (DGH) Plot No. 2, Tower A, OIBD Bhawan, Sector 73, Noida, Uttar Pradesh 201301 and Phone: 0120-2472046/2022.

#### 5.3.2. Responses to Pre-Bid Queries

1. The purchaser will endeavour to provide a timely response to all queries. However, purchaser makes NO representation or warranty as to the completeness or accuracy of any response; nor does purchaser undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be published on the GeM portal and DGH/DIC Portal.



## RFP for Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform

2. At any time prior to the last date for receipt of bids, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
3. The Corrigendum (if any) and clarifications to the queries from all bidders will be posted on the GeM portal and DGH/DIC Portal.
4. Any such corrigendum shall be deemed to be incorporated into this RFP.
5. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the purchaser may, at its discretion, extend the last date for the receipt of Proposals.

### **5.4. Key Requirements of the Bid**

#### **5.4.1. Right to Terminate the Process**

1. The Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by the purchaser. The bidder's participation in this process may or may not result in the purchaser selecting the bidder to engage towards execution of the contract.

#### **5.4.2. Submission of Proposals**

1. A Two bid system will be followed for this RFP for arriving at the L-1 bidder. The Two bids to be submitted by bidders on GeM portal are:
  - (a) Pre-Qualification (PQ) & Technical Bid and
  - (b) Financial Bid
2. The bid response of the Bidder is to be submitted and uploaded on GeM Portal against this RFP.
3. The bids are to be submitted electronically on GeM portal on or before the last date of proposal submission. Bids received in any other form will NOT be accepted and may lead to rejection of the bid.
4. This RFP process will be administered through the GeM portal. The bidders are required to submit soft copies of their bids electronically on the GeM portal. The bidders are required to enrol on the GeM portal.
5. The Bidder should consider any Corrigendum to this RFP document that may have been published before submitting their Proposals.
6. The Proposal is to be submitted on GeM portal as mentioned below-



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| Sl. | Bid covers  | Bid submission  |
|-----|---|---|
| 1   | Documents Required- <ul style="list-style-type: none"> <li>• Bid Security Declaration (<b>Section 16.1.4</b>)</li> <li>• Power of Attorney</li> <li>• Integrity Pact</li> </ul> | Scanned copy to be uploaded on GeM portal (for all 3 documents) |
| 2   | Pre-qualification (PQ) & Technical bid  | To be uploaded on GeM portal                                    |
| 3   | Financial bid including breakup as per the price schedule   | To be uploaded on GeM portal                                    |

**Table 2: Proposal Sections**

7. The contents of the bids should be as under-

| Sl. | Document Name  | Contents   | Submission on GeM Portal |
|-----|--|--|--------------------------|
| 1   | Bid Security Declaration, Power of Attorney and Integrity Pact | Scanned copy to be uploaded on GeM portal (for all 3 documents)  | Yes                      |
| 2   | Pre-qualification (PQ) & Technical bid                         | <ul style="list-style-type: none"> <li>a) Covering Letter, <b>Section 16.4.1: Form CP1</b></li> <li>b) Pre-Qualification Proposal as per <b>Section 6.2.1: Pre-Qualification Criteria</b> along with the required supporting documents/forms specified at <b>Annexure II: Pre-Qualification Proposal Format.</b></li> <li>c) Technical Proposal as per <b>Section 6.2.2: Technical Evaluation Criteria</b> along with the required supporting documents/forms specified at <b>Annexure III (Technical Qualification Proposal Format).</b></li> <li>d) Services Compliance by CSP, <b>Section 16.3.4: TQ4</b></li> <li>e) Duly signed Commercial Proposal Format <b>Section 16.4.2 Form CP2: Indicative Bill of Material with all price fields left blank,</b></li> <li>f) Duly signed Commercial Proposal Format <b>Section 16.4.3 Form CP3: Commercial Proposal (Bill of Materials) with all discount fields and price fields left blank,</b></li> <li>g) Non-Disclosure Agreement (NDA), <b>Section 16.1.3: Template 3</b></li> <li>h) Undertaking (no conflict of interest),</li> </ul> | Yes                      |

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|   |               |  |     |
|---|---------------|--|-----|
|   |               | <p><b>Section 16.1.5: Template 5</b></p> <p>i) Undertaking by Bidder, <b>Section 16.1.8: Template 8</b></p> <p>j) Checklist of all documents submitted</p>   |     |
| 4 | Financial bid | <p>a) Duly filled and signed Commercial Proposal as per requirement along with supporting documents/forms specified at <b>Annexure IV: Commercial Proposal (CP) format</b></p> <p>b) Check list of all documents submitted</p> | Yes |

**Table 3: Bid Submission Format**

*Note:*

1. Please note that prices must not be indicated in the Pre-qualification & Technical bid and must only be mentioned in the Financial bid. If Bidder mentions the price in its Pre-qualification & Technical bid, then the bids of such bidders will be summarily rejected by Purchaser.
2. The Pre-qualification & Technical bid should be complete documents and should be in PDF documents. All the pages of the bid must be indexed properly as per the requirement in RFP and must contain the list of contents with page numbers. Bidders are required to submit all details as per the formats/template given in the RFP document only. Any deficiency in documentation may result in the rejection of the bid at the sole discretion of the Purchaser.
3. The Bidders are requested to go through the RFP document carefully to understand the documents required to be submitted and the process to be followed as a part of the Proposal. Any deviations may lead to rejection of the Proposal.
4. The Bidder should try to submit the proposal well before the last date to avoid any inconvenience at the last moment. The Bidder will not be allowed to submit the Proposal after the Bid submission time.
5. Each document submitted by the bidder such as Pre-qualification & Technical Proposal and Commercial proposals must be duly signed by the authorized signatory as per **Section 5.6 - Authorized Signatory and Authentication of Bids**

**5.5. Preparation and Submission of Proposal**

**5.5.1. Proposal Preparation Costs**

1. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/ presentations, preparation of proposal, in providing any additional

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information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

2. Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **5.5.2. Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, the bid will be summarily rejected.

### **5.5.3. Late Bids**

1. Bids received after the due date and the specified time, for any reason whatsoever, shall not be entertained.
2. The bids submitted by any other mode except GeM portal will not be accepted.
3. Purchaser shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
4. Purchaser reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

### **5.5.4. Bid Security/ Earnest Money Deposit**

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.

### **5.5.5. Bid Validity**

Bids must remain valid up to **180 (One Hundred & Eighty) days** from the last date of submission of the Bids. Purchaser may request the Bidder(s) for an extension of the period of validity of the bids which may suitably be extended post such requests.

### **5.6. Authorized Signatory and Authentication of Bids**

The “Authorized Signatory” shall mean the one who has signed the Bid document. The authorized signatory may be either the Principal Officer (Owner/MD/Director/Company Secretary) or the duly Authorized Representative of the Bidder, in which case the Bidder shall submit a power of attorney authorizing the person to be authorized signatory or a copy of board resolution. The power of

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attorneys/board resolution of the Bidder must be submitted along with the proposal.

### **5.7. Right to the Content of Proposal**

All bids and accompanying documentation of the bid proposal will become the property of Purchaser and will not be returned after opening of the bid proposals. Purchaser is not restricted in its rights to use or disclose any or all the information contained in the proposal and can do so without compensation to the bidders. Purchaser shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

### **5.8. Disqualification**

The Proposal is liable to be disqualified in, inter alia, any of the following cases or in case the Bidder fails to meet the bidding requirements as indicated in this RFP:

1. Bid not submitted in accordance with the terms, procedure and formats prescribed in this document or treated as non-conforming proposal.
2. During validity of the bid, or its extended period, if any, the Bidder increases its quoted price after the submission of the bid.
3. The Bidder's Proposal is conditional and has deviations from the terms and conditions of RFP.
4. The Proposal is received in an incomplete form.
5. The Proposal is received after the due date and time.
6. The Proposal is not accompanied by all the requisite documents and prescribed format.
7. The Proposal is submitted without the bid security declaration as per the format specified in the RFP.
8. The information submitted in the proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
9. The commercial proposal is enclosed within the technical or any other proposal or vice-versa.
10. It comes to Purchaser's knowledge, either expressly or implied, that some bidders may have colluded in any manner, whatsoever, or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by the purchaser.

## **5.9. Confidentiality**

Information relating to the examination, clarification and any other purpose of the RFP shall not be disclosed to any persons not officially concerned with such process until the process is over. Undue use of confidential information related to the process by any firm may result in rejection of its proposal.

## **5.10. Purchaser's right to accept/reject any or all proposals**

Purchaser reserves the right to accept or reject any proposal, and to annul the tendering process /Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to assign a reason thereof or inform the affected Bidder(s) of the grounds for Purchaser action.

## **5.11. Consortiums**

Consortiums are not allowed to participate in the bid.

## **6. Evaluation Process and Criteria**

### **6.1. Evaluation Process**

After the due date of bid submission, Purchaser shall open each of the bid proposals of bidders on GeM Portal. For the purpose of bid opening and proposal evaluation Purchaser may constitute an 'Evaluation Committee', which shall evaluate bidders' proposals and may recommend the final bidder for offering the contract. Various phases related to bid evaluation process are outlined as under:

#### **6.1.1. Pre-Qualification & Technical Evaluation**

1. Purchaser shall open all documents mentioned in **Section 6.2 (Evaluation Criteria)**. In case the Bidder does not meet any one of the applicable conditions, the bid will be disqualified.
2. The Pre-Qualification (PQ) proposal MUST contain all the documents mentioned in the RFP. Each of the applicable Pre- Qualification conditions mentioned in **Section 6.2.1 (Pre-Qualification Criteria)** is MANDATORY. In case the Bidder does not meet any one of the applicable conditions, the bid will be disqualified.
3. The bidder must submit the requisite documents, in the proper format, as listed in **Section 16.2.4 Form PQ4** for Pre-Qualification and **Section 16.3.4 Form TQ4** for Technical qualification.
4. Response to the Pre-Qualification Requirements shall be evaluated in accordance with the requirements specified in this RFP and **Section 6.2.1 (Pre-Qualification**

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- Criteria).** A checklist must be created with proper page-wise indexing of all supporting documents.
5. The bidder's technical proposal will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in **Section 6.2.2 (Technical Evaluation Criteria)**.
  6. Purchaser shall evaluate the technical proposals of the bidders to determine whether the technical proposals are substantially responsive. Bidder's Proposals that are not substantially responsive are liable to be disqualified by Purchaser.

### 6.1.2. Commercial Evaluation

1. The Financial Bids of only the qualified bidders (qualified in Pre- Qualification & Technical evaluation) will be opened.
2. The bidder can bid for only 1 (one) Cloud Service Provider (CSP).
3. If a Bidder quotes NIL charges / consideration for the bid, the bid shall be treated as unresponsive and will not be considered.
4. Any conditional bid would be rejected.
5. Only bids as per **Section 16.4 Commercial Proposal Format** will be considered for the commercial evaluation. Quantities (Estimated Units) and items/services as mentioned are primarily for the purpose of financial evaluation of the bids. There is no commitment from Purchaser regarding the minimum guaranteed quantity or that the items/services will be utilized.
6. Bids not as per **Section 16.4 Commercial Proposal Format** will be rejected.
7. The bid price shall include all taxes, duties and levies and shall be in Indian Rupees only, bids in other currency is liable to be rejected.
8. If there is a discrepancy between words and figures, **the amount in words will prevail.**
9. Bidder to quote for Services as specifically defined in this RFP, failure to do so will lead to bid disqualification.
10. If the bidder doesn't quote for any of the cloud service of the BoM, due to Unavailability of the cloud service in India region, bid will be disqualified.
11. The bidder shall submit the filled in **Form CP2: Indicative Bill of Material**, in CSP's letter head, complete with details of (a) Service Configuration offered by CSP, (b) URL of the Services Configuration, Public Price, along with description (c) CSP's Public listed prices, against each of the offered services.
12. The CSP's public listed price against each of the line items in the **Form CP2: Indicative Bill of Material** shall be properly filled based on CSP's latest public rates.

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13. The **Form CP2: Indicative Bill of Material**, duly filled and signed by the authorised person of the CSP, shall be submitted by the Bidder along with the **Commercial proposal**.
14. Bidders are required to quote a discount percentage against the mentioned categories of services as given in **Section 16.4.3. Form CP3: Commercial Proposal**. Cumulative List price shall be determined as per the following:
  - (a) An indicative bill of materials of cloud services is provided in **Section 16.4.2, Form CP2: Indicative Bill of Material**.
  - (b) Bidders are required to provide a certified copy (certified by CSP) of the CSP's public listed prices, along with Service Configuration offered by CSP and URL details, against each of the offered services mentioned in the indicative bill of materials.

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.**
  - (c) The public list price for each of the service will be multiplied by the indicated quantity and the cumulative list price shall be determined for the respective category of service.
  - (d) The **Form CP2 - Indicative Bill of Material (per Month)** shall be filled by the bidder's proposed CSP on his letterhead and duly signed by the authorised person of the CSP. The details must be filled as per the format given in **Form CP2**. An excel file has been provided along with this tender for this purpose. The field "**Cumulative list price**" in form **CP3 : Commercial Proposal** shall be calculated on the basis of this information and loaded on the price bid form.
  - (e) For the purpose of evaluation, in case the Published/Listed Rates of the offered CSP are in USD, then such rates shall be converted into INR using **1USD = ₹ 82.8865**
15. The discount quoted / negotiated with the bidder for each service category will be applicable for all services falling in that service category.
16. If mentioned configuration in any of the items in the indicative BOM is not available in exact configuration then the next higher configuration will have to be offered and will be considered for defining the list price and the uniform discount rate quoted shall be applicable.
17. **PRICE VARIATION CLAUSE:**
  - (a) The applicable rates for the items in the indicative BoM, for the purpose of billing, shall be calculated by applying the corresponding **Category Discount** quoted by the bidder (in **Form CP3: Commercial Proposal**) on either (a) The CSP's listed price as mentioned by the bidder in **Form CP2: Indicative Bill of**

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**Material** at the time of bid submission OR (b) The current public pricing for that item, whichever is lower.

- (b) The cloud services mentioned in **Section 16.4.2, Form CP2: Indicative Bill of Material** are indicative only. If any service not mentioned in the **Form CP2: Indicative Bill of Material** (including any new cloud service introduced by the CSP after the tender due date) is required by the purchaser, the same will have to be provided to the purchaser. Purchaser is also free to opt for any service or configuration of service from the host of offerings of the CSP. Purchaser shall categorise these **Additional services** into one of the existing categories of **CP3: Commercial Proposal** OR may create a new category in case the services do not fall under any of the existing categories. Categorisation so done by the purchaser, for these additional services, shall be binding on the bidder. The rates applicable for these Additional services shall be derived as follows:

- (i) **Rates for Additional service which fall under existing category:** The rate for the service shall be arrived at by applying the corresponding Category Discount on the **public pricing** for that service (**CSP Native/CSP Native Market Place/CSP Market place**) as on the date of first use OR price on the month of usage, whichever is lower.
- (ii) **Rates for Additional service which do not fall under any of the existing categories:** The rate for the service shall be arrived at by applying the Overall discount<sup>@</sup> on the **Public pricing** for that service (**CSP Native/CSP Native Market Place/CSP Market place**) as on the date of first use OR price on the month of usage, whichever is lower.

*Overall Discount<sup>@</sup>*

**Overall Discount % =**

**[{(Total of Cumulative List Price as per CSP Public Price in **Form CP3(A)**) - (Total of Net Offered price in **Form CP3(A)**)} / (Total of Cumulative List Price as per CSP Public Price in **Form CP3(A)**)] \*100**

- (c) In case the CSP Published/Listed Rates are in USD, the Billing value in INR shall be derived on Monthly basis by applying the published RBI reference rate as on the **last date of the relevant Month**. In case RBI reference rate is not available on that date, for whatever reason, the immediately next date on which the RBI rate is available shall be applicable.
- (d) Purchaser may also avail the reserved instance service of CSP, if so required. In such case, the discount offered by the bidder against this RFP for the applicable category shall be applied on the prevailing public price for Reserve instance for that service.



## 6.2. Evaluation Criteria

The overall objective of this evaluation process is to select the capable and qualified bidder for “Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform”.

1. Purchaser shall evaluate the responses of the bidders to this RFP and scrutinize the supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence by the bidders, may lead to rejection. The decision of the Purchaser in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with the Purchaser.
2. Purchaser reserve the right to validate the claims made by the bidder during the evaluation process and may further disqualify based on the findings.
3. Purchasers may ask for meetings with the Bidders or may issue in writing/email to seek clarifications or confirmations on their proposals during the evaluation process.
4. Each of the Proposals shall be evaluated as per the criteria and requirements specified in this RFP. The Evaluation Committee (EC) constituted by the Purchaser shall evaluate the responses to the RFP and all supporting documents & documentary evidence as mentioned in this section of the RFP.
5. Purchaser reserves the right to check / validate the authenticity of the information provided in the Pre-qualification criteria, Technical and Commercial Evaluation and the requisite support must be provided by the Bidder.
6. The below mentioned Pre-Qualification Criteria are applicable to all bidders.

### 6.2.1. Pre-Qualification Criteria (PQC)

1. Pre-Qualification Proposal will be evaluated first as per the criteria mentioned in this section and only those bidders who qualify the requirements will be eligible for the next set of Technical Proposal evaluation. **Commercial Proposal of Bidders, who do not meet the Pre-Qualification criteria (PQC) and Technical Qualification criteria (TQC), will not be opened.**
2. Bid should be complete in all aspects covering entire scope of work and should completely fulfil the technical specifications indicated in the bid document. Incomplete and non-conforming bids will be rejected outright.
3. The purchaser will evaluate the **Pre-Qualification** requirement based on the Pre-Qualification Qualification criteria (PQC) **Table 5** and the supporting documents/forms as per **Section 16.2 (Annexure II (Pre-Qualification proposal Qualification Proposal Format))**.
4. Definitions of key terms relating to pre-qualification criteria are given below-

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| Term                     | Definition   |
|--------------------------|--|
| Net worth (Consolidated) | As defined in Indian companies act 2013  |
| Turnover                 | As defined in Indian companies act 2013  |
| Financial Year           | The 12-month period commencing from the 1st day of April of any year and ending on the 31st day of March of the following calendar year. |
| Auditor                  | Auditor shall mean the Statutory Auditor of a company/ bidder.   |

**Table 4: Terms Definition**

5. **Local Content** : 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.

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:

- (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 **16.1.9. Template 9A**]
- (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 **16.1.10. Template 9B**]

6. Each of the applicable Pre- Qualification conditions mentioned **Table 5 (Pre- Qualification Criteria - PQC)** of this section is MANDATORY. In case the Bidder does not meet any one of the applicable conditions, the bid will be disqualified.

**Table 5: Pre-Qualification Criteria (PQC)**

| Sl | Requirements   | Compliance (yes/no) | Documents to be submitted  |
|----|--|---------------------|--|
| 1. | a) Bidder must be a Legal Entity i.e., a company incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian |                     | Certified by Authorized Signatory:<br>1. Copy of Certificate of Incorporation/ Registration issued by registrar of Company (RoC).<br>2. Copy of GST Registration |

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|    | <p>Companies Act 2013/ Partnerships Firm registered under the Limited Liability Partnerships or Partnership Act</p> <p>AND</p> <p>b) Registered with the Income Tax (TAN/PAN) and GST (GSTN) Authorities in India with active status</p>  |  | <p>Certificate issued to bidder.</p> <p>3. Copy of TAN/PAN card of the bidder</p>   |
| 2. | <p>The Bidder should be either:</p> <p>a) MeitY empanelled CSP</p> <p>OR</p> <p>b) Bidder must be an <b>Authorised partner</b> of the <b>proposed</b> CSP as on the last date of original Bid submission.</p>   |  | <ul style="list-style-type: none"> <li>- CSP's MeitY empanelment certificate.</li> <li>- Copy of Authorised partner certificates from Cloud Service Provider, signed by authorized signatory.</li> <li>- Authorization letter from the proposed CSP for bid submission against this BID.</li> <li>- Authorization for the person signing and submitting the Bid</li> </ul>                |
| 3. | <p>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)</p> <p>And</p> <p>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)</p> <p>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP</p> |  | <p>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 &amp; Loss Account, should be submitted mentioning turnover and turnover from <b>Proposed</b> Cloud Business, along with copies of Audited financial statements for the FYs.</p> |
| 4. | <p>The bidder should have positive Net worth for the preceding Audited Financial year (2022-23), reckoned from the last date of original bid submission.</p>  |  | <p>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 &amp; Loss Account, certifying the Annual Turnover and Net worth (<b>Form PQ3</b>).</p>  |
| 5. | <p>Bidder shall not be blacklisted during the last 5 years, reckoned from the</p>   |  | <p>Self-declaration from Bidder on his letter head (as per format <b>Section</b></p>  |

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|     | last date of original bid submission.   |  | <b>16.2.2 Form PQ2: Self declaration for non-black listing).</b>   |
| 6.  | 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  |  | Third Party Audited reports of the proposed CSP to be submitted by the bidder  |
| 7.  | The proposed Cloud Service provider should have all the cloud services rates publicly available on the portal.  |  | URL of the webpage under the domain of the proposed CSP to be submitted by the bidder  |
| 8.  | The proposed CSP should be certified for: <ul style="list-style-type: none"> <li>• ISO 27017</li> <li>• ISO 27018</li> <li>• ISO 27001</li> <li>• ISO 27701</li> <li>• Tier-III certification</li> </ul>  |  | The bidder should provide the copies of valid Certificates of the proposed CSP, indicating date of validity.   |
| 9.  | The Bidder should: - <ol style="list-style-type: none"> <li>a) Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer,</li> <li>b) Not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;</li> <li>c) Not have a conflict of interest in the procurement in question as specified in the bidding document.</li> <li>d) Comply with the code of integrity as specified in the bidding document.</li> </ol> |  | 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                        |
| 10. | The proposed Cloud should have the publicly available documentation for all the services  |  | URL of the proposed CSP webpage to be submitted by Bidder  |
| 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 <b>proposed cloud</b>  |  | (i) Client Certification#<br>or<br>(ii) Copy of contract/work order along with completion certificate, issued by the client, must be submitted as documentary evidence |
| 12. | The bidder should have minimum <b>20 certified cloud resources</b> on the proposed cloud platform on their payroll.   |  | Certified by Practising Company Secretary along with valid CSP certification copy and Resume.  |

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| 13. | The CSP must have GPU based machines as one of the publicly listed services   |  | URL of the proposed CSP webpage to be submitted by Bidder                           |
| 14  | Proposed CSP should have native AI/ML services capabilities   |  | URL for the proposed CSP mentioning details of AI/ML services                       |
| 15  | The proposed CSP should comply with all the requirements mentioned in <b>Section 16.3.4, Form TQ4: Services Compliance by CSP</b> |  | Filled in <b>Form TQ4: Services Compliance by CSP</b> in proposed CSP's letter head |

Note: # In case the Bidder claims inability to share the contract/work order on account of signing of confidentiality 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.

#### 6.2.2. Technical Evaluation Criteria

1. Technical proposal will be evaluated for those bidders who meet the pre-qualification criteria (PQC).
2. The purchaser will evaluate the Technical Proposals based on the Technical Qualification criteria (TQC) and the supporting documents/forms as per **Section 16.3 (Annexure III (Technical Qualification Proposal Format))**.
3. Bid should be complete in all aspects covering entire scope of work and should completely fulfil the technical specifications indicated in the bid document. Incomplete and non-conforming bids will be rejected outright. To support the compliance, the bidder shall submit as per **Section 16.3.4 TQ4: Managed Service Compliance of CSP** along with technical catalogues/ literatures (wherever applicable).
4. Bidder shall be responsible for providing Cloud services as per the Bill of material.
5. Bidder shall Submit documentary proof for POC (Proof of Capability), as part of technical evaluation, to demonstrate it's understanding of the key features such as AUTO Scale up/down, Security protocols, Denial of Service (DoS, DDoS) attack), management and administration and audit capabilities of offerings, setting up of DR facilities, etc. The bidder may be asked to demonstrate any/all the services during the presentation.
6. Purchaser will evaluate the Technical Proposals of the bidders to determine whether the Technical Proposals are substantially responsive. Proposals of Bidders that are not substantially responsive are liable to be disqualified by Purchaser.

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7. Each bidder, whose Technical Proposal is determined to be substantially responsive, would then be assigned technical score (referred as TS) based on the criteria set forth in the **Table 6: Technical Qualification Criteria (TQC)**.
8. 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.

**Table 6: Technical Qualification Criteria (TQC)**

| SI                                 | Evaluation Criteria   | Criteria  | Marks (Max) |
|------------------------------------|---|---|-------------|
| <b>Section1: Bidder Evaluation</b> |   |   |             |
| 1                                  | <p><b>Cloud experience:</b> Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the <b>proposed cloud</b> for Indian Enterprises/ Government clients and should have billed them at least for <b>1 year</b>, during the last 5 financial years (i.e. between 2018-19 to 2022-23)</p> <ul style="list-style-type: none"> <li>• 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 2 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against these criteria.</p> | <p>Copy of following:<br/>(i) Client certificate#<br/>OR<br/>Completion certificate along with Work order/extract from the contract, mentioning the scope of work.<br/>AND<br/>(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 &amp; Loss Account, confirming the Project wise yearly collection, to be submitted.</p> | 9           |
| 2                                  | <p>Average Annual Turnover of the bidder from the <b>cloud business</b>, for last 3 financial Years:</p> <p>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/>More than ₹ 50 Cr. - 7 Marks</p>   | <p>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 &amp; Loss Account.</p>   | 7           |
| 3                                  | <p><b>Quality of Bidder's Proposal:</b> The proposal document submitted by the bidder shall be evaluated based on the parameters mentioned alongside.</p> <p>(The proposals should be properly indexed and clearly presented with all necessary details/documents)</p>  | <ul style="list-style-type: none"> <li>• Bidder's understanding of the scope of work (5 Marks)</li> <li>• Project Management Methodology for Pre-Implementation Phase (2 Marks)</li> <li>• Project Management Methodology for Implementation Phase including Migration of existing</li> </ul>   | 15          |

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|--|---|--|-----------|
|  |   | <p>data on the proposed Cloud infrastructure (4 Marks)</p> <ul style="list-style-type: none"> <li>• Project Management Methodology for the O &amp;M Phase (2 Marks)</li> <li>• Bidders' awareness of the risks in the project (2 Marks)</li> </ul>   |           |
| 4  | <p><b>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</b></p> <p><b>For each completed Project of size</b></p> <ul style="list-style-type: none"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt;= 0.1 PB : 4 Marks</li> </ul> | <p>Copy of (i) Client certificate# or (ii) Completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.</p> <p><u>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</u></p>                    | 12        |
| 5  | <p><b>Technical Demonstration (Use Case*)</b><br/>Marks are indicated against each use case.</p>  | <p>The bidder shall be required to give a technical demonstration of the proposed cloud platform. For this purpose, the Bidder's proposed resource personnel shall demonstrate the <b>use cases*</b> as listed, during the scheduled Demonstration. The date &amp; time for the demonstration shall be communicated later.</p> | <b>10</b> |
| 6  | <p>Number of Years in the Business of providing Cloud Services <b>from the proposed CSP, to Government/ PSUs / Autonomous bodies</b>, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> <li>• More than 1 Years: 3 Marks</li> <li>• More than 2 Years: 5 Marks</li> <li>• More than 3 Years: 7 Marks</li> </ul>  | <p>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 &amp; Loss Account, mentioning year wise Income from proposed Cloud Services Business.</p>                            | <b>7</b>  |
| Subtotal of Marks  |   |  | <b>60</b> |
| Section2: CSP Evaluation<br>(The bidder shall demonstrate the service at the time of presentation) |   |  |           |
| 7  | <p>The proposed Cloud should have Managed database services<br/>Yes - (2) Marks, No - (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p>  | 2         |
| 8  | <p>The proposed Cloud should have cloud native NoSQL database services with the following features</p> <ul style="list-style-type: none"> <li>• Serverless NoSQL key value pair</li> </ul>  | <p>URL of the service on the CSP through Self provisioning portal</p>  | 3         |

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|    |   |   |   |
|----|---|---|---|
|    | <p>document DB</p> <ul style="list-style-type: none"> <li>• Automated replication to different zones</li> <li>• On-demand backup/continuous backup</li> </ul> <p>Yes for all- (3) Marks<br/>No to any of the above- (0) Marks</p>   |   |   |
| 9  | <p>The proposed cloud should have the Native Serverless computing</p> <p>Yes- (2) Marks, No - (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p> | 2 |
| 10 | <p>The proposed Cloud Should support the Native Hadoop Service</p> <p>Yes- (2) Marks, No- (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p> | 2 |
| 11 | <p>The proposed Cloud Should support the Native Elastic Search/Equivalent Search Service</p> <p>Yes- (2) Marks, No- (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p> | 2 |
| 12 | <p>The proposed Cloud Should support the Native Kubernetes service</p> <p>Yes- (3) Marks, No- (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p> | 3 |
| 13 | <p>The proposed Cloud Should support the Native Object storage service</p> <p>Yes- (3) Marks, No- (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p> | 3 |
| 14 | <p>The proposed Cloud should have Native security services-</p> <ul style="list-style-type: none"> <li>• Web Application Firewall</li> <li>• DDoS Protection</li> <li>• Threat detection, Vulnerability Assessment,</li> <li>• HIPS &amp; Anti-Malware</li> <li>• Identity and Access Management - fine grained access control for access to cloud resources</li> <li>• Multi factor Authentication</li> </ul> <p>Maximum Marks- 3<br/>(0.5 Marks for each service)</p> | <p>URL of the service on the CSP through Self provisioning portal</p> | 3 |
| 15 | <p>The proposed Cloud should have the CSP Native CDN service or CSP Native Marketplace CDN</p> <p>Yes- (3) Marks, No- (0) Marks</p>   | <p>URL of the service on the CSP through Self provisioning portal</p> | 3 |
| 16 | <p>The proposed Cloud should have Native Storage service for different IOPS, and should have capability to increase storage capacity on demand on the provisioned volumes without any reboot of the virtual machine</p> <p>Yes- (4) Marks, No- (0) Marks</p>  | <p>URL of the service on the CSP through Self provisioning portal</p> | 4 |
| 17 | <p>The proposed Cloud should have</p>   | <p>URL of the service on the CSP through</p>                          | 2 |



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|             |   |  |            |
|-------------|---|--|------------|
|             | Native Backup as a service to back up data from managed disks and other managed services<br>Yes- (2) Marks, No- (0) Marks   | Self provisioning portal                                       |            |
| 18          | The proposed Cloud should Offer server-side encryption of data 'at-rest' and 'in-motion'<br>Yes- (2) Marks, No- (0) Marks   | URL of the service on the CSP through Self provisioning portal | 2          |
| 19          | The proposed Cloud Should support the following Native Media Services <ul style="list-style-type: none"> <li>• Native Video on Demand Media Services with Cloud Native CDN Integration.</li> <li>• SDKs and OpenAPI Specifications</li> <li>• Adaptive and progressive Streaming Media Services</li> <li>• On-demand backup/continuous backup</li> </ul> Yes for all- (2) Marks<br>No to any of the above - (0) Marks                                 | URL of the service on the CSP through Self provisioning portal | 2          |
| 20          | The proposed Cloud Should support the Native Redis Cache Service<br>Yes- (2) Marks, No- (0) Marks   | URL of the service on the CSP Self provisioning portal         | 2          |
| 21          | The proposed cloud should have the following Native networking services: <ul style="list-style-type: none"> <li>• IPv4, IPv6</li> <li>• DHCP</li> <li>• IPsec VPN Tunnel Creation</li> <li>• SSL VPN</li> <li>• Geo load Balance (Balancing between multiple sites)</li> <li>• Load Balancer. (Internal and External Load Balancers)</li> <li>• L3 and L4 Anti-DDoS solution</li> </ul> Yes for all- (3) Marks,<br>No to any of the above - (0) Marks | URL of the service on the CSP through Self provisioning portal | 3          |
| 22          | The proposed cloud service should have the facility of Managed Cloud Security Posture Management services to continuously monitor cloud infrastructure for gaps in security policy.<br>Yes- (2)Marks, No- (0) Marks   | URL of the service on the CSP through Self provisioning portal | 2          |
| Sub Total   |   |  | <b>40</b>  |
| Total Marks |   |  | <b>100</b> |

Note:

(a) The services provisioned, by the bidder, from the CSP shall adhere to managed

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services definition as mentioned in the RFP:

- Managed Services as defined in this BID DOCUMENT are CSP Managed Services defined as- The capability provided to the consumer by the CSP, to deploy on-to the cloud infrastructure consumer created or acquired applications, created using programming languages, libraries, APIs, services and tools, supported by the provider. The consumer/MSP does not manage or control the underlying cloud infrastructure including network, servers, operating systems or storage, but has control over the deployed applications and possibly configuration settings for the application hosting environment. (Ref: [https://csrc.nist.gov/glossary/term/platform as a service](https://csrc.nist.gov/glossary/term/platform%20as%20a%20service)).
- The bidder must comply with the reference link for the managed services wherever applicable, in case the bidder does not comply for managed service requirement, purchaser may reject the bidder.

(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.

**\*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.

| S.No. | Factors   | Demonstration Points   | Marks |
|-------|---|--|-------|
| UC-1  | Availability of public pricing and SLA's in public domain | i. Prices for its cloud services on public domain<br>ii. Service Level Agreements (SLA's) for its cloud services.<br>iii. Dashboard with real time service health for all its cloud services across all data centers<br>iv. Declare all outages in its cloud services along with Root Cause Analysis over last 90 days | 2     |
| UC-2  | Availability  | i. Evaluate the ease of provisioning agility, self-service availability of different configurations of VM's for self-provisioning<br>ii. Demonstration at high level, the CSP's self- managed console for provisioning and management of services like server  | 2     |

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|------|--------------------------------|---|---|
|      | of Self - Service Cloud Portal | <p>configurations (CPU, memory, storage) and publicly available offerings/resources: Storage capabilities, Compute capabilities, Database capabilities and types, Networking, Management and Analytical tools, Security, Other capabilities</p> <p>iii. Demonstrate the ability to use multiple methods for interacting with the cloud computing services (e.g. Application Program Interface (API), web console, command line).</p>  |   |
| UC-3 | Storage of Different IOPS      | <p>i. Demonstrate different types of available storage (e.g. block, object, and file) and data lifecycle process</p> <p>ii. Establish storage volume and demonstrate how data is loaded and retrieved</p> <p>iii. Create 1 TB storage volume with and without a compute storage option</p> <p>iv. Demonstrate and validate permissions to access these volumes</p>  | 2 |
| UC-4 | API Life Cycle Management      | <p>i. Demonstrate the capability of the platform in monetizing the API's at runtime with different categories as defined by the customer</p> <p>ii. The capabilities of API platform for Threat protection, BOT detection, IP Allow/Deny list,</p> <p>iii. API Product Security controls</p> <p>iv. Capability of API platform to do App, Developer &amp; Analytics with or without PII controls (data masking, Obfuscation)</p> <p>v. The capability of the API platform to use AI/ML for security such as :</p> <p>vi. API Abuse Prevention</p> <p>vii. API Pattern Detection</p> <p>viii. API Threat Protection</p> <p>ix. Developer Engagement</p> <p>x. API SLA Management</p> | 2 |
| 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.</p> <p>ii. <del>Clause Deleted</del></p> <p>iii. Ability to regularly merge their code</p>  | 2 |

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|             |  |   |    |
|-------------|--|---|----|
|             |  | <p>changes into a central repository and run auto build tests</p> <p>iv. Demonstrate the ability to securely store and version application source code and</p> <p>v. automatically build, test, and deploy the application and built in connectors to tap into data sources from within and outside cloud sources</p> <p>vi. Demonstrate the ability of the platform to support CI/CD pipeline with easier traffic versioning feature for cloud run for canary deployments.</p> |    |
| Total Marks |  |   | 10 |

**6.2.3. Commercial evaluation criteria**

1. The Financial Bids of only technically qualified bidders will be opened. Bidders need to provide their Financial bid as per the format provided in the **RFP Section 16.4 Annexure IV: Commercial Proposal (CP) format**
2. In case only one bidder qualifies after the technical evaluation, Purchaser will have the right to select the single qualified bidder or cancel the RFP.
3. Only Financial bids, as per **Section 16.4 Commercial Proposal Format** bids, indicating total prices for all the deliverables and services specified in this bid document will be considered. The bid price shall include all taxes, duties and levies and shall be in Indian Rupees and mentioned separately.
4. **Restrictions on Procurement from a Bidder of a Country which shares Land Border with India:**

Subject to Order No. F. No. 6/18/2019-PPD dated 23.07.2020 issued by Ministry of Finance, Department of Expenditure, Public Procurement Division, Govt. of India, Bidders should take note of the following:

- 4.1 Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority [Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)].
- 4.2 "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

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**4.3** "Bidder from a country which shares a land border with India" for the purpose of this Order means:

- (a) An entity incorporated, established, or registered in such a country; or
- (b) A subsidiary of an entity incorporated, established, or registered in such a country; or
- (c) An entity substantially controlled through entities incorporated, established, or registered in such a country; or
- (d) An entity whose beneficial owner is situated in such a country; or
- (e) An Indian (or other) agent of such an entity; or
- (f) A natural person who is a citizen of such a country; or
- (g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

**4.4** The beneficial owner for the purpose of Clause 4.3 above will be as under:

**4.4.1** In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation:

(a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company:

(b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.

**4.4.2** In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.

**4.4.3** In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.

**4.4.4** Where no natural person is identified under (4.4.1) or (4.4.2) or (4.4.3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.

**4.4.5** In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person

exercising ultimate effective control over the trust through a chain of control or ownership.

- 4.5** An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- 4.6** The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority. A declaration as per **Section 16.1.8 (Template 8: Undertaking by Bidder)** in this respect to be submitted by the bidder.
5. Bidder shall bear, within the quoted rates, the Personnel Tax as applicable in respect of their personnel and their sub-contractor's personnel, arising out of this contract. Bidder shall also bear, within the quoted rates, the Corporate Tax, as applicable, on the income arising out of this contract.
6. Any conditional bid would be rejected.
7. Financial Bids that are not as per procedure and format provided in respective sections / clauses of the RFP shall be liable for rejection.
8. Evaluation of bids: Evaluation will be made on the basis of FOR Destination i.e DGH Noida office
9. If there is any discrepancy/calculation mistake between the unit price and Net amount, unit price will prevail, and Net Amount shall be corrected.
10. The Bidder's Inter-se ranking shall be on the basis of the Total Evaluated Bid Price (L-1 Bidder). The Total Evaluated Bid Price as worked out as per aforesaid provision shall be considered based on the rates quoted by the bidder in the Schedule of Rates (SOR).
11. In case bidder takes exception to any clause of the bid document, which is not covered under PQC criteria, then purchaser has the discretion to reject or load the offer on account of such exceptions if the bidder does not withdraw/modify the deviation when/as advised by purchaser. The loading so done by purchaser shall be final and binding on the bidders.

## **7. Service Level Requirements**

### **7.1. SLAs & Penalties**

The purpose of Pre-defined Service Level Agreement (SLA's) is to ensure quality and standards of operation and specify performance criteria that shall be adhered to by the selected bidder during the Operation & Maintenance period of the project (and extended period of project as applicable).

## 7.2. Definitions applicable for SLA and Penalty:

1. **Actual Uptime** means, the aggregate number of hours in the month during which the individual service is available for use by Purchaser
2. **Downtime** means, the aggregate number of hours in the month during which the individual service is unavailable for use by Purchaser.
3. **Scheduled Maintenance Time** means the aggregate number of hours in the month during which the individual service, is unavailable for use by Purchaser, due to Preventive & Scheduled Maintenances for cloud infrastructure, OS patching and up-gradation subjected to prior approval of the purchaser.
4. **Monthly Payment** means the amount payable in the particular month (excluding GST), for services rendered by the Contractor under this contract, before application of any deductions.

## 7.3. Service Level Availability (SLA)

*Availability = [(Actual Uptime + Scheduled Maintenance Time) / Total No. of Hours in the Month] x 100*

## 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). The bidder shall use this Tool for management of tickets and SLAs related to NDR 2.0 Cloud services. The bidder will be responsible for resolution of Tickets and adherence to set SLAs, which are covered under his scope of work.

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. The following broad features are envisaged for the SLA monitoring tool:

1. SLA reporting on a Weekly, Monthly, Quarterly basis.
2. To the extent possible, SLA reporting should be based on automated logs with minimal manual interventions.
3. Well-defined processes should be implemented for those SLAs that require manual intervention for measurement and reporting. In such cases, the SLA measurement methodology should be discussed and agreed upon with the purchaser.
4. The Contractor shall implement the SLA Monitoring System to measure performance against each of the indicators listed under SLAs specified in the

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Tender. The SLA Monitoring System shall be reviewed by the purchaser before usage.

5. Should automatically document problems and interruptions of services and provide the consolidated violations as per the SLA
6. Should allow for monitoring of new SLAs.

### 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.
3. For the sake of clarity, the following are highlighted:
  - (a) For ex: For SLA1 if the penalty to be levied is 7% of the Monthly Payment for the respective service then 7% of the Monthly Payment for the respective service is deducted from the total Monthly Payment bill and the balance paid to the Contractor.
  - (b) If the penalties are to be levied in more than one SLA, then the total applicable penalties are calculated and deducted from the total Monthly Payment bill and the balance paid to the Contractor. i.e., say SLA1 =7% of the Monthly Payment for that service, SLA12=10% of the Monthly Payment for that service, SLA17=2% of the Monthly Payment for that service, then Amount to be paid = Total Monthly bill – (Total Penalty against SLA1 + SLA12+SAL17)
  - (c) In case multiple SLA violations occur due to the same root cause or incident, then the SLA that incurs the maximum penalty will be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.

### 7.6. Monthly Service Level Availability

The Service Level Availability (SLA) requirement which needs to be complied to by the contractor is given in **Table 7 Service Level Availability (SLA)** below. The table shows the Service Level Objectives and corresponding Definition, Target and applicable Penalties for breach of SLAs. The SLAs will be calculated on Monthly basis.

**Table 7: Service Level Availability (SLA)**

| Sr. No       | Service level objective/ criteria | Definition | Target | Penalty |
|--------------|-----------------------------------|------------|--------|---------|
| Availability |                                   |            |        |         |



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|   |   |  |  |  |
|---|---|--|--|--|
| 1 | <p>Availability of each cloud service</p> <p>(Applicable for all Cloud Service)</p>   | <p>Availability means, the aggregate number of hours in the calendar month during which cloud service is actually available for use through command line interface, user/admin portal and APIs</p> <p>Uptime Calculation for the calendar month- <math>\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}</math></p> | <p>Availability for each of the cloud service <math>\geq 99.5\%</math></p> | <p>Penalty as indicated below (Per service):</p> <ul style="list-style-type: none"> <li>• &lt;99.5% to <math>\geq 98\%</math>: 10% of monthly payment for the respective service not meeting the targeted SLA.</li> <li>• &lt;98% to <math>\geq 95\%</math>: 15% of monthly payment for the respective service not meeting the targeted SLA.</li> <li>• &lt;95%: 100% of monthly payment for the respective service not meeting the targeted SLA.</li> <li>• In case any service is not available (through DC) for a continuous period of 8 Hours on any day, penalty shall be 100% of the Monthly payment for the affected service/ project.</li> </ul> <p>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)</p> |
| 2 | <p>Provisioning of new Virtual Machine , container, GPU, Storage, Managed DB etc.</p> | <p>Time to provision new Virtual Machine Measurement shall be done by analyzing the log files</p>  | <p>within 10 minutes</p>   | <p>Penalty as indicated below</p> <ul style="list-style-type: none"> <li>• Within 10 minutes monthly average no penalty.</li> <li>• More than 10 Minute monthly average; penalty of 5% of the Monthly Payment for respective service.</li> </ul>   |

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|   |   |  |                   |   |
|---|---|--|-------------------|---|
| 3 | Spinning up the Object Storage                                    | Time to spin up Object Storage Measurement shall be done by analysing the log files  | within 10 minutes | Penalty as indicated below <ul style="list-style-type: none"> <li>• Within 10 minutes monthly average no penalty.</li> <li>• More than 10 Minute monthly average; penalty of 5% of the Monthly Payment for respective service</li> </ul>  |
| 4 | Spinning up the Block Storage                                     | Time to spin up Block Storage and attach it to the running VM Measurement shall be done by analysing the log files   | within 15 minutes | Penalty as indicated below <ul style="list-style-type: none"> <li>• Within 15 minutes monthly average no penalty.</li> <li>• More than 15 Minute monthly average; penalty of 5% of the Monthly Payment for respective service.</li> </ul> |
| 5 | Usage metric for all Cloud Services                               | The usage details for all the Cloud Service should be available within 5 mins of actual usage<br><br>Measurement shall be done by analysing the log files and Cloud Service (API) reports.               | within 5 minutes  | Penalty as indicated below <ul style="list-style-type: none"> <li>• Within 5 minutes monthly average no penalty.</li> <li>• More than 5 Minute; penalty of 5% of the monthly Payment for that Service</li> </ul>                          |
| 6 | Response Time under Support Service (As defined in scope of work) | Average Time taken to acknowledge and respond, once a ticket/ incident is logged through one of the agreed channels. This is calculated for all tickets / incidents reported within the reporting month. | within 60 minutes | Penalty as indicated below <ul style="list-style-type: none"> <li>• Within 60 minutes monthly average no penalty.</li> <li>• More than 60 Minute monthly average; penalty of 1 % of the Total Monthly Bill</li> </ul>                     |

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|   |  |   |   |  |
|---|--|---|---|--|
| 7 | Time to resolve VAPT recommendation/Observation  | Time taken by the bidder after being assigned                                 | 3 days  | <ul style="list-style-type: none"> <li>• Within 3 days; no penalty.</li> <li>• More than 3 days; penalty at the rate of 0.5 % of the Total monthly payment, for every week or part thereof of delay</li> </ul> |
| 8 | Time to Resolve - Severity 1 <sup>#</sup><br><br><sup>#</sup> Refer Table 8                  | Time taken to resolve the reported ticket/ incident from the time of logging. | <b>Severity 1</b> , the incidents should be resolved / workaround provided within 2 hours of problem reporting.   | Greater than 2 hr monthly average; penalty of 3% of the total Monthly bill   |
| 9 | Time to Resolve - Severity 2 <sup>#</sup> , 3 <sup>#</sup><br><br><sup>#</sup> Refer Table 8 | Time taken to resolve the reported ticket/ incident from the time of logging. | <b>Severity 2</b> within 8 hours of problem reporting<br><br><b>Severity 3</b> within 2 Days of problem reporting | <b>Severity 2:</b> - Greater than 8 hr monthly average; penalty of 3% of the total Monthly bill<br><br><b>Severity 3:</b> - Greater than 2 Days monthly average; penalty of 3% of the total Monthly bill.      |

**Table 8: Classification of Severity**

| Category   | Criteria  | Response Time | Resolution Time  |
|------------|---|---------------|--|
| Severity 1 | The system is unable to be used for normal business activities and no viable workaround is available  | 60 Min        | Be resolved/ workaround provided within 2 hours of problem reporting |
| Severity 2 | Business activities are continuing, but there is a problem with a part of the system. Viable workaround is available.                                   | 60 Min        | Within 8 hours of problem reporting                                  |
| Severity 3 | A fault, which has little/no impact on normal business activities (e.g., beyond business hours/ Redundancy available/Viable Workaround available etc.). | 60 Min        | Within 2 Days of problem reporting                                   |

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**Note:**

- a) **Response Time:** Average Time taken to acknowledge and respond, once a ticket / incident is logged. This will be calculated for all tickets/ incidents reported within the reporting month, against that category.
- b) **Resolution Time:** Average Time taken to resolve the reported ticket / incident from the time of logging. This will be calculated for all tickets/ incidents reported within the reporting month, against that category.
- c) **Resolution Mechanism:** In case the contractor has any complaint(s) on the categorization of the registered ticket(s), the same may be put up by the contractor to the purchaser for resolution, within 7 days of the month end, with necessary supporting justification(s). The final decision regarding categorisation of the registered Support/Helpdesk ticket(s) shall rest with the purchaser.

**8. Liquidated Damages**

Time is the essence of this Contract. In the event of the Contractor's default in timely mobilization and/or completion of work within the stipulated period as mentioned in **Section 14 Project Timelines**, the Contractor shall be liable to pay liquidated damages, as given below, reckoned from the date after expiry of the scheduled period till the date of actual completion.

**Table 9: Liquidity Damage**

| Sl. | Service level objective/criteria            | Definition  | Timeline  | Applicable LD  |
|-----|---|---|---|--|
| 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 <b>Total contract value</b> per week or part thereof of delay subject to maximum of 10% of the <b>Total contract value.</b> |
| 2   | Delay in completion of successful migration |   | Within 6 months from the intimation from the user section | At the rate of 0.5% of the <b>Total contract value</b> per week or part thereof of delay subject to maximum of 10% of the <b>Total contract value.</b> |

Note:

- Liquidated Damages (LD) on account of delay mentioned under S.No (1) and (2) above shall be applicable individually (in case of delay).
- The total amount of liquidated damages on account of delay shall not exceed 10% of the total Contract value.

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- The Total contract value, for the purpose of calculation of Liquidated Damages (LD), shall be the total evaluated bid price of the Bidder for 5 ½ years excluding GST.

### 9. Award of Contract

#### 9.1. Award Criteria

Purchaser will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive as per the process outlined in above **Section 6 - Evaluation Process and Criteria** of this RFP.

The selected bidder will be governed by the relevant portion given in the below document published by MeitY. For ready reference link of the document is reproduced as under incorporating various terms and conditions of the following:

- I. Guidelines on Master Service Agreement for procuring Cloud Services
- II. Guidelines for User Departments on Service Level Agreement (SLA) for procuring Cloud Services
- III. Guidelines for Procurement of Cloud Services

#### 9.2. Letter of Award

1. Prior to the expiration of the bid validity period, Purchaser will notify the successful bidder through a letter of award in GeM.
2. The letter of award shall constitute the formation of the contract.
3. In case the tendering process / public procurement process has not been completed within the stipulated period, Purchaser may like to request the bidders to extend the validity period of the bid.

#### 9.3. Contract Finalization

1. The purchaser shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
2. The Purchaser may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly, total contract value may change based on the rates defined in the financial proposal.

#### 9.4. Performance Bank Guarantee (PBG)

1. The Purchaser will require the successful bidder to provide **Performance Bank Guarantee (PBG)** of value equivalent to 3% of the total cost of work order within **15 days** from the Notification of award issued to the concerned successful bidder which must be submitted as per the timelines, rules and regulations mentioned in the RFP.

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2. The PBG should be valid for a period of 60 Days beyond the completion of the project including Extension/Warranty period.
3. In case the selected bidder fails to submit PBG within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the PBG in case the successful bidder fails to discharge their contractual obligations during the contract period or purchaser incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed contract.
4. The performance guarantee/security is to be submitted as per GeM;'s PBG format.
5. The PBG shall be recalculated on extension and the successful Bidder shall extend the same with new amount, as applicable.

### 9.5. Signing of Contract

After the purchaser notifies the successful bidder that its proposal has been accepted, the purchaser shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between purchaser and the successful bidder.

### 10. Billing & Payment

1. The successful Bidder shall generate monthly usage bill at the end of each month, with the utilised items/services categorised as per classification in the BOM.
2. Bidder shall raise **Quarterly GST invoice in INR**. The GST invoice shall have 3 line items, each corresponding to Billing for 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> month of the quarter.  
In case the CSP Published/Listed Rates are in USD, the Billing value in INR shall be derived on Monthly basis by applying the published RBI reference rate as on the **last date of the relevant Month**. In case RBI reference rate is not available on that date, for whatever reason, the immediately next date on which the RBI rate is available shall be applicable.
3. SLA Penalties (if applicable) based on the Performance Requirements/SLA as per **Section 7**, will be deducted during the quarterly payment. However, reconciliation for SLA shall be done monthly.
4. The Contractor's **Quarterly GST Invoice** shall be submitted along with the following (for each month of the quarter):
  - (a) CSPs Monthly usage/consumption report/bill along with the public price downloaded from the CSP portal only,
  - (b) Contractor's Monthly Usage Bill in INR, for actual service and quantities utilized, jointly signed by Contractor and Purchaser.

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- (c) Contractor's Monthly SLA penalty calculation Sheet in INR, including detailed SLA Report, generated from automated SLA monitoring tool, showing Service Level Objective, Service Level Requirements and actual Service Level Availability achieved, jointly signed by Contractor and Purchaser.
  - (d) Contractor's Calculation Sheet for recoveries on account of Liquidated Damages on account of delay.
  - (e) Contractor's invoice in INR as per Terms and Conditions of this RFP.
  - (f) User Acceptance Test Certificate (UAT) for successful migration, jointly signed by Contractor, DIC and DGH NDR personnel (*This is to be submitted for payment related to migration*).
5. 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.
  6. 100% Payment shall be payable against the invoices, subject to applicable recoveries and deductions (if any).
  7. The contractor shall be entirely responsible for all taxes, duties, license fees etc., incurred in delivery of services to the Purchaser.
  8. TDS shall be deducted as per the Government of India norms.
  9. In case any extra payment for taxes is made to the contractor, it will be adjusted in the subsequent payments to the contractor by the Purchaser.
  10. All payments due by Purchaser to Contractor shall be made at Contractor's designated bank. All bank charges will be to Contractor's account.
  11. Subject to accomplishment of obligation of selected bidder and delivery of the solutions, deliverables, and services under this Agreement to the satisfaction of the Purchaser, the payment shall normally be made by the Purchaser within 30 (thirty) days from receipt of due, valid, correct, and undisputed invoice along with the supporting documents, provided the invoice is submitted in the timely manner.
  12. 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.
  13. The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the selected bidder where the Purchaser disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. Any exercise by the Purchaser under this Clause shall not entitle the selected bidder to delay or withhold provisioning of the Services.

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14. Contractor warrants that notwithstanding changes made to the scope of work by Purchaser, the totality of the items in the price schedules (in the quantities specified) are necessary and sufficient to deliver the Scope of Work, in accordance with the technical specifications as provided.
15. Purchaser shall pay to Contractor, during the term of the contract, the amount due and calculated according to the rates of payment set and in accordance with other provisions hereof. No other payments shall be due from Purchaser unless specifically provided for in this contract. All payments will be made in accordance with the terms hereinafter described.
16. Payment of any item shall not prejudice the rights of Purchaser to question the validity of any charges therein, provided Purchaser within one year after the date of payment shall make and deliver to Contractor written notice of objection to any item or items the validity of which Purchaser questions.
17. The acceptance by Contractor of part payment on any billing not paid on or before the due date shall not be deemed a waiver of Contractor's rights in respect of any other billing, the payment of which may then or thereafter be due.
18. Contractor shall maintain complete and correct records of all information on which Contractor's Invoice(s) are based, till completion of the warranty period of the project. Such records shall be required for making appropriate adjustments or payments by either party in case of subsequent audit query/objection.
19. **With-Holding of Payment**
  - (a) Purchaser may withhold or nullify the whole or any part of the amount of payment due to Contractor, after informing the Contractor of the reasons in writing, on account of subsequently discovered evidence in order to protect Purchaser from loss on account of:
    - (i) For non-completion of jobs assigned as per the terms of the contract.
    - (ii) Contractor's indebtedness arising out of execution of this Contract.
    - (iii) Defective work not remedied by Contractor.
    - (iv) Claims by sub-Contractor of Contractor or others filed or on the basis of reasonable evidence indicating probable filing of such claims against Contractor.
    - (v) Failure of Contractor to pay or provide for the payment of salaries/wages, contributions, unemployment compensation, taxes or enforced savings with-held from wages etc.
    - (vi) Damage to another Contractor of Purchaser.
    - (vii) All claims against Contractor for damages and injuries, and/or for non-payment of bills etc.
  - (b) With-holding will also be effective on account of the following:
    - (i) Order issued by a Court of Law in India.



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- (ii) Income tax deductible at source according to law prevalent from time to time in the country.
- (iii) Any obligation of Contractor which by any law prevalent from time to time to be discharged by Purchaser in the event of Contractor's failure to adhere to such laws.
- (iv) Any payment due from Contractor in respect of unauthorised imports.
- (c) Failure by the Bidder to submit the Guarantees / Documents/Provision the cloud services as per timelines specified in this bid document.
- (d) When all the above grounds for with-holding payments shall be removed, payment shall thereafter be made for amounts so with-held.
- (e) 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.

### **11. Special Conditions of Contract**

#### **11.1. General**

The following Special Conditions of Contract (SCC) shall supplement and / or amend the General Conditions. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions.

1. The Bidder need to adhere to all legal, statutory and regulatory requirements as notified by the Government of India from time to time.
2. If any new guidelines are published by MeitY which CSPs are required to adhere to, the purchaser will not bear any responsibility or cost associated with adherence to these guidelines by the CSPs.

#### **11.2. Warranty/Defect Liability Period and Remedy of Defects**

1. The Contractor shall, without charge, replace, repair or rectify defective goods/ works/ services with similar or better goods/ works/ services free from defect. Any goods/ works/ services that is repaired/ replaced/ rectified by the contractor shall be delivered/ made available at Purchaser's premises without costs to Purchaser.
2. Warranty shall also include supply and installation of all the software updates and upgrades with its latest releases/ upgrades, if any, free of cost during the contract period, including extensions if any.
3. Any software/firmware updates and upgrades of supplied software, released during contract duration, must be supplied free of cost to Purchaser and installed on the relevant systems/ cloud, with due intimation to Purchaser.

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4. Duration of warranty/ defect liability period shall extend **2 months beyond the contract period and extension(s)**, if any

**11.3. Guarantee and Performance Security:**

1. All Guarantee(s) submitted as part of this tender shall remain valid and enforceable till the satisfactory execution and completion of the work (including discharge of the warranty obligations).
2. Performance Security furnished by the successful Bidder shall remain **valid for a period of 60 (Sixty) days** beyond the date of completion of all contractual obligation of the contractor including Defect liability period/ warranty obligations.
3. Before the bank guarantee is released, a “no claim certificate” shall be submitted by the contractor as per [Section 16.1.7, Template 7, No Claim Certificate](#).

**11.4. Subcontracting/Assignment:**

1. Subcontracting is not allowed.

**11.5. Confidentiality of Information:**

1. Bidder shall sign a non-disclosure agreement as per format given in this tender document with Purchaser at the time of LOA.
2. Bidder/Contractor agrees to be bound by professional secrecy and undertake to keep confidential any information/data obtained during bidding/ implementation/ migration/ execution of the NDR 2.0 project and to take all reasonable steps to ensure that the Bidder/Contractor’s personnel, and Sub-Contractors likewise keep such information confidential.
3. This obligation shall be kept in force even after the expiry of the contract period and until such information is disclosed by Purchaser.
4. The data received from Purchaser in soft and hard form or data generated during the course of NDR 2.0 contract shall be kept confidential and shall not be shared with anyone. Further, all NDR data shall be returned to Purchaser. The contractor shall give an undertaking that no NDR data has been retained either in full or in part by the contractor by way of copy or any other form, [Section 16.1.6, Template 6: Undertaking regarding Non-Retention of NDR Data](#).
5. Security and safety of all NDR 2.0 data shall be the contractor’s responsibility.

**11.6. General Obligations of Bidder/Contractor:**

Bidder/Contractor shall, in accordance with and subject to the terms and conditions of this Contract be governed by the following:

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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 personnel of the Contractor.
2. Perform all other obligations, work and services which are required by the terms of this contract or which reasonably can be implied from such terms as being necessary for the successful and timely completion of the project.
3. Bidder shall be deemed to have satisfied themselves before submitting their bid as to the correctness and sufficiency of its bid for the services required and of the rates and prices quoted, which rates and prices shall, except insofar as otherwise provided, cover all its obligations under the contract.
4. The Bidder/Contractor shall primarily and solely be responsible for obtaining any custom clearance, if the same is required, for importation into India of the Bidder/Contractor's items in connection with the execution of the work. Any demurrage in this process shall be at the Bidder/Contractor's cost.
5. The Contractor shall be fully responsible for any unauthorized imports or wrong declaration of goods and shall have to pay the penalty and other consequences as levied by the port/customs authorities for such unauthorized imports.
6. The Bidder/Contractor shall follow its own safety rules, in addition to rules prescribed under Indian Laws in this respect. Bidder/Contractor must take complete responsibility of all safety aspects during the entire execution of the project.
7. Bidder/Contractor shall observe such safety/pollution control regulations in accordance with acceptable practice and applicable Indian Laws, rules etc. Bidder/ Contractor shall take all necessary measures reasonably to provide safe working conditions and shall exercise due care & caution in preventing fire, pollution, or any such dangerous occurrence. Bidder/Contractor personnel shall participate in safety drills conducted at DGH.
8. The Bidder/Contractor shall not make Purchaser liable to reimburse the Bidder/ Contractor for any statutory increase in the wage rates of its employees/labours. Such statutory or any other increase in the wage rates shall be borne by the Bidder/ Contractor.
9. Notwithstanding any approval/concurrence given by Purchaser the responsibility for meeting all aspects of the Scope of Work and SLAs shall rest with the Bidder/ Contractor.

### **11.7. Rights and Privileges of Purchaser (If applicable)**

1. To check the Contractor's items before the commencement of installation and commissioning. If they are not found in good order or do not meet specifications as per the tender, or in case of non-availability of some of the Contractor's items listed therein, the Contractor may not be allowed for commencement until the Contractor has remedied such default.
2. To check, Contractor's mobilization status, receipt of materials, to inspect Contractor's equipment and request for replacement thereof, if found in unsatisfactory condition or not conforming to regulations or specifications.
3. To order suspension of operations while and whenever:
  - Contractor's personnel are deemed by Purchaser to be not satisfactory,  
or
  - Contractor's equipment does not conform to regulations or to the specifications laid down in the Contract.  
or
  - Contractor's equipment or practice is turning into a safety hazard, danger to personnel of Contractor/ Purchaser.  
or
  - Contractor fails to meet any of the provisions in the contract.  
or
  - shortage/inadequacy of personnel deployed at DGH Noida by the contractor.  
or
  - Contractor is found non-compliant to HSE requirements as per Safe Operating Practices or applicable laws.

## **12. General Conditions**

### **12.1. Interpretations**

In this RFP, unless otherwise specified:

1. A reference to clauses, sub-clauses, or Section is a reference to clauses, sub-clauses, or Section of this RFP including any amendments or modifications to the same from time to time.
2. Words denoting the singular include the plural and vice versa and use of any gender includes the other genders.
3. References to a "company" shall be construed so as to include any company, corporation, or other body corporate, wherever and however incorporated or established.
4. Words denoting to a "person" shall be construed to include any individual, partnerships, firms, companies, public sector units, corporations, joint ventures,

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- trusts, associations, organizations, executors, administrators, successors, agents, substitutes and any permitted assignees or other entities (whether or not having a separate legal entity).
5. A reference to a group of persons is a reference to all of them collectively, to any two or more of them collectively and to each of them individually.
  6. A reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified, or re-enacted.
  7. Any reference to a “day” (including within the phrase “business day”) shall mean a period of 24 hours running from midnight to midnight.
  8. References to a “business day” shall be construed as a reference to a day (other than Saturday, Sunday and Gazetted Holidays) on which DGH’s Noida office is generally open for business.
  9. References to times are to Indian Standard Time (IST).
  10. Reference to any other document referred to in this RFP is a reference to that other document as amended, varied, novated, or supplemented at any time.
  11. All headings and titles are inserted for convenience only, they are to be ignored in the interpretation of this Contract.
  12. Unless otherwise expressly stated, the words "herein", "hereof", "hereunder" and similar words refer to this RFP as a whole and not to any particular Section or Annexure and the words "include" and "including" shall not be construed as terms of limitation.
  13. The words "in writing" and "written" mean "in documented form", whether electronic or hard copy, unless otherwise stated.
  14. References to “setup” include all the activities and tasks that are required to perform for Upgradation of National Data Repository of DGH on Cloud Platform excluding those which are the responsibilities of the purchaser and mentioned in [Section 13.9](#).
  15. Any reference at any time to any agreement, deed, instrument, license or document of any description shall be construed as reference to that agreement, deed, instrument, license or other document as amended, varied, supplemented, modified, or novated at the time of such reference.
  16. Unless otherwise stated, any reference to any period commencing “from” a specified day or date and “till” or “until” a specified day or date shall include either such days or date.

### **12.2. Conditions Precedent**

This Contract is subject to the fulfilment of the following conditions precedent by the Bidder:

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1. Furnishing by the Bidder, an unconditional, irrevocable, and continuing Performance Bank Guarantee for Contract Performance, of value, form and manner acceptable to the Purchaser which would remain valid until such time and be renewable as may be stipulated by the Purchaser.
2. Obtaining all statutory and other approvals required for the performance of the Services under this Contract. Furnishing of such other documents as the Purchaser may specify.
3. The Purchaser reserves the right to waive any or all the conditions specified in **Section 12.2** above in writing and no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have.

### **12.3. Representations & Warranties**

The Bidder represents and warrants as of the date hereof, which representations shall remain in force during the Term and extension thereto, the following:

1. The Bidder has the power and the authority that would be required to enter into this RFP and the requisite experience, the technical know-how and the financial wherewithal required to successfully execute the terms of this RFP and to provide services sought by Purchaser under this Document.
2. The Bidder is duly organized and validly existing under the laws of India, and has full power, capability, and authority to execute and perform its obligations under this RFP and other Documents and to carry out the transactions contemplated hereby.
3. The Bidder is a competent provider of a variety of information technology and business process management services.
4. The Bidder has taken all necessary corporate and other actions under laws applicable to its business to authorize the execution and delivery of this Document and to validly exercise its rights and perform its obligations under this document.
5. Bidder and its team have the professional skills, personnel, infrastructure, and resources/ authorizations that are necessary for providing all such services as are necessary to fulfil the scope of work stipulated in the RFP.
6. The Bidder shall ensure that all assets/ components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed, procured, deployed, and created during the term of this RFP are duly maintained and suitably updated, upgraded, replaced with regard to contemporary requirements.
7. The Bidder and its team shall use such assets of purchaser as purchaser may permit for the sole purpose of execution of its obligations under the terms of the RFP. It shall however, have no claim to any right, title, lien or other interest in

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- such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term thereof.
8. The Bidder has the financial standing and capacity to undertake the Project and obligations in accordance with the terms of this Document in providing the Services, it shall use reasonable endeavours not to cause any unnecessary disruption to purchaser's normal business operations.
  9. This Document has been duly executed by it and constitutes a legal, valid, and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Document shall be legally valid, binding, and enforceable against it in accordance with the terms hereof.
  10. Information furnished in the Proposal is to the best of its knowledge and belief true and accurate in all respects as at the date of this RFP.
  11. The execution, delivery and performance of this RFP shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, Document, arrangement, understanding, decree, or order to which it is a party or by which it or any of its properties or assets is bound or affected.
  12. There are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this RFP or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this RFP.
  13. The Bidder has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any adverse effect on its ability to perform its obligations under this RFP and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this RFP.
  14. The Bidder has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this RFP.
  15. To the best of the Bidder's knowledge, no representation by Bidder contained herein or in any other document furnished by it to Purchaser or its nominated agencies in relation to any consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation not misleading and no sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by

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- way of fees, commission or otherwise for entering into this Document or for influencing or attempting to influence any officer or employee of Purchaser or its nominated agencies in connection therewith.
16. The Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product for use of the copyright/process/products that the Bidder has proposed to supply under this Document free from all claims, titles, interests, and liens thereon.
  17. That the sub-contractor proposed and/or deployed by the Bidder meets the technical and financial qualifications.
  18. That the representations made by the bidder in its Proposal and in this RFP are and shall continue to remain true and fulfil all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Document and the RFP and unless purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Document.

### **12.4. Scope of Contract**

1. Scope of the Contract shall be as defined in **Section 13 (Scope of Work (SoW))** and Annexes thereto of this RFP.
2. If any services, functions, or responsibilities not specifically described in this Contract are an inherent, necessary, or customary part of the Services or are required for proper performance or provision of the Services in accordance with this Contract, they shall be deemed to be included within the scope of the work to be delivered for the Charges, as if such services, functions, or responsibilities were specifically described in this Contract.
3. The Purchaser or Purchaser's Technical Representative reserves the right to amend any of the terms and conditions with mutual agreement in relation to the Scope of Work and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Scope of Work pursuant to **Section 12.21 (Change Orders/Alteration/Variation)**.

### **12.5. Key Performance Measurements**

1. Unless specified by the Purchaser to the contrary, the Bidder shall perform the Services and carry out the scope of work in accordance with the terms of this Contract, Scope of Work and the Service Specifications as laid down in **Section 7 (Service Level Requirements)** of this RFP.
2. If the Contract, Scope of Work, Service Specification includes more than one document, then unless the Purchaser specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.



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3. The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the scope of work.

### **12.6. Commencement and progress**

1. The Bidder shall be subject to the fulfilment of the condition's precedent set out in **Section 12.2 (Conditions Precedent)**, commence the performance of its obligations in a manner as specified in the Scope of Work and Service Specifications.
2. The Bidder shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract.
3. The Bidder shall be responsible for and shall ensure that all Services are performed in accordance with the Contract, Scope of Work & Service Specifications and that the Bidder's Team complies with such Specifications and all other standards, terms and other stipulations/conditions set out hereunder.
4. The Bidder shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency, and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material, and methods.

### **12.7. Standards of Performance**

The Bidder shall perform the Services and carry out its obligations under the Contract with due diligence, efficiency, and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material, and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third Parties.

### **12.8. Bidder's Obligations**

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 Purchaser
2. 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 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.

### **12.9. Bidder's Personnel**

1. The Bidder shall employ and provide such qualified and experienced personnel as are required to perform the Services under the Contract.
2. All the personnel, also of the Bidder's partners shall be deployed only after adequate background verification check. The Bidder shall submit the background verification check report for the personnel before their deployment on the project. Any deviations, if observed, would lead to removal of the personnel from the project.

### **12.10. Project Coordinator**

The Bidder shall always ensure that during the currency of the Contract a Project Coordinator acceptable to the Purchaser shall take charge of the Performance of the Contract. The personnel shall be the single point of contact (SPOC) for the purchaser regarding all aspects connected with the project. 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))**.

#### **12.11. Contract Administration**

1. No variation or modification of the terms of the contract shall be made except by written amendment signed by the parties.
2. Either party may appoint any individual / organization as their authorized representative through a written notice to the other party. Each Representative shall have the authority to:
  - (a) exercise all the powers and functions of his/her Party under this Contract other than the power to amend this Contract and ensure the proper administration and performance of the terms hereof
  - (b) bind his or her Party in relation to any matter arising out of or in connection with this Contract.
3. The Bidder along with other members / third parties / OEMs shall be bound by all undertakings and representations made by the authorized representative of the Bidder and any covenants stipulated hereunder, with respect to this Contract, for and on their behalf.
4. For the purpose of execution or performance of the obligations under this Contract, the Purchaser's representative would act as an interface with the nominated representative of the Bidder. The Bidder shall comply with any instructions that are given by the Purchaser's representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the Tender.

#### **12.12. Purchaser's Right of Monitoring, Inspection and Periodic Audit**

1. The Purchaser or Purchaser's Technical Representative reserves the right to inspect and monitor/assess the progress/performance/maintenance of the solutions at any time during the course of the Contract, after providing due notice to the Bidder. The Purchaser may demand and upon such demand being made, the purchaser shall be provided with any document, data, material, or any other information which it may require, to enable it to assess the progress of the Project.
2. The Purchaser or Purchaser's Technical Representative shall also have the right to conduct, either itself or through an independent audit firm appointed by the Purchaser as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser / any other entity appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would

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need to be rectified by the Bidder failing which the Purchaser may, without prejudice to any other rights that it may issue a notice of default.

3. The Bidder shall coordinate with CSP to allow the Purchaser/its authorised agency to access the CSPs datacentre location (if required).

### 12.13. Purchaser's Obligations

1. The Purchaser's Representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract.
2. Purchaser shall provide adequate cooperation in providing details, assisting with coordinating, and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary
3. Purchaser shall ensure that timely approval is provided to the Bidder, where deemed necessary, which should include technical architecture diagrams and all the specifications related to IT infrastructure required to be provided as part of the Scope of Work. All such documents shall be approved **within 15 days of the receipt** of the documents by the Purchaser.
4. The Purchaser shall approve all such documents as per above Clause.

### 12.14. Intellectual Property Rights

1. Intellectual Property Rights (IPRs) are legal rights that protect creations and/or inventions resulting from intellectual activity in the industrial, scientific, literary, or artistic fields.
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.
3. The Bidder shall not issue any press release, interview or other public statement regarding this Document or the parties' relationship. The Bidder shall not use the name of the purchaser for any of its marketing or presentation activities. The Bidder shall be allowed to use the copyright, license (if any) required to deliver Services in terms and conditions of this RFP, which are required including the

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right to work on the system of purchaser. Neither of the parties shall publicly disclose the terms of this RFP without prior consent of the non-disclosing party.

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.

### **12.15. Document Ownership and Retention**

1. The Purchaser shall own the Documents, prepared by or for the Bidder arising out of or in connection with this Contract.
2. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

### **12.16. Equipment's/Licenses Ownership**

1. The Purchaser shall own the **software licenses**, processes, **Documents** supplied by the Bidder **during this Contract period**.
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.

### **12.17. Indemnity**

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

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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:

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 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 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.

### **12.18. Confidentiality**

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 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

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of this Agreement without the Disclosing Party's prior written consent, unless such information:

- (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.
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.
  3. DELETED.
  4. DELETED.
  5. The Bidder shall sign a Non-Disclosure Agreement (NDA) with the Purchaser. The Bidder and its antecedents shall be bound by the NDA. The Bidder shall be held responsible for any breach of the NDA by its antecedents or delegates, [Section 16.1.3, Template 3 : \(Non-Disclosure Agreement \(NDA\)\)](#).
  6. The Bidder shall notify the Purchaser promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Purchaser.
  7. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.
  8. The Purchaser is not restricted in its rights to use or disclose any or all the information contained in the proposal and can do so without compensation to the bidders. The Purchaser shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

### **12.19. Taxes**

1. Income tax shall be deducted at source by Purchaser from all the payments made to Bidder according to the Income tax Act, unless valid and complete documents for IT exemption are submitted by the Bidder prior to release of payment. A

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- certificate shall be provided by Purchaser to the Bidder for any tax deducted at source.
2. The Bidder shall bear all personnel taxes levied or imposed on its personnel, or any other member of the Bidder's Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied, or imposed on the Bidder on account of payments received by it from the Purchaser for the work done under this Contract.
  3. The Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to GST, Customs duty, Excise duty, VAT, all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof during the entire contract period, i.e., on account of material supplied and services rendered, and payments received by him from the Purchaser under the Contract. However, Bidder will recover all the Indirect taxes from purchaser on Actuals at the rate prevailing at the time of Billing and purchaser will also be responsible for any newly Introduced taxes. It shall be the responsibility of the Bidder to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required regarding the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates for tax deduction at source and paid to the Tax Authorities.
  4. If there is any reduction in taxes / duties/levies due to any reason whatsoever, after Notification of Award, the difference shall be passed on to the Purchaser. In case of increase in taxation, Purchaser shall pay the tax as applicable.
  5. The Bidder agrees that he and his Team shall comply with the Indian Income Tax act in force from time to time and pay Indian Income Tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.
  6. The Bidders shall fully familiarize themselves about the applicable domestic taxes (such as value added or service tax, income taxes, duties, fees, levies, etc.) on amounts payable by the Purchaser under the Agreement. All such taxes and duties must be included by Bidders in the financial proposal. (Bidder to find out applicable taxes for the components being proposed.)
  7. Should the Bidder fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the Bidder shall pay the same. The Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this



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Contract for such taxes including interest and penalty as any such Tax Authority may assess or levy against the Purchaser.

8. The Purchaser shall if so, required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

### **12.20. Warranty (wherever applicable)**

1. A comprehensive on-site warranty and Annual Maintenance support on all goods/Services supplied under this contract shall be provided by the respective Original Equipment Manufacturer (OEM) through Bidder's engineers till the end of the Contract.
2. Technical Support for software shall be provided by the respective OEM till the end of the contract period. The Technical Support should include all updates, upgrades and patches to the respective Software for the above stated period.
3. The Bidder warrants that the goods/Services supplied under the Contract shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract. The Bidder warrants that the goods/Services supplied under this contract shall be of the reasonably acceptable grade and quality and consistent with the established and generally accepted standards for materials/Services of this type. The goods/Services shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods/Services, unless provided otherwise in the Contract, shall also be made available.
4. 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)
5. The Purchaser shall promptly notify the Bidder in writing of any claims arising under this warranty.
6. Upon receipt of such notice, the Bidder shall, with all reasonable speed, repair or replace the defective Goods/Services or parts thereof, without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.
7. If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.

### **12.21. Change Orders/Alteration/Variation**

1. The Bidder agrees that the system requirements/ quantities/ licenses/ specifications and Service requirements given in the RFP are minimum requirements and are in no way exhaustive and guaranteed by the Purchaser.
2. The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The Purchaser shall have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of Services/dispatch of Goods/Equipment) the quantities, licenses and/or specifications of the Goods / Equipment to be supplied and installed by the Bidder or Service requirements, as mentioned in the Contract, at any time during the Contract period.
3. In case of increase in quantities or in case of additional requirement, the rate as provided in the Contract shall be considered as benchmark rates for procurement of the additional requirement from the Bidder. However, based on the industry trends, Purchaser retains the right to review these rates. The additional requirement shall also be governed by the same terms and conditions as provided in the Contract except for the appropriate extension of time to be allowed for delivery/installation of such extra Goods/Equipment or for commencement of such Services. In case of decrease in Quantities or Specifications of Goods/Equipment or Service requirements, the Bidder shall give a reduction in price at the rate given in the Contract corresponding to the said decrease.
4. In case applicable rates for the increase/decrease in question are not available in the Contract then the rates as may be mutually agreed shall apply. The Bidder shall not be entitled to any claim by way of change of price, damages, losses, etc. The Bidder shall be compensated at actual for any cancellation charges provided the claim is duly supported by documentary evidence of having incurred cancellation charges, which results from Purchaser's action in reducing/cancelling Scope of Work.

#### **12.21.1. Conditions for Change Order**

1. The change order shall be initiated only in case (i) the Purchaser or Purchaser's Technical Representative directs in writing the Bidder to incorporate changes to the Goods or design requirements already covered in Contract (ii) the Purchaser or Purchaser's Technical Representative directs in writing to the Bidder to include any addition to the Scope of Work or Services covered under this Contract or delete any part thereof, (iii) Bidder requests to delete any part of the work which shall not adversely affect the operational capabilities and functioning of the

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- system and if the deletions proposed are agreed to by the Purchaser and for which cost and time benefits shall be passed on to the Purchaser
2. Any change order comprising an alteration which involves change in the cost of the Goods and/or Services (which sort of alteration is hereinafter called a "Variation") shall be the subject of an amendment to the Contract by way of an increase or decrease in the Contract Value and adjustment of the implementation schedule if any.
  3. If the Contract provides applicable rates for the valuation of the variation in question the Contract Value shall subject to Clause below be increased or decreased in accordance with those rates.
  4. If parties agree that the Contract does not contain applicable rates or that the said rates are inappropriate or the said rates are not precisely applicable to the variation in question, then the parties shall review the Contract Value which shall represent the change in cost of the goods and/or works caused by the Variations. Any change order shall be duly approved by the Purchaser in writing.
  5. If there is a difference of opinion between the Bidder and Purchaser's Representative on whether a particular item, work or part of the work constitutes a change order or not, the matter shall be handled in accordance with the procedures set forth in **Section 12.21 (Change Orders/Alteration/Variation)**

### **12.21.2. Procedures for Change Order**

1. Upon receiving any revised requirement/advice, in writing, from the Purchaser or Purchaser's Technical Representative, the Bidder would verbally discuss the matter with Purchaser's Representative.
2. In case such a requirement arises from the side of the Bidder, he would also verbally discuss the matter with Purchaser's Representative giving reasons thereof.
3. In either of the cases as explained in above two Clauses, the representatives of both the parties shall discuss the revised requirement for better understanding and to mutually decide whether such requirement constitutes a Change Order or not.
4. If it is mutually agreed that such a requirement constitutes a "Change Order" then a joint memorandum shall be prepared and signed by the Bidder and Purchaser to confirm a "Change Order" and basic ideas of necessary agreed arrangement.
5. Bidder shall study the revised requirement in accordance with the joint memorandum under above Clause (4) above and assess subsequent schedule and cost effect, if any.

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6. Upon completion of the study referred to Clause (5) above, the results of this study along with all relevant details including the estimated time and cost effect thereof with supporting documents would be submitted to the Purchaser to enable the Purchaser to give a final decision whether Bidder should proceed with the Change Order or not in the best interest of the works.
7. The estimated cost and time impact indicated by Bidder shall be considered as a ceiling limit and shall be provisionally considered for taking a decision to implement Change Order.
8. The time impact applicable to the Contract shall be mutually agreed, subsequently, on the basis of the detailed calculations supported with all relevant back up documents.
9. In case Bidder fails to submit all necessary substantiation/calculations and back up documents, the decision of the Purchaser regarding time and cost impact shall be final and binding on the Bidder.
10. If the Purchaser accepts the implementation of the Change Order in writing, which would be considered as Change Order, then Bidder shall commence to proceed with the enforcement of the Change Order pending final agreement between the parties with regard to adjustment of the Contract Value and the Schedule.
11. In case, mutual agreement under, i.e., whether new requirement constitutes the Change Order or not, is not reached, then Bidder in the interest of the works, shall take up the enforcement of the Change Order, if advised in writing to do so by Purchaser's Representative pending settlement between the two parties to the effect whether such requirement constitutes a Change Order or not as per the terms and conditions of Contract Documents. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a change order, the same shall be compensated considering the records kept in accordance with the Contract.
12. The Bidder shall submit necessary back up documents for the Change Order showing the break-up of the various elements constituting the Change Order for the Purchaser's review. If no agreement is reached between the Purchaser and Bidder within 60 days after Purchaser's instruction in writing to carry out the change concerning the increase or decrease in the Contract Value and all other matters described above, either party may refer the dispute to arbitration.

### **12.21.3. Conditions for Revised Work / Change Order**

The provisions of the Contract shall apply to revised work / change order as if the revised Work / Change Order has been included in the original Scope of Work. However, the Contract Value shall increase/decrease and the schedule shall be

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adjusted on account of the revised work / Change Orders as may be mutually agreed in terms of provisions set forth. The Bidder's obligations with respect to such revised Work / Change Order shall remain in accordance with the Contract.

### **12.22. Termination**

#### **12.22.1. Termination for Default**

Purchaser may, without prejudice to any other remedy for breach of contract, by written 30 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part, If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.

In the event that Purchaser terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay Purchaser for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

#### **12.22.2. Termination for Insolvency**

Purchaser may at any time terminate the Contract to the selected proposer if the selected proposer becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected proposer, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to Purchaser.

#### **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.

### **12.23. Liquidated Damages**

Time is the essence of the Contract, and the delivery dates are binding on the successful Bidder. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Bidder, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the successful Bidder as agreed, liquidated damages, a sum of 0.5% of the total contract value for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.

### **12.24. Limitation of the Bidder's Liability towards the Purchaser**

1. Except in case of gross negligence or wilful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to Purchaser's property, shall not be liable to purchaser:
  - (a) For any indirect or consequential loss or damage; and
  - (b) For any direct loss or damage that exceeds (A) the total payments payable under his contract to the Bidder hereunder, or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.
2. This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder or any person or firm/company acting on behalf of the Bidder in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the project calculated up to and as on the date when such section / clause is required to be invoked.

### **12.25. Conflict of Interest**

Successful bidder shall disclose to the purchaser in writing, all actual and potential conflicts of interest that exist, arise, or may arise (either for Successful bidder or Successful bidder's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

### **12.26. Force Majeure**

1. Force Majeure shall mean an event beyond the control of the Parties, and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to:

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- (a) Act of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves, and floods).
  - (b) War, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo.
  - (c) Rebellion, revolution, insurrection, or military or usurped power, or civil war.
  - (d) contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.
  - (e) riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Supplier or of his Subcontractors; or
  - (f) acts or threats of terrorism
2. Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the RFP. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract. However, the Bidder shall note that cyber-attack, corruption of information, software corruption, destruction of information, virus attack in the system or any such software malfunction shall not constitute a Force Majeure event and the rectification of the same shall be borne by the Bidder.
  3. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The Purchaser shall make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate DR or any failure in setting up a contingency mechanism would not constitute Force Majeure, as set out above.
  4. In case of a Force Majeure, all Parties shall endeavour to agree on an alternate mode of performance in order to ensure the continuity of Service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

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5. In case of Force Majeure, all the Parties shall bear their own costs, and the Purchaser shall not be liable to the Bidder for any costs that the latter incurs on account of such Force Majeure.
6. In the event that the Force Majeure continues for 180 (one hundred and eighty) days, the Contract shall be deemed to have been terminated.

### **12.27. Exit Management Plan**

The successful bidder would be required to complete following activities:

1. This Exit Management plan shall be furnished in writing to the Purchaser or its nominated agencies at least 180 days before expiry of the contract.
2. The bidder shall not delete any data for a period of **45 days** beyond the Expiry of the Agreement /Termination (*whichever is earlier*), without the express approval of the purchaser. If data is to be retained the cost payable to the bidder for retaining the data shall be as per rates applicable for that service after allowing for applicable discount.
3. Once the exit process is completed, remove the data, content and other assets from the cloud environment and destroy the VM, Content and data of the Purchaser.
4. Support and assist Purchaser for a period of 3 months from the expiry of the contract to successfully deploy the services to the new environment.
5. Bidder shall prepare and maintain necessary technical documentations, design documentations, standard Operating Procedures (SOPs) required for deployment and management of cloud infrastructure for NDR 2.0. The bidder shall maintain and share documentation as per requirement given by DGH.
6. Train and transfer the knowledge to Purchaser to ensure similar continuity and performance of the Services post expiry of the Agreement.
7. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with Purchaser.

### **12.28. IT Act 2008**

Besides the terms and conditions stated in this RFP, the contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2008 (Amendment) and any amendments thereto (hereinafter referred to as ITA 2008).

### **12.29. Governing Law & Dispute Resolution**

This RFP shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the Courts of India in respect of any dispute or difference



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between them arising out of this RFP.

Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof shall be amicably settled between the parties by way of mutual talks or mediation, if such dispute is not resolved mutually, then it shall be settled through arbitration in accordance with the laws of India. The place of arbitration shall be Delhi, India and the language of the proceedings shall be English.

### **13. Scope of Work (SoW)**

#### **13.1. Introduction**

1. The broad scope of work covered as part of this RFP comprises of Provisioning of Cloud infrastructure, Cloud Security System, providing operational support team and connectivity in-between the offered CSP's data centres.
2. The NDR facilitates various data and information services required for bidding rounds of OALP, DSF, CBM, etc.
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.
4. Technologies, architectures, and services relevant to NDR2.0 are expected to evolve during the contract period. This means that the Contractor is expected to develop services in a way where new features, functionalities and improvements can be implemented over time. The Contractor should as such, not only have an innovative roadmap, but also base the solution on methods and standards for enabling continual improvement of NDR2.0. The purpose of implementing proper methods is to increase quality and development speed while simultaneously reducing risk and cost.
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, 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.
6. It is the responsibility of the selected bidder to ensure delivery of all the Scope of Work and Bill of Material (BoM) as per this RFP.
7. A Responsibility matrix, broadly defining the Responsibilities and Accountability of the Bidder for various stages of work under this RFP is attached in [Section 16.3.2, Form TQ2: \(Responsibility Matrix\)](#).

### 13.2. Broad Scope of Activities

The broad activities to be carried out by bidders for the project to fulfil all the requirements given in this document under various heads is as follows (though not limited to):

1. 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.
2. All Licences / application / software / Root access/ Admin User name /Admin Account etc. shall be registered in the name of purchaser.
3. The Bidder will be responsible for all the operations related to the cloud platform and bidder will make the cloud platform ready as per the requirements of the application contractor (to be selected through separate tender).
4. Bidder shall be responsible for *Configurations, Management, Implementation* and *Compliance* of Security for complete infrastructure and services procured from the bidder.
5. 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.
6. 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.
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.
8. 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.
9. Migration of existing offline data in portable HDDS to Cloud storage
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

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- necessary technical inputs, to the bidder so that the data are copied in a well-structured manner and properly catalogued in the cloud storage.
11. Provisioning of the requisite support for regular DevOps support for NDR.
  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.
  15. The contractor shall also test the data restore procedures and mechanisms to ensure data recovery mechanisms are in place.
  16. 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.
  17. Bidder shall facilitate successful integration of cloud resource monitoring tool with the dashboard being provided by the Application Contractor, in consultation with the Application Contractor.
  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 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.
  19. Provide CSP portal logins for billing, provisioning, usage etc. as per the requirement of the projects. Also the bidder will provide the access of root account of proposed CSP to the purchaser.
  20. Provide necessary technical support for documentations, design documentations, standard Operating Procedures (SOPs) required for operations and management of services. The bidder may provide documentation in globally accepted format/standards.
  21. Assist purchaser in planning for capacity building to meet growth and peak load assessment from time to time, to ensure future requirements are addressed.
  22. Train and transfer the knowledge to the replacement agency or purchaser, to ensure continuity and performance of services post expiry of Contract.

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23. Provide the real time dashboard for monitoring and financial aspects of the cloud services as per the bid document requirement.
24. In case of change of CSP, the bidder to assist and support to ensure transfer of data from existing CSP to new CSP covering all required activities such as encryption of the data prior to transport and then decrypt it upon arrival.
25. End of contract deliverables including Transit and Exit Management covering foreclosure/ termination/ completion of service.

### **13.3. Functional Requirements**

1. The bidder should provide cloud services from the MeitY empanelled cloud services provider.
2. The Contractor shall provide a scalable solution which can handle increasing numbers of requests without adversely affecting the response time and throughput of the system.
3. The bidder shall be responsible for facilitating the Application Contractor for implementing NDR2.0.
4. The storage solution for the various types of content in NDR should be optimized for the right level of performance according to usage and type of data. The Contractor should optimise the storage solution(s) taking into considerations the different types of data and cost.
5. The Contractor should periodically monitor the capacity trends to ensure that the solution can grow as necessary
6. The Contractor shall be required to make the data available and assist to move to any third-party environment as required by purchaser, either on demand or in case of contract or order termination.
7. The Contractor should ensure fault-tolerance and provide business continuity plan. In case of failure, automated processes should shift application traffic to the redundant hosts.
8. 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. 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
9. The CSP & Bidder shall ensure that Data resides in India as per relevant law in connection with data residency.

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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.
11. The All the cloud services provided should be part of unified billing and usage dashboard of the proposed CSP.
12. The proposed CSP should have the Capability to provision virtual machines over API calls without any manual intervention.
13. The proposed CSP should provide adequate bandwidth between their Data Centre Facilities to provide business continuity. In the event of a Primary site failover or switchover, failover site should take over the active role, and all requests should be routed through that site asper the MeitY Guidelines.

### **13.4. Contract Period and Service Details**

#### **13.4.1. Contract Period**

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.

#### **13.4.2. Initial Mobilization**

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.

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).

#### **13.4.3. Progress Reporting & Review**

The contractor shall submit project specific weekly and monthly progress report of the work (Management Information System Reports– MIS reports). The progress report shall as a minimum contain the following:

1. Project information, giving the broad features of the contract.

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2. Introduction, giving a brief scope of the work under the contract and other details.
3. Execution schedule of the various components of the work, through a bar chart, showing the milestones, targeted tasks and up to date progress.
4. Progress chart of the various components of the work that are planned and achieved, for the month as well as cumulative up to the month, with reasons for deviations, if any, in a tabular format.
5. Resource deployment statement along with their status.
6. Man-power statement, indicating individually the names of all the staff deployed in the work along with their designations.
7. Financial statement, indicating the broad details of all the running account payments received up to date, such as gross value of work done, advances taken, recoveries effected, amounts withheld, net payments, details of cheque payments received, etc.
8. Broad details of the bank Guarantees, indicating clearly their validity periods.
9. Hold-up, if any to be specified.
10. Dispute, if any, shall also be highlighted.

### **13.4.4. Services of Managed Support Services / Helpdesk**

1. 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..
2. The bidder shall provide details of the Service Helpdesk (including help line number, email address, escalation details etc.). This Service Helpdesk will be the single point contact & must be available at any given point of time for supporting the NDR 2.0 set-up & operations. The bidder shall ensure that the proposed team carry out all works in a professional and timely manner.
3. In case bidder is an MSP, it shall have back-to-back support agreement with the offered CSP during the entire tenure of the contract so that all support required by the bidder from the CSP for smooth functioning of the entire solution during the contract period are available to the bidder. The bidder will be responsible for ensuring that level of agreement between the bidder and the CSP is not an impediment in this regard.
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

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- professional services that may be required without any additional cost implications to the purchaser.
5. All necessary support must be provided by the bidder during provisioning & configuring cloud infra, regular operation & maintenance, DR failovers and switchbacks during the entire tenure of the contract.
  6. The bidder shall be responsible for monitoring of all the cloud services & shall provide relevant reports, including real time as well as past data/reports on dashboard as & when sought by the purchaser. It will be the responsibility of the bidder to monitor & shutdown any such cloud services that are not required as part of the solution or are likely to be reflected in billing.
  7. Bidder shall be responsible for optimising the resources/managing cloud services for optimum billing with satisfactory service.
  8. Bidder shall provide portal logins for billing, provisioning, usage etc. as per the requirement of the project.
  9. Bidder shall provide the access to the root account of the proposed CSP to purchaser.
  10. In case of change of CSP during exit management or otherwise, the bidder will assist and support to ensure transfer of data from existing CSP to new CSP covering all required activities such as encryption of the data prior to transport and then decrypt it upon arrival.
  11. The bidder must also attend to and troubleshoot any technical issue in the solution raised by the purchaser related to cloud IT infra or application. If the issue is attributable to the cloud IT infra, the same must be resolved by the bidder. The bidder must also provide necessary support sought by the application vendor in resolving the issue.
  12. The bidder must resolve any system related issue auto-triggered by system pre-configured alarm & email notification Service for system related issues or parameters crossing of pre-defined thresholds.
  13. Fixing bugs/ issues, functionality enhancements, patches to cater changes, modification or enhancement to existing infra, changes to configurations, customizations etc., as and when required, must be the responsibility of the bidder. Any activity in this regard must be with prior intimation to the purchaser.
  14. Any change required in the solution required to be implemented during the tenure of the contract so as to meet the NDR 2.0 requirement must be carried out by the bidder with prior intimation to the purchaser.
  15. The bidder must ensure that DevOps framework are provided as and when required for application and infrastructure release deployment. The DevOps platform should have the following minimum capabilities:
    - a) Ability to manage the complete CI/CD pipeline, code review, code test, code deploy & code management.

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- b) Ability to regularly merge their code changes into a central repository and run auto build tests.
  - c) 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 within and outside cloud sources.
  - d) Necessary support with regards to above must be provided by the bidder.
16. All the above support services must be considered & provided by the bidder at no additional cost to the purchaser.

**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.

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.
2. Provide all necessary resources including but not limited to manpower, IT infrastructure, leased line etc. for copying the data from external hard disks, encryption of data, secured migration of data to CSP data centre etc. The migration can be carried out by the bidder through leased line or offline using physical secured storage devices.
3. In no case bidder will be allowed to carry the NDR hard disks outside the premises of NDR.
4. The success criteria for migration shall be the signing of the UAT on successful completion of the migration.
5. The Payment for migration will be released post UAT by purchaser.
6. Any devices used for migration must encrypt all data with 256-bit encryption and encryption keys should be customer managed and stored in a FIPS 140-2 Level 3 compliant key store. Encryption keys should never be stored on the device using which data transfer is done. Data transfer device should also have an unlock code to use the device on-premises. Device used for data transfer should be a tamper-evident enclosure which should have capability to detect any unauthorised modifications to the hardware, firmware, or software. For data migration through leased line, Bidder shall be responsible to provision an internet link with enough bandwidth to complete the migration within stipulated time as



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specified in the RFP. The internet link and related equipment shall be the responsibility of the Bidder.

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.

OR

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 & 3 are also acceptable, Bidder must submit the certificate at the time of implementation.

8. Bidder will be responsible to provision necessary cloud data migration services and requisite hardware and tools for copying this data from on-premise to cloud.
9. Necessary help and support shall be provided by the bidder to the Application contractor, to enable him to provide this data to E&P operators through SFTP server links
10. The following **Table 10** broadly depicts the data volume and priority to be followed for Raw/Pre-Stack seismic data copying to cloud. However, these are indicative only and work shall be carried out by the contractor as per direction of the purchaser.

**Table 10: Raw/Pre-Stack seismic data**

| SI             | Basin wise categorization   | Approximate size (PB) |
|----------------|---|-----------------------|
| I              | Seismic data recently acquired or under acquisition by Govt in Offshore/EEZ | 0.1                   |
| II             | All offshore data, pertaining to Category II and III basins                 | 1.6                   |
| III            | Data of Offshore prospective areas identified by DGH (Category-I Basins)    | 0.6                   |
| IV             | Offshore data for <b>Cauvery Basin</b> (Category-I)                         | 1.15                  |
| <b>Total =</b> |   | <b>3.45</b>           |

### 13.4.6. Services Under Post Stack Data Migration:

1. **Post-Stack and loaded data:** The Bidder will be responsible for providing technical help to the application service provider of NDR2.0 for successful migration of the online data of around 100-150 TB, termed as Post-Stack Seismic data and Loaded Data, from existing NDR databanks to cloud.

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2. Bidder will provision and provide access of the target cloud infrastructure and services required for the migration. Application service provider will perform the actual migration and post migration validation of this data.
3. The Bidder will provision necessary cloud services to assist the selected **application service provider/System Integrator** in migrating these data to the select CSP. The **application service provider/System Integrator** will be responsible and accountable for the migration of this data to cloud.

### 13.5. User Acceptance Test (UAT)

The contractor shall prepare a detailed procedure for verifying the pre-stack data migrated from the HDD/On-Prem as mentioned in **Table 10: Raw/Pre-Stack seismic data**. The purchaser shall validate the data copied to the cloud storage. Upon successful completion of validation of data, A joint certificate would be signed between DIC, DGH and Contractor, declaring successful User Acceptance Test (UAT).

### 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 100 KM from DC.
2. The main purpose of having a DR solution is to provide business continuity of the NDR 2.0 during the periods when the PDC is out of service (Disaster is declared). DR shall be managed in the same way as that of PDC.
3. SDC (DR) must have a copy of all the PDC data. Also, SDC (DR) must have all the application functionality as provided in PDC so that in case of disaster at PDC, purchaser can continue their operations from SDC (DR) with PDC production setup.
4. The Disaster Recovery Center (SDC) shall guarantee business resumption with RPO and RTO not more than 24 hours, WWW access, Security and data management services for all data types and should seamlessly allow users to connect to the SDC (DR) site.
5. The Contractor shall support the application contractor for preparing business continuity plan.
6. **Acceptance of Secondary Data Center (SDC)/ Disaster Recovery (DR)**  
The purchaser shall verify the SDC/DR prior to acceptance of the Secondary Data Center (SDC)/ Disaster Recovery (DR), The Contractor shall make all the necessary arrangement to facilitate the following checks:
  - (a) Verification of complete PDC data replication on the SDC site.
  - (b) SDC/DR drill of one day duration for demonstrating the compliance to **Section 13.6**.

### 13.7. End of Contract Deliverables/ Transition and Exit Management

1. IT infrastructure support being provided under this contract is a critical business activity and its continuity is crucial for running of the business. As such, exit from the contract, for whatever reasons, needs to be a planned exit, to ensure that there is no disruption of service and smooth migration takes place to the next Service Provider. The Contractor shall provide the Purchaser with “Transition and Exit Management Plan” which shall deal with the processes to be followed on completion of the Service or exit from the contract (for whatever reasons). The Transition and Exit Management Plan shall cover foreclosure/ termination/completion of the Service. Such Transition and Exit Management Plan shall be submitted by the Contractor with Part – I Techno-Commercial Offer, and the same shall be approved by the purchaser. The approved Transition and Exit Management Plan shall become part of the Contract Document.
2. The Contractor shall update the submitted Transition and Exit management plan one year before the contract expires and submit the same to the purchaser for re-approval, which shall supersede the initial plan. All risk during transition stage shall be properly documented by the Contractor and mitigation measures shall be planned well in advance to ensure a smooth transition without any service disruption.
3. Immediately prior to the initiation of the exit, the Contractor shall provide an updated plan for authorization by the purchaser.
4. **In case of Contract expiry-** The transition and exit management, period shall start 6 months before the expiration of the contract.
5. **In case of exit from the contract (for whatever reasons)** - the exit management period shall start from effective date of termination, or such other date as may be decided by the Purchaser but not later than 6 months from effective date of termination.
6. The Contractor shall ensure business continuity i.e., business as usual of NDR 2.0 during the exit management period, under both the above cases i.e., Contract expiry/exit from the contract (for whatever reasons).
7. Provide support to purchaser & technical partner in migration of the applications, data, content, and any other assets to the new environment created by purchaser or any Agency (on behalf of purchaser) on alternate cloud service vendor or on-premises data centre.
8. During or at the end of the contract period, if any other agency is identified or selected for providing services related to the Contractor’s scope of work, the Contractor shall ensure that a proper and satisfactory transition is made to the other agency as per authorized Transition and Exit Management plan, the contractor shall assist the Purchaser in migrating the VMs, data etc., and should ensure destruction of data.

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9. Contractor shall provide support to the Purchaser for transferring data / applications at the time of exit management and as per the guidelines defined by MeitY in Cloud Services empanelment RFP.
10. Provide necessary handholding & transition support to the Purchaser to ensure the continuity and performance of the Services to the complete satisfaction of the Purchaser.
11. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with the Purchaser.
12. Contractor shall ensure closing off all critical open issues as on the date of exit. All other open issues as on the date of Exit shall be listed and provided to the purchaser.
13. The Contractor/ its subcontractors shall not delete any data on Exit from the contract (for whatever reasons) or at the end of the contract period for a duration of 45 days from the exit/ expiry of the contract (whichever is earlier), without the express approval of the purchaser.
14. For a smooth handover and transition, The NDR 2.0 Contractor shall adhere and align itself with the transition and knowledge transfer plan of the new Contractor (for NDR 3.0). The NDR 2.0 Contractor shall provide all necessary knowledge transfer and transition support to the incoming Contractor. The broad deliverables of NDR 2.0 Contractor are indicated below:
  - a) Updated transition plan on periodic basis.
  - b) Handover of Complete documentation for the entire system.
  - c) Assisting the new Contractor/ the Purchaser with the complete audit of the system.
  - d) Detailed walk-throughs and demos of the solution.
  - e) Handover of the documents, report templates, project documentation, user IDs, passwords (including root user passwords), encryption and decryption keys, security and IT policies, scripts etc. specifically done/made for the Purchaser, including sharing of all Admin/root account accesses of the complete NDR 2.0 system.
  - f) Documentation required by purchaser for smooth transition including configuration documents are up to date and all such documentation is handed over to purchaser during regular intervals as well as during the exit management process.
  - g) Provide offerings to enable successful deployment and running of the purchaser's IT solution on the new infrastructure by providing a mechanism to the purchaser for the bulk retrieval of all data, scripts, software, virtual machine images, and so forth.
  - h) Once the exit process is completed and verified by purchaser, the selected

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bidder will certify that the VM, Content and data destruction to the purchaser as per stipulations and shall ensure that the data cannot be forensically recovered

- i) Handover complete data in the desired format to the purchaser which can be easily accessible and retrievable.
  - j) The format of the data transmitted from the cloud service provider to purchaser shall leverage standard data formats whenever possible to ease purchaser portability. The format would be finalized by the purchaser.
  - k) An Undertaking by the Contractor that no NDR 2.0 data has been retained either in part or in full.
15. The contractor shall ensure the proper handover of all the NDR 2.0 data in the Purchaser provided media, which could be either physical or cloud storage at the sole discretion of the Purchaser.
  16. **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.**
  17. **A Project Management Committee, set up by the purchaser, will do quarterly review which shall include the above mentioned timelines in this section and deviations (if any) will be intimated to the bidder and accordingly performance action shall be taken.**

### **13.8. Documents to be Provided by Bidder/Contractor**

#### **13.8.1. Along with the Bid**

1. Power of Attorney on behalf of the person authorised to sign the Bid
2. Experience and other documents as specified in the PQC and TQC
3. Technical Specification Compliance checklist documents on proposed OEM letter head as per **Section 16.3.4 TQ4: Managed services Compliance by CSP**, need to be submitted against all individual components, solutions, and services.
4. Initial Transition and Exit Management Plan
5. Initial DR Drill plan.
6. Project Execution plan showing activities and corresponding timeline
7. Data migration methodology of 3.5 to 4 PB data from external USB HDDs to Cloud Storage

#### **13.8.2. During Operations & Maintenance**

1. Approved Test Procedures for UAT
2. User acceptance tests certificate (UAT)
3. Weekly Project Status Reports
4. Training Schedules and material

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5. Functional Design Documents (cloud infrastructure Low Level design)
6. Detailed System Documentation including installation and configuration parameters for Cloud, Network, Security etc.
7. Updated Transition and Exit Management Plan
8. Updated Disaster Recovery Drill schedule
9. Emergency Contact details sheet
10. Helpdesk Number, e-mail, contact details sheet
11. Monthly System Downtime Report
12. Monthly SLA Reports
13. Preventive & Scheduled Maintenance plan (incl Objective, expected time duration and Risk involved/Mitigation plan), for approval .
14. End-of-contract deliverables documentations including undertaking by the Contractor that no NDR 2.0 data has been retained either in part or in full.

### **13.9. Responsibility of the Purchaser**

The following services shall be provided by the purchaser as free issue to the bidder:

1. Provide, Install, commission and operate the NDR 2.0 Data Repository Solution provided by the application service provider (through a separate tender), in cloud environment.
2. Provide, Install and commission all On-Premises IT hardware, including OS/networking system/NGFW at DGH Noida and Bhubaneswar.
3. Provide connectivity between DGH On-Premises locations and cloud PDC/SDC
4. Provided data in readable Input medias viz. external hard disk (Disk Size mostly 8 TB each).
5. Allow bidder to setup internet/lease line connectivity/Network devices/storage devices/IT hardware/etc, at DGH Noida, that is required by the bidder for the purpose of data migration from existing external HDDs to cloud storage.
6. Provide bidder with adequate working space and power supply for IT Hardware, at DGH Noida, that is required by the bidder for the purpose of data migration from existing external HDDs to cloud storage.
7. Provide Licenses for G&G applications required to be hosted in Virtual Data Rooms and Physical Data Rooms, including support from application OEM (if required) in connection with creation of VDI template.
8. Provide Licenses for Paradigm software required to be hosted in Application servers, including support from application OEM (if required).
9. To allow access to Contractor's representative at all reasonable hours of the day to carry out maintenance activities.
10. Provide media/storage required at the time of cloud exit.
11. Registration/Renewal of NDR website URL.

### 13.10. Extension of Contract

The Contractor shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this Contract, to the satisfaction of and as decided by the Purchaser up to the end of a contract period. The services may be extended for further period on satisfactory performance by Contractor. 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. Further contract extensions post the initial one (1) year extension, if any, shall be as per mutually agreed terms and conditions between the Purchaser and the contractor.

### 13.11. Contract Management

All resource allocation, assignment of daily, weekly, monthly, yearly work plans for the contractor, shall be as assigned by the purchaser. All work as directed by the purchaser relating to NDR 2.0 contract shall be carried out by the Contractor in a professionally and timely manner.

## 14. Project Timelines

The initial setup is completely dependent on the Application Service Provider. After issuance of the work order, bidder should wait for Go-Ahead from the purchaser. The project timelines are as follows:

**Table 11: Project Timelines**

| Item # | Milestone   | Completion Time   |
|--------|---|---|
| 1.     | Issuance of Work Order to successful Bidder <b>(T0)</b>   | ----  |
| 2.     | Date of Go-Ahead from purchaser <b>(T1)</b>   | ----  |
| 3.     | Account Set up, Infra Readiness and Workload assessment and migration readiness to the CSP Cloud Infra. | T1+15 days = T2   |
| 4.     | Migration of E&P Pre-Stack Data   | T1 + 6 months   |
| 5.     | Provisioning of DR  | Within 15 days from application Go-live*<br>*The purchaser will inform the Go-Live date |
| 6.     | Ongoing Cloud Management (O&M)  | T2 + 5 ½ Years (extendable by 1 more year)  |

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Note: A record shall be maintained regarding completion of each of the above milestones 1 to 6. The same shall be jointly signed by the contractor and purchaser.

### **15. Management of Cloud Services**

1. The Bidder is expected to understand the complete architecture of existing NDR 1.0 applications, processes, steps for smooth migration of applications and databases including any interdependencies between applications and data. The Bidder shall be responsible for deployment of its applications with all security measures/ scalability/ accessibility on cloud platform in co-ordination with the selected Application Service Provider and in consultation with the purchaser.
2. The Bidder will be responsible for pre-stack data migrating/copying to cloud storage and should ensure to meet all standard data formats for data transfer /portability during migration.
3. Bidder will carry out security administration, planning and implementation of cloud management and monitoring portals for complete infrastructure and services procured from the Bidder.
4. Bidder shall be responsible for security and integrity of Cloud IT infrastructure, network and applications supplied by the bidder.
5. Bidder shall be responsible for any Risk Management and planning, or issues related to migration of data from DC to DR.
6. The bidder shall provide necessary report including sizing, current loads, utilization, expected growth/demand and other details for scale up/scale down on quarterly basis.
7. The bidder shall provide the relevant reports, including real time as well as past data/reports on dashboard.
8. Bidder shall be responsible for supporting the Business Continuity plan, to be put in place by the application service provider, and for drills to be conducted twice a year normally, with 15 days' prior notice.
9. Optimise the resources/manage services for optimum billing with satisfactory service. purchaser may review the cost optimisation quarterly.



**16. Annexures**

**16.1. Annexure I: Templates for bidder**

**16.1.1. Template 1: Format for Pre-Bid Query submission**

*Table 12: Format for Pre-Bid Query*

| Sl | Page No. | Section No. | Section Name | Statement as per RFP | Query by bidder |
|----|----------|-------------|--------------|----------------------|-----------------|
| 1  |          |             |              |                      |                 |
| 2  |          |             |              |                      |                 |
| 3  |          |             |              |                      |                 |

- Page Number** – Page Number of this RFP as reflected at the bottom right corner. The bidders should mention only the page number. Ex. '29' as page number and not 'Page 29'.
- Section No.** – Example– '8' and not 'Section 8'
- Section Name** – Example – Scope of Work (Should be exactly the same as provided in the RFP)

Note–

- The queries are to be submitted in the format provided above only. The bidders should ensure that they enter correct details in the format. In case of any inappropriate details being mentioned the purchaser shall not be responsible for the same and such queries may be discarded from providing any response.
- The bidders to ensure that **no cell merging (in excel)** is done by them while preparing the query.
- The bidders ensure that each of the query submitted by them is unique and **no duplicate query** is submitted by them as a result of copy-paste. It is expected from the bidder to carry out its own due- diligence before submitting the queries.
- Bidders are expected to do a thorough check of the queries and ensure the completeness of the queries and spelling checks etc. before submitting the same to the purchaser.

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**16.1.2. Template 2 : Format for Performance Bank Guarantee (PBG)**

*Please refer GeM portal for PBG format*

### **16.1.3. Template 3 : Non-Disclosure Agreement (NDA)**

*(To be executed on Non – judicial stamp paper of INR 100/-or such equivalent  
amount and document duly attested by notary public)*

[Bidder Name and Address]

#### **Subject: Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform**

We write to confirm the agreed terms in respect of the confidentiality and non-disclosure of information that we will each, as a disclosing party, be making available to the other, as a receiving party.

Each party will be providing the other with access to certain information which has been designated as confidential information, and which relates to the business, clients, customers, products, methodologies and working practices of the disclosing party (“the Information”). This Information may be disclosed either in writing, orally (oral information to be confirmed in writing within 3 days of its disclosure) or by access to computer systems or data. In consideration for the disclosing party granting this access to the Information, the receiving party agrees that:

1. Subject to clause 6 below, the receiving party will keep the Information strictly confidential and will not disclose it to any third party (except as set out below) without the prior written consent of the disclosing party.
2. The Information will only be disclosed to those employees of the receiving party who need to know for the proper performance of their duties in relation to the project, and then only to the extent reasonably necessary. The receiving party will take appropriate steps to ensure that all employees to whom access to the Information is given are aware of its confidentiality and agree to be bound by restrictions no less onerous than the terms contained in this letter.
3. The Information disclosed to the receiving party will be used solely for the purpose of sharing technical and commercial information pertaining to the **Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform**.
4. The receiving party will establish and maintain reasonable security measures to provide for the safe custody of the Information and to prevent unauthorized access to it.

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5. On the termination of the receiving party's involvement in the above project, and upon being requested to do so, the receiving party will either return the Information disclosed to it or destroy/ delete the same from its servers/ possession, including all copies thereof, within a reasonable period, subject only to the extent necessary for the maintenance of proper professional records. Such destruction has to be certified by the authorized officer of the company supervising the destruction.
6. The obligations set out above shall not apply to any Information which:
  - (a) is or becomes publicly available other than through a breach of this agreement
  - (b) is already in the possession of the receiving party without any obligation of confidentiality
  - (c) is obtained by the receiving party from a third party without any obligation of confidentiality
  - (d) is independently developed by the receiving party outside the scope of this agreement
  - (e) the receiving party is required to disclose by any legal or professional obligation or by order of any regulatory authority.
7. The receiving party acknowledges that the disclosing party retains the copyright and all intellectual property rights in the Information and that the receiving party may not copy, adapt, modify, or amend any part of the Information or otherwise deal with any part of the Information except with the prior express written authority of the disclosing party.
8. This agreement shall be governed by, and construed in accordance with, the laws of India and the High Court of Delhi shall have exclusive jurisdiction.

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We would be grateful if you would also acknowledge your agreement to these terms by signing the copy of this letter and returning it to us.

Yours faithfully,

**For Directorate General of Hydrocarbons**

We agree to the above terms regulating the disclosure of the Information.

Name of the Official : \_\_\_\_\_

Designation : \_\_\_\_\_

**For and on behalf of Bidder**

Authorized Signature [In full and initials] : \_\_\_\_\_

Name and Title of Signatory : \_\_\_\_\_

Name of Firm : \_\_\_\_\_

Address : \_\_\_\_\_

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**16.1.4. Template 4 : Bid Security Declaration**

<To be submitted in company's letterhead>

Date: \_\_\_\_\_

Tender No. \_\_\_\_\_

To,

<<Purchaser Name & Address>>

Dear Sir/Madam,

I/We, the undersigned, declare that-

1. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.
2. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I /We are in a breach of any obligation under the bid conditions, including the following-
  - a) I/We have withdrawn or modified or amended, impaired, or derogated our proposal/bid from the RFP during the period of bid validity (i.e., 180 days from the last date of bid submission) specified in the RFP or for its extended period (if any); or
  - b) If I/we are found indulging in any corrupt, fraudulent, or other malpractice in respect of the bid. Or
  - c) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity I/we-
    - i. fail or refuse to execute the contract and/or
    - ii. fail or refuse to furnish the Performance Security or fail or refuse to submit the performance security within the stipulated deadline

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3. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of-
- (a) the receipt of your notification of the name of the successful Bidder; or
  - (b) 30 (Thirty) days after the expiration of the validity of my/our Bid.

(Authorized  
Signatory)

<<Signature, Name, Designation, Address, Seal, Date>>

WITNESS (two)-

.....  
(Signature)(Signature)

.....  
(Name)(Name)

**16.1.5. Template 5: Undertaking (no conflict of interest)**

The certificate below is to be provided by the Bidder.

<To be printed on Company letterhead>

**Undertaking (no conflict of interest)**

We hereby confirm that our company \_\_\_\_\_ <<Name of Bidder>> is not involved in any conflict-of-interest situation with one or more parties in this bidding process, including but not limited to –

1. Receive or have received any direct or indirect subsidy from any of them; or
2. Have common controlling shareholders; or
3. Have the same legal representative for purposes of this Bid; or
4. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or
5. Influence the decisions of purchaser regarding this bidding process; or
6. Participation in more than one bid in this bidding process. Participation in more than one Bid will result in the disqualification of all Bids. However, this does not limit the inclusion of the same product (commercially available hardware, software or network product manufactured or produced by the firm), as well as purely incidental services such as installation, configuration, routine training, and ongoing maintenance/support, in more than one bid: or
7. Participation as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.
8. Association as Consultant/ Advisor/ Third party independent evaluating agency with any of the M-CSP/CSPs taking part in the bid process.

Signature:

Name:

Designation:

Address:

Seal:

Date:



**16.1.6. Template 6: Undertaking regarding Non-Retention of NDR Data**

**Forms of Undertaking by Contractor with regards to Non-Retention of NDR Data**

*(to be Submitted on Contractor's Company Letter head)*

To,  
Directorate General of Hydrocarbons  
6, CGO Complex, Lodhi Road,  
New Delhi : 110003

**Sub.: Undertaking Regarding Non-retention of NDR Data**

Sir,

1. With reference to your Tender No. ----- dated ----- for -----  
---and Contract No.----- dated----- , We-----  
*-(fill the Name & Address of Contractor)* have been providing services under  
the said Contract.
2. We confirm that no NDR data has been retained on Cloud or any other  
media/device/system in soft or hard copies, either by us or any of our  
subcontractor(s), either in part or in full.

Date:

Signature .....

Place:

Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

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**16.1.7. Template 7: No Claim Certificate**

*(On company letterhead)*

To,  
Directorate General of Hydrocarbons  
6, CGO Complex, Lodhi Road,  
New Delhi : 110003

**NO CLAIM CERTIFICATE**

Sub: **Contract Agreement no. \_\_\_\_\_ dated \_\_\_\_\_ for the supply of**  
\_\_\_\_\_

We have received the sum of ₹\_\_\_\_\_ (Rupees  
\_\_\_\_\_ only) in full and final settlement of all the payments  
due to us for the supply of the above mentioned contract agreement, between us and  
Directorate General of Hydrocarbons (hereinafter referred to as DGH).

We hereby unconditionally, and without any reservation whatsoever, certify that with this  
payment, we shall have no claim whatsoever, of any description, on any account, against  
DGH/DIC, against aforesaid contract agreement executed by us. We further declare  
unequivocally, that with this payment, we have received all the amounts payable to us, and  
have no dispute of any description whatsoever, regarding the amounts worked out as  
payable to us and received by us, and that we shall continue to be bound by the terms and  
conditions of the contract agreement, as regards performance of the contract.

Date:

Signature .....

Place:

Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

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**16.1.8. Template 8: Undertaking by Bidder**

(On company letterhead)

To,  
Directorate General of Hydrocarbons  
Plot No. 2, Tower A, OIDB Bhawan,  
Sector 73, Noida, Uttar Pradesh 201301

Ref: Tender No \_\_\_\_\_ dt \_\_\_\_\_

We have read the clause mentioned in Office Memorandum No. F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and Order (Public Procurement No. 1) No.F.No.6/18/2019-PPD of Public Procurement Division, Department of Expenditure, Ministry of Finance dated 23rd July 2020 and further Order/Oms regarding restrictions on procurement from a bidder of a country which shares a land border with India.

In view of this, we certify that, *(Strike out whichever is not applicable)*

- (a) We are not from a country sharing land border with India and any registration as mentioned in said OM is not applicable to us.
- (b) We are registered with the competent authority as mentioned in said OM. The copy of registration No. \_\_\_\_\_ dt. \_\_\_\_\_ is enclosed.
- (c) We will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

We hereby certify that we fulfil all requirements in this regard and are eligible to be considered.

Date: Signature .....

Place: Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

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**16.1.9. Template 9A: Undertaking for Local Content**

UNDERTAKING FOR LOCAL CONTENT  
(as per Clause No. 6.2.1)  
(to be submitted on Bidder's letterhead)

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

Ref: Tender no. GEM/2024/B/4676396 for "Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform"

We \_\_\_\_\_ (Name of the bidder) undertake that we meet the mandatory minimum local content requirement (equal to or above 20%) of the offered services as per "Public Procurement (Preference to Make in India) Policy", against GeM Bid no GEM/2024/B/4676396 for "Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform."

For claiming purchase preference linked with Local Contents under the PPP-MII policy, we certify our status and local content as under (Strike out whichever is not applicable):

- Class-I local Supplier: Offered Services has local content equal to or more than 50%, as defined in the policy.

OR

- Class-II local Supplier: Offered Services has local content more than 20% but less than 50%, as defined in the policy.

The percentage of local content in our bid is \_\_\_\_\_%

Place of value addition is \_\_\_\_\_

Date: Signature [In full and initials]: .....

Place: Full Name of Authorized Signatory .....

Seal: Designation.....

Name of Company.....

Contact Details & Address .....

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**16.1.10. Template 9B: Undertaking for Local Content**

UNDERTAKING FOR LOCAL CONTENT

(as per Clause No 6.2.1)

(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:

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**16.2. Annexure II: Pre-Qualification Proposal Format**

**16.2.1. Form PQ1: Bidder’s Information & Covering Letter**

<To be submitted in company’s letterhead>

<Place>

<Date>

To,  
 Directorate General of Hydrocarbons (DGH)  
 Plot No. 2, Tower A, OIDB Bhawan,  
 Sector 73, Noida, Uttar Pradesh 201301

**Subject:** Submission of Bid for Contract of Tender No. ....

Dear Sir/Madam,

This is to notify that our company is submitting a bid in response to Tender No \_\_\_\_\_ <Insert Tender No.> for **Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform**. Details of our company are as follows:

**Table 13: Bidder Details**

| Information Sought                                  | Details to be Furnished |                   |
|---|-------------------------|-------------------|
| Name and address of the Bidding Company             |                         |                   |
| Incorporation status of the firm (public / private) |                         |                   |
| Year of Establishment                               |                         |                   |
| Date of registration                                |                         |                   |
| Registrar of Companies (ROC) Reference No.          |                         |                   |
| Resources Details                                   | Primary Contact         | Secondary Contact |
| Name  |                         |                   |
| Title   |                         |                   |
| Location  |                         |                   |
| Phone   |                         |                   |
| Mobile  |                         |                   |
| Fax   |                         |                   |
| E-Mail  |                         |                   |

We are responsible for communicating to the purchaser in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold the

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purchaser responsible for any non-receipt of bid process communication in case such change of information is not communicated and confirmed with the purchaser on time.

We are submitting our bid for the services as per the scope and requirements of the tender document. The bids are valid for a period of 180 days from the last date of bid submission.

By submitting the proposal, we acknowledge that we have carefully read all the sections of this RFP document including all forms, scheduled and appendices hereto, and are fully informed of all existing conditions and limitations. We also acknowledge that the company is in agreement with terms and conditions of the tender and the procedure for bidding and evaluation. There is/are no deviations from the terms & conditions of the RFP.

We have enclosed the Bid Securing Declaration as per the tender Conditions. It is liable to be enforced in accordance with the provisions of the tender document.

**Deviations:** We declare that all the services shall be performed strictly in compliance with the Tender Document. Further, we agree additional conditions, if any, found in the bid documents, other than those stated in the tender document, shall not be given effect to.

**Bid Pricing:** We do hereby confirm that our bid prices is inclusive of all taxes and duties, as applicable on the last date of submission of bid. We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

**Qualifying Data:** We confirm having submitted qualifying data as required by you in your tender document. In case you require any further information/documentary proof in this regard before evaluation of bid, we agree to furnish the same in time to your satisfaction.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to DGH are true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled DGH in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in unduly favouring our company in the evaluation process, we are liable to be dismissed from the selection processor termination of the contract with DGH.

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We understand that you are not bound to accept the lowest or any bid you may receive.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/ company/  
firm/organization and empowered to sign this document as well as such other documents,  
which may be required in this connection.

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Company:

Address:

Seal/Stamp of bidder:



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**16.2.2. Form PQ2: Self declaration for non-black listing**

The certificate below is to be provided by the Bidder

<To be printed on Company letterhead>

**Self-declaration for non-black listing**

We confirm that we have not been blacklisted or debarred or banned by any ministry/department/attached offices/subordinate offices under Government of India, any State government, autonomous bodies (established by Central/State govt), any Central/State PSUs in India or any Statutory or Regulatory or Government Authorities for corrupt, fraudulent or any other unethical business practices, during the last 5 years, reckoned from the last date of original bid submission.

Sincerely,

(Signature)

(Name & Signature of Key Managerial Personnel)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp

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**16.2.3. Form PQ3: Financial Strength**

Based on its books of accounts and other published information authenticated by me, this is to certify that..... <<Name of the organization>> has an average annual turnover of ₹.....<<amount>> for the last three Financial Years <<mention Financial Years>> as per year-wise details noted below:

**Table 14: Financial Information of the Bidder**

| Financial Strength of the Organization  |   |                        |  |
|---|---|------------------------|--|
| Sl.   | Financial Year  | Annual Turnover (In ₹) | Whether Having Positive Net Worth (Yes / No) |
| 1.  |   |                        |  |
| 2.  |   |                        |  |
| 3.  |   |                        |  |
| 4.  | Total Annual turnover in last three financial years (<<mention Financial Years>>) in ₹    |                        |  |
| 5.  | Average Annual turnover for last three financial years (<<mention Financial Years>>) in ₹ |                        |  |
| <p><i>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.</i></p>   |   |                        |  |
| <p>[Signature]<br/>                     [Name]<br/>                     [Designation]<br/>                     Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)<br/>                     Seal/Stamp<br/>                     &lt;&lt;Certificate by Statutory Auditor of the Bidder/ Practising Chartered Accountant (not necessarily a statutory auditor) with membership number &gt;&gt;</p> |   |                        |  |

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16.2.4. Form PQ4: Pre-Qualification (PQ) Document Checklist

Table 15: PQ Document Checklist

| SI | Name of the Document  | Attached (Yes/No/N A) | Reference Page No's |
|----|---|-----------------------|---------------------|
| 1  | Cover letter signed by authorised signatory of the bidder <b>(Form PQ1)</b>   |                       |                     |
| 2  | Undertaking for Local Content   |                       |                     |
| 3  | Certificate of Registration/ Incorporation, Copy of GST Registration, Copy of TAN/PAN card, PQ criteria <b>(Section 6.2.1, Table- 5, SI 1.0)</b>  |                       |                     |
| 4  | CSP's MeitY empanelment certificate, Copy of Authorised partner certificates from CSP, Authorization from CSP for bid submission, Power of Attorney authorising the person to sign the Bid. <b>(Section 6.2.1, Table- 5, SI 2.0)</b>  |                       |                     |
| 5  | Certificate issued by the Statutory Auditor/ Practising Chartered Accountant (not necessarily a statutory auditor) with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, certifying turnover and turnover from <b>Proposed Cloud Business</b> , PQ criteria <b>(Section 6.2.1, Table- 5, SI 3.0)</b> |                       |                     |
| 6  | Certificate <b>(Form PQ3)</b> issued by the Statutory Auditor/a practicing Chartered Accountant (not necessarily a statutory auditor), with membership number along with copies of Audited Balance Sheet and Profit & Loss Account, certifying the Net Worth and, Annual Turnover, PQ criteria <b>(Section 6.2.1, Table- 5, SI 4.0)</b>     |                       |                     |
| 7  | Undertaking <b>(Form PQ2)</b> that the Bidder has not been blacklisted or debarred, PQ criteria <b>(Section 6.2.1, Table- 5, SI 5.0)</b>  |                       |                     |
| 8  | Third Party Audited reports/accreditation of the proposed CSP <b>(Section 6.2.1, Table- 5, SI 6.0)</b>  |                       |                     |
| 9  | URL of the webpage under the domain of the proposed CSP public portal showing the rates for the available cloud services <b>(Section 6.2.1, Table- 5, SI 7.0)</b>   |                       |                     |
| 10 | CSP Accreditation certificates <b>(Section 6.2.1, Table- 5, SI 8.0)</b>   |                       |                     |
| 11 | Undertaking regarding insolvency etc. <b>(Section 6.2.1, Table- 5, SI 9.0)</b>  |                       |                     |
| 12 | URL of the proposed CSP public portal showing list of available cloud services <b>(Section 6.2.1, Table- 5, SI 10.0)</b>  |                       |                     |

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|    |  |  |  |
|----|--|--|--|
| 13 | Work order along with completion certificates supporting experience of Data Migration ( <b>Section 6.2.1, Table- 5, SI 11.0</b> )                                  |  |  |
| 14 | Documents in support of certified cloud resources ( <b>Section 6.2.1, Table- 5, SI 12.0</b> )  |  |  |
| 15 | URL of the proposed CSP public portal showing availability of GPU based machines as one of the publicly listed service ( <b>Section 6.2.1, Table- 5, SI 13.0</b> ) |  |  |
| 16 | URL of the proposed CSP public portal showing availability of native AI/ML services  |  |  |
| 17 | Filled in <b>Form TQ4: Services Compliance by CSP</b> in proposed CSP's letter head  |  |  |
| 18 |  |  |  |
| 19 |  |  |  |
| 20 |  |  |  |
| 21 |  |  |  |
| 22 |  |  |  |

Date:

Signature .....

Place:

Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

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**16.3. Annexure III: Technical Qualification Proposal Format**

**16.3.1. Form TQ1: Bidder’s information**

Following information are required to be filled by Bidder (Bidder may add rows if required)

**Table 16: Bidder Details**

| SI | Information Requirement  | Details    |
|----|--|------------|
| 1  | Type of the Bid  | Individual |
| 2  | Name of the Bidder   |            |
| 3  | Address of place of business   |            |
| 4  | Nature of Business   |            |
| 5  | Number of years in the business of providing Cloud IT services   |            |
| 6  | Authorised partner of proposed CSP for (number of years).  |            |
| 7  | Number of certified cloud resource personnel in the payroll of the bidder.                               |            |
| 8  | Number of certified cloud resource personnel ( <i>in the proposed CSP</i> ) in the payroll of the bidder |            |

Date: \_\_\_\_\_ Signature .....

Place: \_\_\_\_\_ Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

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**16.3.2. Form TQ2: Responsibility Matrix**

(Applicable for Application Vendor and Cloud Service provider/MSP)

**Table 19: Responsibility Matrix**

| <b>Activity</b>   | <b>Application Vendor</b> | <b>Bidder (MSP/CSP)</b> | <b>Purchaser</b> |
|---|---------------------------|-------------------------|------------------|
| Post Award- Project Plan and Cloud Deployment Approach Finalization for various environments  | R, A                      | R, A                    | C, I             |
| <b>Initial - Infrastructure setup</b>   |                           |                         |                  |
| CSP Account Creation, Cloud Infrastructure Setup and Deployment   | C                         | R, A                    | I                |
| CSP infrastructure optimization   | C                         | R, A                    | I                |
| CSP infrastructure monitoring   | I                         | R, A                    | I                |
| Install, Customize, Troubleshoot and Resolve application issues ( <i>Troubleshooting and resolving issues related to G&amp;G applications provide by the Purchaser is outside the scope</i> ) | R, A                      | C                       | I                |
| Troubleshoot and resolve CSP network issues   | C                         | R, A                    | I                |
| Troubleshoot and resolve operating system and infrastructure issues   | C                         | R, A                    | I                |
| <b>Networking</b>   |                           |                         |                  |
| Configure Infra Services required for the solution  | C                         | R, A                    | I                |
| Direct Connectivity/Lease Line  | I                         | C                       | R, A             |
| <b>Migration</b>  |                           |                         |                  |
| Uploading of Pre Stack data   | C                         | R, A                    | C, I             |
| Cataloging of Pre-Stack data  | R, A                      | C                       | C, I             |
| Uploading and Migration Post Stack + Other Loaded data migration  | R, A                      | C                       | I                |
| Data Validation and Integration with Application for Post Stack + Other Loaded Data   | R, A                      | C                       | I                |
| <b>Provisioning / UAT</b>   |                           |                         |                  |
| Security Services Deployment (Network Firewall, WAF, Ant-DDOS, Threat Detection, Vulnerability Scanner etc.)  | C                         | R, A                    | I                |
| Integration Test  | R, A                      | C                       | I                |
| UAT   | R                         | I                       | A, C             |
| VAPT Certification of NDR setup and STQC certification of NDR website   | R, A                      | R, C                    | I                |
| VAPT Compliance   | R, A                      | R, A                    | I                |

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|  |      |      |     |
|--|------|------|-----|
| Go-Live  | R, A | R, A | C   |
| <b>Operations (Logging, Monitoring and Event Management)</b>   |      |      |     |
| Recording CSP infrastructure change logs   | C    | R, A | I   |
| Installation and configuration of agents and scripts for patching, security, monitoring, etc. of CSP infrastructure provisioned through the change management process. | C, I | R, A | I   |
| Define customer specific monitoring and incident requirements  | R, A | R, A | C,I |
| Configuring alerts for Managed Environment   | C    | R, A | I   |
| Monitoring all configured alerts   | I    | R, A | I   |
| Investigating infrastructure Alerts for Incident notification  | I    | R, A | I   |
| Investigating application alarms   | R, A | C    | I   |
| <b>Incident Management</b>   |      |      |     |
| Proactively notify Incidents on CSP infrastructure based on monitoring   | I    | R, A | I   |
| Handle application performance issues and outages not related to CSP Infra & Lease line  | R, A | I    | I   |
| <b>Security Management</b>   |      |      |     |
| Customer infrastructure security and/or establishing baseline for security compliance process as determined and agreed to during customer onboarding.                  | C    | R, A | I   |
| Configure Managed Security Services  | C    | R, A | I   |
| Update Managed Security Configuration  | C    | R, A | I   |
| Maintaining and updating virus signatures.   | C    | R, A | I   |
| Remediating instances infected with malware.   | C    | R, A | I   |
| Security event management  | C    | R, A | I   |
| Application security management and updates (Access Control, SSO, SSL etc.)  | R, A | C    | I   |
| <b>DR Drill</b>  | R,A  | R,A  | I   |
| Back-up  | C    | R, A | I   |
| Any Conflicts Resolution   | C    | C    | R,A |

We \_\_\_\_\_ , the Bidder, agree to the above assignment of Responsibility and Accountability against this Tender/works.

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Countersignature of authorized representative of the Bidder:

Date: Signature .....

Place: Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

Note: Nomenclature

- (a) C: Consultation
- (b) I: Information
- (c) R: Responsible
- (d) A: Accountable



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**16.3.3. Form TQ3: Project Experience Submission format**

(To be submitted along with technical proposal on the letterhead of the bidder)

The bidder shall submit its experience with respect to Projects executed in the last 7 years, reckoned from the last date of original bid submission. The details regarding the projects executed shall be tabulated as per table below:

**Table 20: Bidder Project Information**

| SI | Name of Project (Name of Client) | Contact details of Client | Scope | Start date | End Date | Year wise Billing | Page Number of the Technical Bid |
|----|----------------------------------|---------------------------|-------|------------|----------|-------------------|----------------------------------|
|    |                                  |                           |       |            |          |                   |                                  |
|    |                                  |                           |       |            |          |                   |                                  |

The bidder agrees to the purchaser contacting the concerned clients for verification of the details provided above. The purchaser shall only consider the projects mentioned in the above table. Projects listed above and not substantiated with relevant documents pertaining to the-projects will not be considered for evaluation.

Purchase may seek clarification regarding the projects executed by the bidder.

The bidder agrees and understands that in case of wrong/misleading information, the bid will be liable for disqualification.

Declaration

I, the undersigned, certify to the best of my knowledge and belief, that the information contained in this form correctly describes my experience.

Signature of authorized representative of the Bidder:

Date: Signature .....

Place: Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

#### 16.3.4. Form TQ4: Services Compliance by CSP

<To be issued by CSP on it's Letterhead >

Certificate shall be submitted by the Bidder

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%. We shall also be responsible for providing single point support & resolution and single console billing for all the services as listed in table 25. Also, the SLAs of our CSP Native Market place products are available in our Public facing portal
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.
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.
4. The Cloud services offered by the bidder against this Project have native integration with our monitoring platform/service to enable effective operational view with defined matrices and alarms. The PaaS service have an integration with our management console and provide single view of all resources. The bidder will only facilitate, schedule or define controls for these activities in-line with the customer requirements by leveraging on our published APIs for these Managed platform services.
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.
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.
7. We agree to provide every functionality offered by Cloud in the form of Secured, Authenticated and Authorized APIs to eliminate challenges with human error, avoid manual human interaction to critical databases and provides flexibility to customers to integrate the APIs in their environment as per business requirements.
8. Our Cloud Managed Service meet the following capabilities

**Table 21: CSP General Compliance**

| SI | Requirement | Yes/No | Reference link |
|----|-------------|--------|----------------|
|----|-------------|--------|----------------|

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|    |  |  |  |
|----|--|--|--|
| 1  | Secured, authenticated and authorized Service APIs to Provision/Scale/Manage the resources   |  |  |
| 2  | Public Documentation of every API along with examples available in popular programming languages including CLI, Java, Python, Node.js etc.   |  |  |
| 3  | Metering and Monitoring of Service usage in terms of compute, bandwidth, storage, performance metrics  |  |  |
| 4  | Security by Design: Encryption of data at Rest and while Transit enabled by default without any manual configuration required. The TLS certificates and Encryptions keys should be secured by Key Management Solution backed by HSM. |  |  |
| 5  | Native Integration with CSP Identity and Access Management (IDAM) solution to allow granular access control.   |  |  |
| 6  | Automated Backup of data with IDAM based Access Control, encryption and monitoring for access/download.  |  |  |
| 7  | Automated/Push button scaling with published APIs for scaling so that developers can create custom logic to scale the application as per business requirements.  |  |  |
| 8  | Automated setup of Multiple node cluster to sync data across data centers with option for Synchronous/Asynchronous replication.  |  |  |
| 9  | Automatic Failover without manual intervention.  |  |  |
| 10 | Self-Service capability for Restoration of cluster from backup.  |  |  |
| 11 | Self-heal capability to detect health of underlying hardware and restore services on a different physical host without any manual intervention.  |  |  |
| 12 | Integrated Logging and Monitoring with option to create alerts based on performance anomaly based on Machine Learning.   |  |  |
| 13 | Service version Upgrade with customer having control over the Upgrade window.  |  |  |
| 14 | Automated Operating System Patching with customer having control over the Patching window.   |  |  |
| 15 | 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.                                 |  |  |
| 16 | DELETED  |  |  |

**Table 22: CSP Security Services Compliance**

| Sr. No | Name of Service         | Specification   | Yes/No | Reference Link |
|--------|-------------------------|---|--------|----------------|
| 1      | Security Monitoring and | The CSP should have a native service for a comprehensive view of the high-priority security |        |                |

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| Sr. No | Name of Service                | Specification   | Yes/No | Reference Link |
|--------|--------------------------------|---|--------|----------------|
|        | Posture Management             | alerts and compliance status across multiple accounts.  |        |                |
|        |                                | Native service to provide a single place that aggregates, organizes, and prioritizes the security alerts, or findings, from multiple services and sources.      |        |                |
|        |                                | The findings should be visually summarized on integrated dashboards with actionable graphs and tables.  |        |                |
|        |                                | CSP should have native capability to continuously monitor the environment using automated compliance checks based on the best practices and industry standards. |        |                |
| 2      | Identity and Access Management | The CSP should have native capabilities to securely control access to services and resources for the users.   |        |                |
|        |                                | CSP should have native abilities to create and manage users.  |        |                |
|        |                                | CSP should have native capabilities to create roles and groups.   |        |                |
|        |                                | Native support to enforce permissions-based access to the resources.  |        |                |
| 3      | Threat Detection               | The CSP should offer a native fully managed threat detection service.   |        |                |
|        |                                | Capabilities to continuously monitor for malicious or unauthorized behaviour.   |        |                |
|        |                                | Capabilities to analyse billions of events across multiple accounts using machine learning to detect anomalies.   |        |                |
|        |                                | The threat detection service should be able to generate actionable alerts.  |        |                |
|        |                                | The threat detection service should support integration with existing event management and workflow systems.  |        |                |
| 4      | Security Assessment Services   | The CSP should offer a native service for automated security assessment.  |        |                |
|        |                                | Native service to help improve the security and compliance of applications deployed on the cloud.   |        |                |
|        |                                | Native service to automatically assess applications for exposure, vulnerabilities and deviations from best practices.   |        |                |
|        |                                | Service should be able to produce a detailed list of security findings prioritized by level of severity.  |        |                |
|        |                                | Should be able to check for unintended network  |        |                |

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| Sr. No | Name of Service           | Specification   | Yes/No | Reference Link |
|--------|---------------------------|---|--------|----------------|
|        |                           | accessibility and vulnerabilities of the VMs.   |        |                |
|        |                           | Should offer pre-defined rules packages mapped to common security best practices and vulnerability definitions.   |        |                |
|        |                           | Rules should be regularly update by the CSP.  |        |                |
| 6      | SSL Certificate           | The CSP should have a native service to <b>manage</b> and deploy Secure Sockets Layer /Transport Layer Security (SSL/TLS) certificates.                             |        |                |
|        |                           | CLAUSE DELETED  |        |                |
|        |                           | CLAUSE DELETED  |        |                |
| 7      | Cloud HSM                 | The CSP should offer a native, fully managed, cloud-based hardware security module to easily generate and use our own encryption keys on the Cloud.                 |        |                |
|        |                           | The native hardware security module should be FIPS 140-2 Level 3 compliant.   |        |                |
|        |                           | The native hardware security module should support our own encryption keys.   |        |                |
|        |                           | The native hardware security module should support deployment in cluster mode for high availability.  |        |                |
|        |                           | The native security module should have ability to provide high availability and load balancing.   |        |                |
|        |                           | Should be able to provide availability of HSM within 1 hour, in case of any failure of HSM unit.  |        |                |
|        |                           | The native hardware security module should have support to integrate with the applications using industry-standard APIs.  |        |                |
| 8      | Firewall Management       | The CSP should offer a native security service to centrally configure and manage firewall rules.  |        |                |
|        |                           | The native security service should be able to configure firewall rules across multiple accounts and applications.   |        |                |
|        |                           | The native security service should provide a mechanism to easily roll out firewall rules.   |        |                |
|        |                           | The native security service should be able to support new applications and resources into compliance with a common set of security rules from day one.              |        |                |
|        |                           | The native security service should provide a single place to build firewall rules, create security policies, and enforce them in a consistent, hierarchical manner. |        |                |
| 9      | Encryption Key Management | The CSP should offer a native, fully managed service to create and manage encryption keys.  |        |                |

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| Sr. No | Name of Service     | Specification  | Yes/No | Reference Link |
|--------|---------------------|--|--------|----------------|
|        |                     | The native, fully managed key management service should be able to control encryption across a wide range of cloud services and applications.  |        |                |
|        |                     | The native, fully managed key management service should be FIPS 140-2 compliant.   |        |                |
|        |                     | The native fully managed key management service should be able to provide the logs of all key usage to help meet our regulatory and compliance.  |        |                |
| 10     | Password Management | The CSP should have a native, fully managed service to centrally manage secrets needed to access the applications, services, and IT resources.   |        |                |
|        |                     | The native, fully managed secret management service should be able to easily rotate, manage and retrieve database credentials, API keys, and other secrets throughout their lifecycle. |        |                |
|        |                     | The native, fully managed secret management service should be able to support API based retrieval of secrets.  |        |                |
|        |                     | The native, fully managed secret management service should be able to control access to secrets using fine-grained permissions.  |        |                |
|        |                     | The native, fully managed secret management service should be able to audit secret rotation centrally for resources in the cloud, third-party services and on-premises.                |        |                |
| 11     | DDoS Protection     | The CSP should have a native managed service to protect against Distributed Denial of Service (DDoS) attacks.  |        |                |
|        |                     | The native managed DDoS protection service should provide always-on detection and automatic inline mitigations that minimize application downtime and latency.                         |        |                |
| 12     | Single Sign-On      | The CSP should have native support for Single Sign-On (SSO).   |        |                |
|        |                     | The native SSO service should be able to centrally manage SSO access to multiple accounts and business applications.   |        |                |
|        |                     | The native SSO service should be highly available.   |        |                |
|        |                     | The native SSO service should support built-in SAML integrations to many business applications.  |        |                |
|        |                     | The native SSO service should be able to extend SSO access to any of the SAML-enabled applications.  |        |                |

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| Sr. No | Name of Service                    | Specification   | Yes/No | Reference Link |
|--------|------------------------------------|---|--------|----------------|
|        |                                    | The native SSO service should be able to use existing corporate credentials to access all the assigned accounts and applications from one place.  |        |                |
| 13     | Web Application Firewall           | The CSP should have a native web application firewall.  |        |                |
|        |                                    | The native web application firewall should be able to protect the web applications from common web exploits that could affect application availability, compromise security, or consume excessive resources.  |        |                |
|        |                                    | The native web application firewall should be able to give us control over which traffic to allow or block the web application by defining customizable web security rules.   |        |                |
|        |                                    | The native web application firewall should support creation of new custom rules and block common attack patterns, such as SQL injection or cross-site scripting, OWASP's Top 10 Web Application Vulnerabilities and rules that are designed for our specific application. |        |                |
|        |                                    | The native web application firewall should be able to deploy new rules immediately.   |        |                |
|        |                                    | The native web application firewall should support API based operations to automate the creation, deployment, and maintenance of web security rules.  |        |                |
| 14     | Multi-factor authentication        | The CSP should offer rule based multi-factor authentication for the cloud portal.   |        |                |
| 15     | Automated Vulnerability Management | The CSP should offer automated vulnerability management service that continually scans virtual machines and container workloads for software vulnerabilities and unintended network exposure.   |        |                |
|        |                                    | 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  |        |                |
|        |                                    | The CSP native Vulnerability Management Service should perform automated discovery and continual scanning that delivers near real-time vulnerability findings   |        |                |

**Table 23: CSP Storage Services Compliance**

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| Sr. No | Name of Service                                | Specification   | Yes/No | Reference Link |
|--------|--|---|--------|----------------|
| 1      | File Storage                                   | 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 Linux and Window based machines.     |        |                |
| 2      | Hot Tier Storage/ Blob / Object / File Storage | Highly Available and durable storage to be used by applications for frequent use and access of E&P Data sets. This storage should support an availability of >= 99.9%   |        |                |
| 3      | Cloud Tier /Archival storage                   | 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 99.999999999% |        |                |
| 4      | Block storage                                  | 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   |        |                |

**Table 24: CSP CDN Services Compliance**

| Sr. No | Service requirements Specification | Description   | Yes/No | Reference Link |
|--------|------------------------------------|---|--------|----------------|
| 1      | On-Demand Scalability              | 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 |        |                |
| 2      | Geographical Locations             | Geographical locations across India   |        |                |
| 3      | Reliability                        | The CDN Service Provider shall ensure that the proposed services shall be available 99.9% of the time.  |        |                |
| 4      | Performance                        | 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.               |        |                |
| 5      | Supported Device                   | The CDN service shall support all types of desktop  |        |                |



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|    |  |  |  |  |
|----|--|--|--|--|
|    |  | and mobile devices   |  |  |
| 6  | Hit per day within India   | More than 100 Million  |  |  |
| 7  | Traffic Handling Capacity/Bandwidth  | More than 40 Gbps  |  |  |
| 8  | Points of Presence in India  | Minimum 3 PoPs   |  |  |
| 9  | Concurrency of Visitors  | more than 200000   |  |  |
| 10 | Geo Fencing/Geo Restriction  | Yes  |  |  |
| 11 | Protection of CDN against volumetric attack on Network Layer 3,4,7 etc.                            | TCP state exhaustion attacks, HTTP and UDP flood attacks, Reflective amplification attacks etc.  |  |  |
| 12 | TLS/SSL (Per Certificate)  | Any  |  |  |
| 13 | Real time monitoring of reporting  | The view should be customizable with minimum 5 role-based and management features access for each website separately. There should not be any restrictions of number of users and concurrent logins. |  |  |
| 14 | Monthly uptime   | 99.9%  |  |  |
| 15 | Change request for any addition / removal of website should be implemented                         | Within 48 Hours  |  |  |
| 16 | Archived Content Analytic report, geographic information etc. should be made available on a demand | GUI based analytics reports with 30 Days archival on basis of real-time:   |  |  |
|    |  | a) Within 30minutes for media Analytics  |  |  |
|    |  | b) Within 24hours for Websites.  |  |  |
| 17 | Self-Provisioning  | CDN should have self-provisioning interface to configure, monitor and manage the cached data and its life cycle  |  |  |
| 18 | Cache content Availability   | 99.50%   |  |  |
| 19 | The http/https calls to origin server should be minimized log delivery                             | Web Application Firewall deployment should be POP to achieve high scalability and availability   |  |  |
| 20 | Change/Update TLS  | CDN Owner / Channel Partner would be responsible to update latest certificates   |  |  |
| 21 | Whitelisting of IPs  | Whitelisting of edge IPs/ range IP of IPs preferable in India  |  |  |

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|    |   |   |  |  |
|----|---|---|--|--|
| 22 | Security of Data                                    | Security of data' also encompasses integrity and confidentiality during transit. Data should not be leaked to a third party prior to publishing                   |  |  |
| 23 | Should be capable for handling HTTPS2 / HTTPS3      | The communication between origin and edge servers should also be on HTTPS   |  |  |
| 24 | Streaming Media and Analytics and Stream Protection | Stream theft should be taken care i.e. the visitor cannot see the video origin link and cannot embed the video on his webpage. Pre-defined Token based protection |  |  |
| 25 | Number of websites and live streams                 | There should not be any restriction in number of websites and number of livestreams   |  |  |
| 26 | Points of Presence Globally                         | Minimum 3 PoPs  |  |  |
| 27 | Dynamic resizing of the images per 100 TB           | Yes   |  |  |

**Table 25: Service Configuration offered by CSP**

| Sl. No  | Category | Description  | Service Configuration   | Service Configuration offered by CSP (The configuration should be equivalent or higher) | Service Type | Unit type |
|---|----------|--|-------------------------|---|--------------|-----------|
| 1   | 2        | 3  | 4                       | 5   | 7            | 8         |
| <b>A. Compute Services, Storage - Attached with VMs/VDIs, Data Transfer/ Data Out charges, Database &amp; Analytics, Security/Other Component</b> |          |  |                         |   |              |           |
| 1   | Compute  | 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 | VM - 2 vCPU, 8 GB RAM   |   | On-Demand    | per Hour  |
| 2   | Compute  |  | VM - 4 vCPU, 8 GB RAM   |   | On-Demand    | per Hour  |
| 3   | Compute  |  | VM - 8 vCPU, 32 GB RAM  |   | On-Demand    | per Hour  |
| 4   | Compute  |  | VM - 2 vCPU, 4 GB RAM   |   | On-Demand    | per Hour  |
| 5   | Compute  |  | VM - 8 vCPU, 16 GB RAM  |   | On-Demand    | per Hour  |
| 6   | Compute  |  | VM - 16 vCPU, 32 GB RAM |   | On-Demand    | per Hour  |
| 7   | Compute  |  | VM 32 vCPU 64 GB RAM    |   | On-Demand    | per Hour  |
| 8   | Compute  |  | VM 32 vCPU 128 GB RAM   |   | On-Demand    | per Hour  |

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|    |         |  |   |  |           |                            |
|----|---------|--|---|--|-----------|----------------------------|
| 9  | Compute |  | VM 32 vCPU 256 GB RAM   |  | On-Demand | per Hour                   |
| 10 | Compute | Virtual Machine with Windows Server ( Windows Support should CSP Native) , 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 | VM 32 vCPU 128 GB RAM   |  | On-Demand | per Hour                   |
| 11 | Compute | 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  | 32 vCPU 128 GB RAM, OS: Windows   |  | On-Demand | per Hour                   |
| 12 | Compute |  | 16 vCPU 128GB RAM, OS: RHEL   |  | On-Demand | per Hour                   |
| 13 | Compute |  | 32 vCPU 128 GB RAM, OS:RHEL   |  | On-Demand | per Hour                   |
| 14 | Compute | Function as a Service  | 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. |  | On-Demand | per GB Per Sec Per Million |
| 15 | Compute | Managed Container Registry   | Provides service to store, share and deploy Docker images.  |  | On-Demand | per GB                     |
| 16 | Compute | Managed Kubernetes Service   | Provides SLA backed production grade managed Kubernetes service to deploy, manage, and scale containerized applications.  |  | On-Demand | Per Cluster Per month      |
| 17 | Compute | Serverless Container Service   | Serverless Kubernetes to deploy, scale and  |  | On-Demand | Number of                  |

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|    |                                 |  |  |  |           |                           |
|----|---------------------------------|--|--|--|-----------|---------------------------|
|    |                                 |  | manage container-based applications with per-pod billing<br>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. |  |           | containers/task per month |
| 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.                                       |  | On-Demand | per Month                 |
| 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.                                      |  | On-Demand | per Month                 |
| 20 | Managed File Storage for VM/VDI | Managed File Storage: Prescribed volumes size are without compression & deduplications. Shared File Storage with No compression & deduplication to be considered, 100% | Shared File Storage with multi-protocol support for NFS and SMB  |  | On-Demand | per TB per Month          |

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|    |   |   |  |  |           |          |
|----|---|---|--|--|-----------|----------|
|    |   | hot/frequently access file storage consideration for pricing calculation.   |  |  |           |          |
| 21 | Cross Region Replication                            | Data transfer between DC-DR   | Data transfer between DC-DR            |  | On-demand | per TB   |
| 22 | Data Transfer Out from cloud                        | Data Transfer out from cloud over internet  | Data download/ Egress charges          |  | On-demand | per TB   |
| 23 | Data Transfer Out from cloud                        | Data Transfer out from cloud at a min speed of 2.5 Gbps through dedicated link of purchaser.  | Data download/ Egress charges          |  | On-demand | per TB   |
| 24 | CSP Native Managed Relational Database as a Service | Managed PostgreSQL as a service Postgres version: 14 or above<br>- Should support storage autoscaling without reboot.<br>- Should support horizontal scaling by adding/ removing read replicas<br>- Non burstable production grade x86 based Processor<br>- Should have ability to create on-demand/manual backup/snapshots<br>- Should support automatic backup without impacting IO activities on primary node.<br>-Should support multi-zone HA and horizontal scaling by adding/ removing read replicas | 8 vCPU 64 GB RAM<br>200 GB SSD Storage |  | On-Demand | per Hour |
| 25 | CSP Native Managed                                  | Managed MYSQL as a service  | 8 vCPU 64 GB RAM<br>200 GB SSD Storage |  | On-Demand | per Hour |

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|    |   |   |                                |  |           |          |
|----|---|---|--------------------------------|--|-----------|----------|
|    | Relational Database as a Service  | <ul style="list-style-type: none"> <li>- Should support storage autoscaling without reboot.</li> <li>- Should support horizontal scaling by adding/removing read replicas</li> <li>- Non burstable production grade x86 based Processor</li> <li>- Should have ability to create on-demand/manual backup/snapshots</li> <li>- Should support automatic backup without impacting IO activities on primary node.</li> <li>-Should support multi-zone HA and horizontal scaling by adding/ removing read replicas</li> </ul> |                                |  |           |          |
| 26 | <p>CSP Native Managed/CSP Native Marketplace (with single billing console)</p> <p>Non-Relational Database as a Service with Public URL link in support of the service being offered</p> | <p>Managed Document Database (with MongoDB compatibility) as a service</p> <ul style="list-style-type: none"> <li>- Should support storage autoscaling without reboot.</li> <li>Should support horizontal scaling by adding/ removing read replicas</li> <li>- Should have ability to create on-demand/manual backup/snapshots</li> <li>- Non burstable production grade x86 based Processor</li> </ul>   | 8 vCPU 64 GB RAM<br>200 GB SSD |  | On-Demand | per Hour |

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|    |   |   |  |  |                     |                  |
|----|---|---|--|--|---------------------|------------------|
|    |   | -Should support private connectivity to VPC resources   |  |  |                     |                  |
| 27 | CSP Natively Managed Serverless Analytics Service       | Serverless interactive query service that uses standard SQL for analysing databases.  | 100 Queries per day, 10 GB of data scanned for per Query (e.g. 100 x10=1,000 GB data Processed)  |  | Monthly             | Per Month        |
| 28 | CSP Natively Managed Big Data & Analytics - ETL Service | ETL service:<br>- Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning  | Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month<br>Or 100 GB Data processing (in GB) per hour   |  | On-Demand           | per Month        |
| 29 | CSP Natively Managed Big Data & Analytics - Warehouse   | Fully Managed Data Warehouse<br>- Should provide Cloud-based enterprise data warehouse (EDW) to run complex queries across petabytes of data.<br>-Should Support Data Governance with Row level Security , Data Masking & cluster encryption using Customer Managed Key | 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 |  | On-Demand           | per Hour         |
| 30 | CSP Natively Managed Redis Cache Services               | Production grade Managed Redis Cache  | Minimum 16vCPU, 96 GB RAM Per Instance or higher   |  | On-Demand           | per Hour         |
| 31 | CSP Native Managed NoSQL database Service               | Persistence store to store NoSQL data:<br>a. 1 Million Writes with Write Capacity, 1 KB data<br>- On demand   | Storage- Should provide NoSQL DB that natively supports multiple data models including key-value pairs & documents.  |  | Storage - On-Demand | per GB per month |

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|    |  |   |   |  |  |          |
|----|--|---|---|--|--|----------|
|    |  | b. 10 Million Read Capacity 4 KB data - On Demand   |   |  |  |          |
| 32 | CSP Natively Managed Application Load balancer | 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. It should support Zone Redundancy and Autoscaling                           |  | On-Demand  | Per Hour |
| 33 | Encryption                                     | Key Management System   | Should be able to protect and safeguard data and meet organizational security and compliance commitments. Should provide a security solution which works with other services by providing a way to manage, create, and control encryption keys stored in hardware security modules (HSM). |  | Elliptic Curve Encryption keys Count - On-Demand   | per Key  |
| 34 |  |   |   |  | Encryption/Decryption Operations with Elliptic-Curve Cryptography (ECC) keys - On-Demand | Count    |
| 35 | Encryption                                     | Hardware Security Module  | Ability to provide high availability and load balancing<br>- Capability to monitor access, health and troubleshooting and diagnostic information.<br>- Cloud managed self-serve provisioning HSM unit.<br>- Proposed HSM should be a managed  |  | Hardware Security Module with FIPS 140-2 Level 3 compliance                              | Hours    |



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|    |                       |   |  |  |   |                                |
|----|-----------------------|---|--|--|---|--------------------------------|
|    |                       |   | service of same cloud service provider for ease of integrations, manageability, and deeper integration with rest of the services.<br>- The HSM should be configured in high availability configuration with automatic failover.  |  |   |                                |
| 36 | Security              | SSL Certificate                               | Provision, manage, and deploy Secure Sockets Layer/Transport Layer Security (SSL/TLS) certificates for use on cloud  |  | Public SSL/TLS certificates               | per certificate/Month          |
| 37 | Security and Firewall | Web Application Firewall CSP Natively Managed | Managed service to protect Layer7 application attacks like SQL Injection Web Application Firewall 20 WAF Rules   |  | On-Demand                                 | per million Requests           |
| 38 | Security and Firewall | CSP Native Managed Network Firewall           | 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 5 Gbps throughput<br><br>Billing shall be on actual amount of data processed |  | 730 hours in a month On-Demand            | Per Network Firewall per month |
| 39 | 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 Containers                      | per Image                      |

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|    |                                   |   |  |  |  |   |
|----|-----------------------------------|---|--|--|--|---|
|    |                                   |   |  |  | r Images scanned Monthly                             |   |
| 41 | Security                          | 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.   |  | On-Demand  | per secret per month                      |
| 42 | Security and Firewall             | 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. |  | On-Demand  | Per public IP resources deployed in cloud |
| 43 | Security and Firewall             | Managed Threat detection service                                      | Threat detection service that continuously monitors for malicious activity and unauthorized behaviour  |  | On-demand  | per event per month                       |
| 44 |                                   |   |  |  | On-demand  | per GB per month                          |
| 45 | API Gateway                       | CSP Natively Managed API Gateway                                      | Should provide a fully managed service for publishing APIs to external and internal consumers.   |  | HTTP API Calls                                       | per Million                               |
| 46 |                                   |   |  |  | REST API Calls                                       | per Million                               |
| 47 | DevOps and Application Monitoring | CI/CD Pipeline  | Should provide a fully managed build service that supports continuous integration and deployment.  |  | Continuous Integration and Code Deployment Pipelines | Per Month                                 |
| 48 |                                   |   |  |  | Build  | Per                                       |

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|  |  |  |   |  |   |                  |
|--|--|--|---|--|---|------------------|
|  |  |  |   |  | Minutes [Min 4 vCPU and 8GB RAM build server]   | Minute           |
| 49   | Cloud Management and Monitoring          | Monitoring and Alerts                            | 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. |  | Number of Dashboards with Number of Metrics (100), Number of Alarms (50), Log data ingested (100 GB) per month. | per month        |
| 50   | Cloud Management and Monitoring          | Configuration Management                         | 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.                                  |  | Config rules  | Per month        |
| 51   |  |  |   |  | configuration item per month  | Per Month        |
| 52   | IPv4                                     | Public IPV4 attached with VM                     | Public IPV4 attached with VM  |  | Per Month   | Per Month        |
| 53   | Cloud Security Posture Management        | Cloud Service for security best practices checks | Auto Evaluate security rules/checks and other events  |  | Millions per Months   | per Month        |
| 54   | Site to Site VPN                         | Fully managed Site to Site VPN                   | Provisioned for two different ISP's - Site-to-Site VPN  |  | VPN Connectivity  | per Hour         |
| <b>B. Storage - Blob/Object/Hot/Archive for E&amp;P Class of Data and CDN Services</b> |  |  |   |  |   |                  |
| 55   | Storage for post-stack Data (with 99.9%) | Managed Blob/Object Storage at Primary DC        | Frequently access storage in the <b>primary DC</b> for post stack data. (DC & DR as per MeitY   |  | On-Demand   | per TB per Month |

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|    |  |  |   |  |           |                                 |
|----|--|--|---|--|-----------|---------------------------------|
|    | availability)  |  | Guidelines (i.e., 100 km apart))  |  |           |                                 |
| 56 |  | Managed Blob/Object Storage at Secondary DC                                  | Frequently access storage in the <b>secondary DC</b> (DC & DR as per MeitY Guidelines (i.e., 100 km apart) for post stack data.   |  | On-Demand | per TB per Month                |
| 57 |  | Managed Archive/Cold Storage at Primary DC                                   | Managed cold infrequently access/ archive storage (with retrieval within maximum period of 48 hours) in the <b>primary DC</b> for pre-stack data.   |  | On-Demand | per TB per Month                |
| 58 | Storage for pre-stack/ raw data (with 99.0% availability and durability with 99.9999999 99%) | Managed Archive/Cold Storage at Secondary DC                                 | Managed cold infrequently access/ archive storage ( with retrieval within maximum period of 48 hours ) in the <b>secondary DC</b> (DC & DR as per MeitY Guidelines i.e., 100 km apart) for pre-stack data |  | On-Demand | per TB per Month                |
| 59 |  | Data Retrieval   | Data Retrieval charges from cold/Archive tier to Hot/frequently accessed storage tier.  |  | On-Demand | per TB per Month                |
| 60 |  | Cloud operations charges   | Cloud Operations - Write/PUT, COPY, POST, LIST requests on Archive Storage  |  | On-Demand | per 100000 Write/Put operations |
| 61 |  | CSP Natively Managed/ CSP Native Market Place Content Delivery Network (CDN) | TB egress / data transfer out over CDN: from <b>source to CDN</b>   | CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduce load time and saves bandwidth and provides real time reporting. |           | On-demand                       |
| 62 |  | TB egress / data   |   |  | On-       | per TB                          |

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|  |  |   |  |  |        |        |
|--|--|---|--|--|--------|--------|
|  |  | transfer out over<br>CDN: <b>from CDN to<br/>Internet</b> |  |  | demand | egress |
|--|--|---|--|--|--------|--------|

Note :

- (a) **ONLY cells highlighted in YELLOW are to be filled by the CSP** (i.e Service Configuration offered by CSP). Service Configuration offered by CSP should be equivalent or higher than the one specified in the Bill of Material (BOM)
- (b) All Cloud services are CSP Native Services unless specified otherwise.
- (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.
- (d) Bidder should ensure to quote for latest version of the services, if the version has not been mentioned.

Certified that the above is true to the best of our knowledge.

Sincerely,

(Signature)

(Name & Signature of Key Managerial Personnel)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp

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16.3.5. Form TQ5: Technical Qualification Document Checklist

**Table 26: Technical Qualification Document Checklist**

| Sl. | Name of the Document  | Attached (Yes/No) | Reference Page No's |
|-----|---|-------------------|---------------------|
| 1   | <b>Form PQ4:</b> PQ Document Checklist  |                   |                     |
| 2   | <b>Form TQ1:</b> Bidder's information   |                   |                     |
| 3   | <b>Form TQ2:</b> Responsibility Matrix for Application Vendor and Cloud Service provider  |                   |                     |
| 4   | <b>Form TQ3:</b> Project Experience   |                   |                     |
| 5   | Managed services Compliance by CSP, <b>TQ4</b> ,<br><b>Table 21: CSP General Compliance</b><br><b>Table 22: CSP Security Services Compliance</b><br><b>Table 23: CSP Storage Services Compliance</b><br><b>Table 24: CSP CDN Services Compliance</b><br><b>Table 25: Service Configuration offered by CSP</b> |                   |                     |
| 6   | Transition and Exit Management Plan   |                   |                     |
| 7   |   |                   |                     |
| 8   |   |                   |                     |
| 9   |   |                   |                     |
| 10  |   |                   |                     |

Countersignature of authorized representative of the Bidder:

Date: \_\_\_\_\_ Signature .....

Place: \_\_\_\_\_ Full Name of Authorized Signatory .....

Designation.....

Contact Details & Address .....

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**16.4. Annexure IV: Commercial Proposal (CP) format**

**16.4.1. Form CP1: Covering letter**

<To be submitted in company's letterhead>

Date: \_\_\_\_\_

Tender No. \_\_\_\_\_

To,  
Directorate General of Hydrocarbons (DGH)  
Plot No. 2, Tower A, OADB Bhawan, Sector 73,  
Noida, Uttar Pradesh 201301

Subject: RFP for **"Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform"**

Dear Sir/Madam,

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect to **"Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform"** do hereby propose to provide services as specified in the RFP No: <Insert RFP Number>dated <Insert Date>

**PRICE AND VALIDITY:** All the prices mentioned in our Bid are in accordance with the terms & conditions as specified in the RFP. The validity of the bid is 180 days from the last date of bid submission.

We are an Indian Firm and do hereby confirm that our Tender prices include all taxes and duties. However, all the taxes are quoted separately under relevant Sections.

We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax is altered under the law, we shall pay the same.

**UNIT RATES:** We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the Scope of Work under the Contract.

**DEVIATIONS:** We declare that all the services shall be performed strictly in accordance with the RFP irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in our bid documents, shall not be

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given effect to.

**TENDER PRICING:** We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in the RFP.

**QUALIFYING DATA:** We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information / documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

**BID PRICE:** We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in the section attached with this RFP as part of the RFP.

**AVAILABILITY OF SERVICES IN INDIA:** We declare all the services explicitly mentioned in the BOM are available in INDIA and the data in rest or in motion always remain in INDIA only.

**PERFORMANCE BANK GUARANTEE:** We hereby declare that in case the Contract is awarded to us, we shall submit the Performance Bank Guarantee in the form prescribed in [Section 16.1.2 Annexure I: Template 2.](#)

We hereby declare that our tender is made in good faith, without collusion or fraud and the information contained in the RFP is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

We confirm that no technical deviations are attached here with this commercial offer.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_



**16.4.2. Form CP2: Indicative Bill of Material**

<To be issued by CSP on it's Letterhead >

Certificate shall be submitted by the Bidder

**INDICATIVE BILL OF MATERIAL (PER MONTH)**

| Sl. No  | Description | Description   | Service Configuration  | Service Configuration offered by CSP (The configuration should be equivalent or higher) | URL of the Services Configuration, Public Price, along with description | Service Type | Unit type | Qty | Unit of Measurement/Qty | CSP's public listed price | Currency (INR/USD) | Total Cost CSP Public Pricing (9*10*11) |
|---|-------------|---|------------------------|---|---|--------------|-----------|-----|-------------------------|---------------------------|--------------------|---|
| 1   | 2           | 3   | 4                      | 5   | 6   | 7            | 8         | 9   | 10                      | 11                        | 12                 | 13                                      |
| <b>A. Compute Services, Storage - Attached with VMs/VDIs, Data Transfer/ Data Out charges, Database &amp; Analytics, Security/Other Component</b> |             |   |                        |   |   |              |           |     |                         |                           |                    |   |
| 1   | Compute     | Virtual Machine with RHEL, Non burstable production grade x86 based latest generation Intel/AMD (Minimum 3rd Generation Intel Xeon Scalable | VM - 2 vCPU, 8 GB RAM  |   |   | On-Demand    | per Hour  | 2   | 730                     |                           |                    |   |
| 2   | Compute     |   | VM - 4 vCPU, 8 GB RAM  |   |   | On-Demand    | per Hour  | 2   | 730                     |                           |                    |   |
| 3   | Compute     |   | VM - 8 vCPU, 32 GB RAM |   |   | On-Demand    | per Hour  | 5   | 300                     |                           |                    |   |
| 4   | Compute     |   | VM - 2 vCPU, 4 GB RAM  |   |   | On-Demand    | per Hour  | 2   | 730                     |                           |                    |   |
| 5   | Compute     |   | VM - 8 vCPU, 16 GB RAM |   |   | On-Demand    | per Hour  | 2   | 730                     |                           |                    |   |

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|    |         |  |                                 |  |  |           |          |   |     |  |  |  |
|----|---------|--|---------------------------------|--|--|-----------|----------|---|-----|--|--|--|
| 6  | Compute | processor or 3rd generation AMD EPYC processors) Virtual Machine on demand Pricing   | VM - 16 vCPU, 32 GB RAM         |  |  | On-Demand | per Hour | 2 | 730 |  |  |  |
| 7  | Compute |  | VM 32 vCPU 64 GB RAM            |  |  | On-Demand | per Hour | 5 | 300 |  |  |  |
| 8  | Compute |  | VM 32 vCPU 128 GB RAM           |  |  | On-Demand | per Hour | 2 | 730 |  |  |  |
| 9  | Compute |  | VM 32 vCPU 256 GB RAM           |  |  | On-Demand | per Hour | 5 | 300 |  |  |  |
| 10 | Compute | Virtual Machine with Windows Server ( Windows Support should CSP Native) , 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 | VM 32 vCPU 128 GB RAM           |  |  | On-Demand | per Hour | 2 | 150 |  |  |  |
| 11 | Compute | Virtual Machines , X86 Intel/AMD based Processor, 10 G Networking, supplied with 1 x NVIDIA T4 Tensor Core GPU or  | 32 vCPU 128 GB RAM, OS: Windows |  |  | On-Demand | per Hour | 1 | 150 |  |  |  |
| 12 | Compute |  | 16 vCPU 128GB RAM, OS: RHEL     |  |  | On-Demand | per Hour | 1 | 150 |  |  |  |
| 13 | Compute |  | 32 vCPU 128 GB RAM, OS:RHEL     |  |  | On-Demand | per Hour | 1 | 150 |  |  |  |

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|    |         |                               |  |  |  |           |                               |           |    |  |  |  |
|----|---------|-------------------------------|--|--|--|-----------|-------------------------------|-----------|----|--|--|--|
|    |         | higher with 16 GiB GPU Memory |  |  |  |           |                               |           |    |  |  |  |
| 14 | Compute | Function as a Service         | Provides Serverless, event-driven compute service that lets you run code without provisioning or managing servers.<br>- 1GB RAM and 3 seconds of execution time per million. |  |  | On-Demand | per GB Per Sec Per Million    | 1         | 30 |  |  |  |
| 15 | Compute | Managed Container Registry    | Provides service to store, share and deploy Docker images.   |  |  | On-Demand | per GB                        | 100       | 1  |  |  |  |
| 16 | Compute | Managed Kubernetes Service    | Provides SLA backed production grade managed Kubernetes service to deploy, manage, and scale containerized applications.   |  |  | On-Demand | Per Cluster Per month         | 2         | 1  |  |  |  |
| 17 | Compute | Serverless Container Service  | Serverless Kubernetes to deploy, scale and manage container-based  |  |  | On-Demand | Number of containers/task per | 5000<br>0 | 1  |  |  |  |

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|    |                |                       |   |  |  |           |           |    |   |  |  |  |
|----|----------------|-----------------------|---|--|--|-----------|-----------|----|---|--|--|--|
|    |                |                       | <p>applications with per-pod billing<br/>Provide distributed systems platform to deploy, and host scalable microservices-based solutions without managing VMs, storage, or networking.<br/>Operating system -Linux, Pod<br/>Configuration: 2 vCPU and 4GB Memory.</p> |  |  |           | month     |    |   |  |  |  |
| 18 | Storage for VM | Managed Block Storage | <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 3000 iops per volume &amp; 125 Mbps throughput per</p>                             |  |  | On-Demand | per Month | 30 | 1 |  |  |  |

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|    |                                 |   |   |  |  |           |                  |    |   |  |  |  |
|----|---------------------------------|---|---|--|--|-----------|------------------|----|---|--|--|--|
|    |                                 |   | volume.   |  |  |           |                  |    |   |  |  |  |
| 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. |  |  | On-Demand | per Month        | 30 | 1 |  |  |  |
| 20 | Managed File Storage for VM/VDI | 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 | Shared File Storage with multi-protocol support for NFS and SMB   |  |  | On-Demand | per TB per Month | 50 | 1 |  |  |  |

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|    |   |  |                                     |  |  |           |          |     |     |  |  |  |
|----|---|--|-------------------------------------|--|--|-----------|----------|-----|-----|--|--|--|
|    |   | pricing calculation.   |                                     |  |  |           |          |     |     |  |  |  |
| 21 | Cross Region Replication                            | Data transfer between DC-DR  | Data transfer between DC-DR         |  |  | On-demand | per TB   | 100 | 1   |  |  |  |
| 22 | Data Transfer Out from cloud                        | Data Transfer out from cloud over internet   | Data download/Egress charges        |  |  | On-demand | per TB   | 50  | 1   |  |  |  |
| 23 | Data Transfer Out from cloud                        | Data Transfer out from cloud at a min speed of 2.5 Gbps through dedicated link of purchaser.   | Data download/Egress charges        |  |  | On-demand | per TB   | 50  | 1   |  |  |  |
| 24 | CSP Native Managed Relational Database as a Service | Managed PostgreSQL as a service Postgres version: 14 or above<br>- Should support storage autoscaling without reboot.<br>- Should support horizontal scaling by adding/removing read replicas<br>- Non burstable production grade x86 based Processor<br>- Should have | 8 vCPU 64 GB RAM 200 GB SSD Storage |  |  | On-Demand | per Hour | 5   | 730 |  |  |  |

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|    |   |   |  |  |  |           |          |   |     |  |  |  |
|----|---|---|--|--|--|-----------|----------|---|-----|--|--|--|
|    |   | <p>ability to create on-demand/manual backup/snapshots</p> <ul style="list-style-type: none"> <li>- Should support automatic backup without impacting IO activities on primary node.</li> <li>-Should support multi-zone HA and horizontal scaling by adding/removing read replicas</li> </ul>                                    |  |  |  |           |          |   |     |  |  |  |
| 25 | CSP Native Managed Relational Database as a Service | <p>Managed MYSQL as a service</p> <ul style="list-style-type: none"> <li>- Should support storage autoscaling without reboot.</li> <li>- Should support horizontal scaling by adding/removing read replicas</li> <li>- Non burstable production grade x86 based Processor</li> <li>- Should have ability to create on-</li> </ul> | <p>8 vCPU 64 GB RAM 200 GB SSD Storage</p> |  |  | On-Demand | per Hour | 5 | 730 |  |  |  |

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|    |  |  |                                    |  |  |           |          |   |     |  |  |  |
|----|--|--|------------------------------------|--|--|-----------|----------|---|-----|--|--|--|
|    |  | <p>demand/manual backup/snapshots</p> <ul style="list-style-type: none"> <li>- Should support automatic backup without impacting IO activities on primary node.</li> <li>-Should support multi-zone HA and horizontal scaling by adding/removing read replicas</li> </ul>  |                                    |  |  |           |          |   |     |  |  |  |
| 26 | <p>CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service with Public URL link in support of the service being offered</p> | <p>Managed Document Database (with MongoDB compatibility) as a service</p> <ul style="list-style-type: none"> <li>- Should support storage autoscaling without reboot.</li> <li>Should support horizontal scaling by adding/removing read replicas</li> <li>- Should have ability to create on-demand/manual backup/snapshots</li> </ul> | <p>8 vCPU 64 GB RAM 200 GB SSD</p> |  |  | On-Demand | per Hour | 5 | 730 |  |  |  |



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|    |   |  |  |  |  |           |           |     |     |  |  |  |
|----|---|--|--|--|--|-----------|-----------|-----|-----|--|--|--|
|    |   | - Non burstable production grade x86 based Processor<br>-Should support private connectivity to VPC resources  |  |  |  |           |           |     |     |  |  |  |
| 27 | CSP Natively Managed Serverless Analytics Service       | Serverless interactive query service that uses standard SQL for analysing databases.   | 100 Queries per day, 10 GB of data scanned for per Query (e.g. 100 x10=1,000 GB data Processed)                              |  |  | Monthly   | Per Month | 2   | 1   |  |  |  |
| 28 | CSP Natively Managed Big Data & Analytics - ETL Service | ETL service:<br>- Serverless data integration service with capability of automatic schema discovery, Deduplicate and cleanse data with built-in machine learning | Processing unit of 4 vCPU and 16 GB of RAM and processing unit hours per month<br>Or 100 GB Data processing (in GB) per hour |  |  | On-Demand | per Month | 200 | 1   |  |  |  |
| 29 | CSP Natively Managed Big Data & Analytics - Warehouse   | Fully Managed Data Warehouse<br>- Should provide Cloud-based enterprise data warehouse (EDW) to run complex queries across                                       | 4 vCPU, 32 GB RAM for running 500 Queries per month with each query scanning 1TB of data<br>OR Serverless data warehouse     |  |  | On-Demand | per Hour  | 2   | 730 |  |  |  |

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|    |  |   |   |  |  |                     |                  |     |     |  |  |  |
|----|--|---|---|--|--|---------------------|------------------|-----|-----|--|--|--|
|    |  | petabytes of data.<br>-Should Support Data Governance with Row level Security , Data Masking & cluster encryption using Customer Managed Key                  | for running 500 GB of Storage per month scanning 1TB of data  |  |  |                     |                  |     |     |  |  |  |
| 30 | CSP Natively Managed Redis Cache Services      | Production grade Managed Redis Cache  | Minimum 16vCPU, 96 GB RAM Per Instance or higher  |  |  | On-Demand           | per Hour         | 2   | 730 |  |  |  |
| 31 | CSP Native Managed NoSQL database Service      | Persistence store to store NoSQL data:<br>a. 1 Million Writes with Write Capacity, 1 KB data - On demand<br>b. 10 Million Read Capacity 4 KB data - On Demand | Storage- Should provide NoSQL DB that natively supports multiple data models including key-value pairs & documents. |  |  | Storage - On-Demand | per GB per month | 500 | 1   |  |  |  |
| 32 | CSP Natively Managed Application Load balancer | 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       |  |  | On-Demand           | Per Hour         | 10  | 730 |  |  |  |

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|    |            |                          |   |  |  |  |         |       |     |  |  |  |
|----|------------|--------------------------|---|--|--|--|---------|-------|-----|--|--|--|
|    |            |                          | session affinity and round robin for load-balancing traffic with data processed upto 1TB/month. It should support Zone Redundancy and Autoscaling   |  |  |  |         |       |     |  |  |  |
| 33 | Encryption | Key Management System    | Should be able to protect and safeguard data and meet organizational security and compliance commitments. Should provide a security solution which works with other services by providing a way to manage, create, and control encryption keys stored in hardware security modules (HSM). |  |  | Elliptic Curve Encryption keys Count - On-Demand   | per Key | 100   | 1   |  |  |  |
| 34 |            |                          | Should provide a security solution which works with other services by providing a way to manage, create, and control encryption keys stored in hardware security modules (HSM).   |  |  | Encryption/Decryption Operations with Elliptic-Curve Cryptography (ECC) keys - On-Demand | Count   | 10000 | 1   |  |  |  |
| 35 | Encryption | Hardware Security Module | Ability to provide high availability and load balancing - Capability to   |  |  | Hardware Security Module with  | Hours   | 2     | 730 |  |  |  |

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|    |          |                 |   |  |  |                               |                       |   |   |  |  |  |
|----|----------|-----------------|---|--|--|-------------------------------|-----------------------|---|---|--|--|--|
|    |          |                 | <p>monitor access, health and troubleshooting and diagnostic information.</p> <ul style="list-style-type: none"> <li>- Cloud managed self-serve provisioning HSM unit.</li> <li>- 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.</li> <li>- The HSM should be configured in high availability configuration with automatic failover.</li> </ul> |  |  | FIPS 140-2 Level 3 compliance |                       |   |   |  |  |  |
| 36 | Security | SSL Certificate | <p>Provision, manage, and deploy Secure Sockets Layer/Transport Layer Security (SSL/TLS)</p>  |  |  | Public SSL/TLS certificates   | per certificate/Month | 5 | 1 |  |  |  |

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|    |                       |   |  |  |  |                                 |                                |    |   |  |  |  |
|----|-----------------------|---|--|--|--|---------------------------------|--------------------------------|----|---|--|--|--|
|    |                       |   | certificates for use on cloud  |  |  |                                 |                                |    |   |  |  |  |
| 37 | Security and Firewall | Web Application Firewall CSP Natively Managed | Managed service to protect Layer7 application attacks like SQL Injection Web Application Firewall 20 WAF Rules   |  |  | On-Demand                       | per million Requests           | 10 | 1 |  |  |  |
| 38 | Security and Firewall | CSP Native Managed Network Firewall           | 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 5 Gbps throughput<br><br>Billing shall be on actual amount of data processed |  |  | 730 hours in a month On-Demand  | Per Network Firewall per month | 2  | 1 |  |  |  |
| 39 | Security              | Vulnerability Assessment                      | Should support continuous scanning of workload for common  |  |  | VM Vulnerability Assessment for | per VM                         | 30 | 1 |  |  |  |

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|    |                       |   |  |  |  |  |   |     |   |  |  |  |
|----|-----------------------|---|--|--|--|--|---|-----|---|--|--|--|
|    |                       |   | vulnerabilities and exposures (CVE).   |  |  | 730 Hours                                  |   |     |   |  |  |  |
| 40 |                       |   |  |  |  | Number of Container Images scanned Monthly | per Image                                 | 30  | 1 |  |  |  |
| 41 | Security              | 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. |  |  | On-Demand                                  | per secret per month                      | 20  | 1 |  |  |  |
| 42 | Security and Firewall | 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)            |  |  | On-Demand                                  | Per public IP resources deployed in cloud | 100 | 1 |  |  |  |

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|    |                                   |                                  |  |  |           |  |                     |       |   |  |  |  |
|----|-----------------------------------|----------------------------------|--|--|-----------|--|---------------------|-------|---|--|--|--|
|    |                                   |                                  | attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency. |  |           |  |                     |       |   |  |  |  |
| 43 | Security and Firewall             | Managed Threat detection service | Threat detection service that continuously monitors for malicious activity and unauthorized behaviour                    |  |           | On-demand  | per event per month | 10000 | 1 |  |  |  |
| 44 |                                   |                                  |  |  | On-demand | per GB per month                                     | 100                 | 1     |   |  |  |  |
| 45 | API Gateway                       | CSP Natively Managed API Gateway | Should provide a fully managed service for publishing APIs to external and internal consumers.                           |  |           | HTTP API Calls                                       | per Million         | 1     | 1 |  |  |  |
| 46 |                                   |                                  |  |  |           | REST API Calls                                       | per Million         | 1     | 1 |  |  |  |
| 47 | DevOps and Application Monitoring | CI/CD Pipeline                   | Should provide a fully managed build service that supports continuous integration and deployment.                        |  |           | Continuous Integration and Code Deployment Pipelines | Per Month           | 5     | 1 |  |  |  |
| 48 |                                   |                                  |  |  |           | Build Minutes  | Per Minute          | 10    | 1 |  |  |  |

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

|    |                                 |                          |   |  |  |   |           |      |   |  |  |  |
|----|---------------------------------|--------------------------|---|--|--|---|-----------|------|---|--|--|--|
|    |                                 |                          |   |  |  | [Min 4 vCPU and 8GB RAM build server]   |           |      |   |  |  |  |
| 49 | Cloud Management and Monitoring | Monitoring and Alerts    | 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. |  |  | Number of Dashboards with Number of Metrics (100), Number of Alarms (50), Log data ingested (100 GB) per month. | per month | 10   | 1 |  |  |  |
| 50 | Cloud Management and Monitoring | Configuration Management | Solution to provide capability to record details of changes to cloud resources, provide configuration history and pre-built rules to evaluate the   |  |  | Config rules  | Per month | 1000 | 1 |  |  |  |



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

|  |   |  |   |  |  |                              |                  |      |     |  |  |  |
|--|---|--|---|--|--|------------------------------|------------------|------|-----|--|--|--|
| 51   |   |  | configurations of cloud resources.  |  |  | configuration item per month | Per Month        | 100  | 1   |  |  |  |
| 52   | IPv4  | Public IPV4 attached with VM                     | Public IPV4 attached with VM  |  |  | Per Month                    | Per Month        | 10   | 1   |  |  |  |
| 53   | 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   |  |  |  |
| 54   | Site to Site VPN                                      | Fully managed Site to Site VPN                   | Provisioned for two different ISP's - Site-to-Site VPN  |  |  | VPN Connectivity             | per Hour         | 2    | 730 |  |  |  |
| <b>Cumulative List Price for Category A =</b>  |   |  |   |  |  |                              |                  |      |     |  |  |  |
| <b>B. Storage - Blob/Object/Hot/Archive for E&amp;P Class of Data and CDN Services</b> |   |  |   |  |  |                              |                  |      |     |  |  |  |
| 55   | Storage for post-stack Data (with 99.9% availability) | Managed Blob/Object Storage at Primary DC        | Frequently access storage in the <b>primary DC</b> for post stack data. (DC & DR as per MeitY Guidelines (i.e., 100 km apart))  |  |  | On-Demand                    | per TB per Month | 400  | 1   |  |  |  |
| 56   |   | Managed Blob/Object Storage at Secondary DC      | Frequently access storage in the <b>secondary DC</b> (DC & DR as per MeitY Guidelines (i.e., 100 km apart) for post stack data. |  |  | On-Demand                    | per TB per Month | 400  | 1   |  |  |  |
| 57   | Storage for   | Managed  | Managed cold  |  |  | On-                          | per TB           | 6000 | 1   |  |  |  |

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

|    |   |   |  |  |  |               |  |      |   |  |  |  |
|----|---|---|--|--|--|---------------|--|------|---|--|--|--|
|    | pre-stack/<br>raw data<br>(with<br>99.0%<br>availability<br>and<br>durability<br>with<br>99.9999999<br>99%) | Archive/Cold<br>Storage at<br>Primary DC              | infrequently<br>access/ archive<br>storage (with<br>retrieval within<br>maximum period<br>of 48 hours) in<br>the <b>primary DC</b><br>for pre-stack<br>data.   |  |  | Demand        | per<br>Month                                     |      |   |  |  |  |
| 58 |   | Managed<br>Archive/Cold<br>Storage at<br>Secondary DC | Managed cold<br>infrequently<br>access/ archive<br>storage ( with<br>retrieval within<br>maximum period<br>of 48 hours ) in<br>the <b>secondary DC</b><br>(DC & DR as per<br>MeitY Guidelines<br>i.e., 100 km<br>apart) for pre-<br>stack data |  |  | On-<br>Demand | per TB<br>per<br>Month                           | 6000 | 1 |  |  |  |
| 59 |   | Data Retrieval  | Data Retrieval<br>charges from<br>cold/Archive tier<br>to Hot/frequently<br>accessed storage<br>tier.  |  |  | On-<br>Demand | per TB<br>per<br>Month                           | 500  | 1 |  |  |  |
| 60 |   | Cloud operations<br>charges                           | Cloud Operations<br>- Write/PUT,<br>COPY, POST, LIST<br>requests on<br>Archive Storage   |  |  | On-<br>Demand | per<br>100000<br>Write/P<br>ut<br>operatio<br>ns | 1    | 1 |  |  |  |

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

|  |  |   |  |  |  |           |               |    |   |  |  |  |
|--|--|---|--|--|--|-----------|---------------|----|---|--|--|--|
| 61   | CSP Natively Managed/                                  | TB egress / data transfer out over CDN: from <b>source to CDN</b>   | CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduce load time and saves bandwidth and provides real time reporting. |  |  | On-demand | per TB egress | 2  | 1 |  |  |  |
| 62   | CSP Native Market Place Content Delivery Network (CDN) | TB egress / data transfer out over CDN: <b>from CDN to Internet</b> |  |  |  | On-demand | per TB egress | 20 | 1 |  |  |  |
| <b>Cumulative List Price for Category B =</b>    |  |   |  |  |  |           |               |    |   |  |  |  |
| <b>Total Monthly List Price (Category A+B) =</b> |  |   |  |  |  |           |               |    |   |  |  |  |

Note :

- (a) Quantities mentioned above are indicative consumption per month and are for evaluation purpose only
- (b) All Cloud services are CSP Native Services unless specified otherwise.
- (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.
- (d) Bidder should ensure to quote for latest version of the services, if the version has not been mentioned.
- (e) **ONLY cell highlighted in YELLOW are to be filled by the CSP** (i.e Service Configuration offered by CSP, URL of the Services Configuration, Public Price, along with description, CSP’s public listed price & Currency). No other cells are required to be filled by the CSP.
- (f) The filled and signed **Form CP2: Indicative Bill of Material** shall be submitted by the Bidder along with the **Commercial proposal**.

Certified that all the above services are available in our Indian Region and the Public listed price as mentioned above for all the services are in INR/USD (Strike out whichever is not applicable)

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

Certified that statements made herein above are true to the best of our knowledge.

Sincerely,

(Signature)

(Name & Signature of Key Managerial Personnel)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp

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

**16.4.3. Form CP3: Commercial Proposal (Bill of Materials)**

**Bidder shall not mention price in the technical proposal. Violation shall result in the bid being rejected**

To,  
 Directorate General of Hydrocarbons  
 Plot No. 2, Tower A, OIDB Bhawan, Sector 73,  
 Noida, Uttar Pradesh 201301

**Subject: Submission of the Commercial Proposal for “Hiring of Cloud Services for Upgradation of National Data Repository of DGH on Cloud Platform”**

Dear Sir,

**Table CP3(A): Discount offered on CSP Public Listed Services**

| Service Categories  | Cumulative List Price for 5 ½ years | % Discount | Net offered Price | Net offered Price (in INR) | GST % | Total (Incl GST) |
|---|-------------------------------------|------------|-------------------|----------------------------|-------|------------------|
| 1   | 2                                   | 3          | 4                 | 5                          | 6     | 7                |
| A. Compute Services, Storage - Attached with VMs/VDIs, Data Transfer/ Data Out charges, Database & Analytics, Security/ Other Component |                                     | %          |                   | ₹                          | %     | ₹                |
| B. Storage - Blob/Object/Hot/Archive for E&P Class of Data and CDN Services   |                                     | %          |                   | ₹                          | %     | ₹                |
| Sub Total =   |                                     |            |                   | ₹                          |       | ₹                |
| Overall Discount % =  |                                     | %          |                   |                            |       |                  |

**Note:**

Overall Discount % =  $\left[ \frac{\text{(Total of column 2)} - \text{(Total of column 4)}}{\text{(Total of column 2)}} \right] * 100$

*Rounded to 2 decimal places*

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

**Table CP3(B): Cost of Other Services as per Tender document**

| Service Category   | Description   | Unit type     | Qty  | Unit Price | Currency (INR) | Total Cost (4*5) | Total cost for 5 ½ years (7 *66) | GST % | Total |
|--|---|---------------|------|------------|----------------|------------------|----------------------------------|-------|-------|
| 1  | 2   | 3             | 4    | 5          | 6              | 7                | 8                                | 9     | 10    |
| <b>C. Support Services</b>   |   |               |      |            |                |                  |                                  |       |       |
| <b>Support Service Cost [%]</b>                                      | Support Services @ ..... % of the Net Offered price for Cloud Services in INR (Sub Total of Table CP3(A), Column 5).<br><br>Details of work as per SOW para 13.4.4  | Percentage    | ---  | %          | INR            | ₹                | ₹                                | %     | ₹     |
| <b>Sub-Total Cost of Service Type C =</b>                            |   |               |      |            |                |                  |                                  |       | ₹     |
| <b>D. Migration One time</b>   |   |               |      |            |                |                  |                                  |       |       |
| <b>Data Copy from Hard disk to Cloud Charges (Refer Para 13.4.6)</b> | Migration of pre stack data to cloud storage from Hard Drive to primary DC. Data to be copied by the bidder from On-prem external HDDs ,the bidder should include the cost for any setup, Lease line, one-time cloud related migration etc. | Charge Per TB | 4096 | ₹          | INR            | ₹                | ₹                                | %     | ₹     |
| <b>Sub-Total Cost of Service Type D =</b>                            |   |               |      |            |                |                  |                                  |       |       |

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

**Table CP3(C): Total Cost of the Services for 5 ½ Years**

| Sr.No  | Total Cost of Category   | Total Cost (in INR) |
|--|--|---------------------|
| 1  | A. Compute Services, Storage - Attached with VMs/VDIs, Data Transfer/ Data Out charges, Database & Analytics, Security/Other Component (Column 7 of Table CP3 (A)) | ₹                   |
| 2  | B. Storage - Blob/Object/Hot/Archive for E&P Class of Data and CDN Services (Column 7 of Table CP3 (A))  | ₹                   |
| 3  | C. Support Services (Sub Total of Other Services C [Column 10 of Table CP3 (B)])   | ₹                   |
| 4  | D. Migration One time (Sub Total of Other Services D [Column 10 of Table CP3 (B)])   | ₹                   |
| <b>Total Bid price in INR (inclusive of GST)</b> |  | ₹                   |

Note:

- The bidder should ensure that filled in **commercial proposal with price** should **not be submitted** along with the technical proposal, in such case the bid will be rejected.
- ONLY cells highlighted in YELLOW are to be filled by the bidder.** No other cells are required to be filled by the bidder, as these shall be loaded based on information/data provided by Bidder in **Form CP2: Indicative Bill of Material**.
- Bidders are required to quote **Discount percentage** and **GST %** against each of the mentioned Service Categories as given in **Form CP3: Commercial Proposal, Table CP3(A)**.
- Bidders are required to quote **Unit price in INR** and **GST %** against each of the mentioned Service Categories as given in **Form CP3: Commercial Proposal, Table CP3(B)**.
- Unit Price/Rates** column in CP3 (B) **shall be in INR only**. No other currency is accepted.
- The commercial proposal must be signed and stamped properly by the authorised signatory.
- The bidder should fill all the values properly, in case any value is not given, the same will be treated as zero during whole contract period.
- In case the bidder does not provide any services as a part of commercial item, the bid will be rejected.
- The filled and signed **Form CP3: Commercial Proposal (Bill of Materials)** shall be submitted with the Commercial proposal.
- Purchaser may increase/decrease the quantity of services.
- Quantities mentioned in **Form CP2: Indicative Bill of Material** are indicative consumption per month and are for evaluation purpose only, with no commitment from Purchaser regarding the minimum guaranteed quantity or that the projected quantity will be utilized.
- For details of functionality requirement for each item refer scope of work

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

We, hereby, accept that we will not withdraw or modify our bid during the bid validity period (i.e., 180 days from the last date of bid submission). We understand that on violation of this declaration, We may be penalized with suspension for participation in future for a period of up to one year.

(Authorized Signatory/ies of the Bidding Agency)

Seal:

Date:

-----End of the Document-----



***PART-II: Amended Clauses with References***

| Sl. No | Section No.        | Section Name                            | Statement as per updated RFP   | Amended clause   |
|--------|--------------------|---|--|--|
| 1.     | 1.2                | Definition                              | <b>New Addition</b>  | “CSP Native Market Place” means a centralized platform where cloud services from CSP marketplace are available for purchase by customers, with single point support & resolution from CSP, SLA compliance from CSP and single console billing from the CSP.  |
| 2.     | 6.1.2 (9)          | Price Variation Clause                  | (9) Bidder to quote CSP Managed Services as defined in this RFP, failure to do so will lead to bid disqualification.   | (9) Bidder to quote for Services as specifically defined in this RFP, failure to do so will lead to bid disqualification.  |
| 3.     | 6.1.2 (17) (b)(i)  | Price Variation Clause                  | <b>Rates for Additional service which fall under existing category:</b> The rate for the service shall be arrived at by applying the corresponding <u>Category Discount</u> on the CSP’s public pricing for that service as on the date of first use OR price on the month of usage, whichever is lower.                       | <b>Rates for Additional service which fall under existing category:</b> The rate for the service shall be arrived at by applying the corresponding <u>Category Discount</u> on the public pricing for that service (CSP Native/CSP Native Market Place/CSP Market place) as on the date of first use OR price on the month of usage, whichever is lower.                       |
| 4.     | 6.1.2 (17) (b)(ii) | Price Variation Clause                  | <b>(ii) Rates for Additional service which do not fall under any of the existing categories:</b> The rate for the service shall be arrived at by applying the <u>Overall discount<sup>@</sup></u> on the CSP’s Public pricing for that service as on the date of first use OR price on the month of usage, whichever is lower. | <b>(ii) Rates for Additional service which do not fall under any of the existing categories:</b> The rate for the service shall be arrived at by applying the <u>Overall discount<sup>@</sup></u> on the Public pricing for that service (CSP Native/CSP Native Market Place/CSP Market place) as on the date of first use OR price on the month of usage, whichever is lower. |
| 5.     | 6.2.2              | Technical Evaluation Criteria , Table 6 | (15) The proposed Cloud should have the CSP Native CDN service<br>Yes- (3) Marks, No- (0) Marks  | (15) The proposed Cloud should have the CSP Native CDN service or CSP Native Marketplace CDN Yes- (3) Marks, No- (0) Marks   |
| 6.     | 16.3.4             | Form TQ4: Services                      | (1) We shall be responsible for ensuring 99.5 %  | (1) We shall be responsible for ensuring 99.5 % availability of <<CSP  |

| Sl. | Section         | Section Name  | Statement as per updated RFP   | Amended clause  |
|-----|-----------------|---|--|---|
|     |                 | Compliance by CSP   | availability of <<CSP Name>> services except for archival storage for which the availability shall be 99%  | Name>> services, except for archival storage for which the availability shall be 99%. We shall also be responsible for providing single point support & resolution and single console billing for all the services as listed in table 25. Also, the SLAs of our CSP Native Market place products are available in our Public facing portal.   |
| 7.  | 16.3.4 & 16.4.2 | Table 25: Service Configuration offered by CSP (Description) and Indicative BOM         | (26) CSP Native Managed Non-Relational Database as a Service with Public URL link in support of the service being offered<br><br>(26) 8 vCPU 64 GB RAM 200 GB SSD  | (26) CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service with Public URL link in support of the service being offered<br><br>(26) 8 vCPU 64 GB RAM 200 GB SSD  |
| 8.  | 16.3.4 & 16.4.2 | Table 25: Service Configuration offered by CSP (Description) 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 or 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.<br><br>It should support Zone Redundancy and Autoscaling   |
| 9.  | 16.3.4 & 16.4.2 | BoM Compliance  | (61), (62)CSP Natively Managed Content Delivery Network (CDN)  | (61), (62) CSP Natively Managed/ CSP Native Market Place Content Delivery Network (CDN)   |
| 10  | 16.3.4 & 16.4.2 | Note of Table 25: Service Configuration offered by CSP (Description) and Indicative BOM | Note:<br>(b) All Cloud services are CSP Native Services.<br>(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:<br>(b) All Cloud services are CSP Native Services unless specified otherwise.<br>(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.<br>(d) Bidder should ensure to quote for latest version of the services, if the version has not been mentioned |

***PART -III: DGH replies against Bidder's clarifications.***

| Sl. No. | Page No. | Section No. | Section Name | Original Statement as per RFP | Amended Clause / Clarification by DGH | Query by bidder  | Final Response of DGH on Pre-Bid query  |
|---------|----------|-------------|--------------|-------------------------------|---------------------------------------|--|---|
| 1       |          |             |              |                               |                                       | <p>In each of the Pre-Qualification and Technical Evaluation points of the RFP you have asked for the documents ending from last 3 years ending on FY 2022-23 but as you know Fy 2023-24 has also ended.</p> <p>We request you to please consider the turnover from FY 2021-22, 2022-23 and <b>FY 2023-24.</b></p> | <p>As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> <p>Further clarified that Turnover requirement in last 3 years means (FY 2020-21, FY 21-22 and FY 2022-23)</p> |

|   |    |        |  |   |  |   |   |
|---|----|--------|--|---|--|---|---|
| 2 | 34 | 6.2.1. | Pre-<br>Qualificati<br>on<br>Criteria<br>(PQC) | (3) The Bidder should have average annual turnover of at least ₹ 20 Cr. from the <b>Proposed Cloud Business</b> , 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 <b>Cloud Business</b> , in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)<br>And<br>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)<br><br>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding | 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.<br><br>As bid will be processed and awarded in FY 24-25 we | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
|---|----|--------|--|---|--|---|---|

|  |  |  |  |  |  |   |  |
|--|--|--|--|--|--|---|--|
|  |  |  |  |  |  | request you to consider FY21-22, FY22-23 and FY 23-24 for average turnover prespective. |  |
|--|--|--|--|--|--|---|--|

|   |    |        |   |  |  |   |   |
|---|----|--------|---|--|--|---|---|
| 3 | 37 | 6.2.2. | <p>Technical Qualification Criteria (TQC)</p> | <p>(2) Average Annual Turnover of the bidder from the <b>Proposed cloud business</b>, from the cloud, for last 3 financial Years:<br/>         More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/>         More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/>         More than ₹ 50 Cr. - 7 Marks</p> | <p>(2) Average Annual Turnover of the bidder from the <b>cloud business</b> for last 3 financial Years:<br/>         More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/>         More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/>         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. <b>Your clause asking specifically turnover from proposed cloud</b> 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</p> | <p>1 Query not relevant As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> <p>2. As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> |
|---|----|--------|---|--|--|---|---|

|  |  |  |  |  |  |   |  |
|--|--|--|--|--|--|---|--|
|  |  |  |  |  |  | request you to consider FY21-22, FY22-23 and FY 23-24 for average turnover prespective. |  |
|--|--|--|--|--|--|---|--|

|   |    |        |  |   |  |  |   |
|---|----|--------|--|---|--|--|---|
| 4 | 37 | 6.2.2. | Technical Qualification Criteria (TQC) | <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)• 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 CrA 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 <b>billed them at least for 1 year</b>, 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 ₹ 1 Cr and upto ₹ 2 Cr• 3 Marks for each project with financial year collection of more than ₹ 2 CrA maximum of 3 projects may be submitted against these criteria.</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 and asking for billing from the same department and from single CSP in last 2 years seems restricted. <b>Request you to change the clause and ask for billing for 1 year</b> and ask for work order value. For Eg:- Bidder Should have an Experience managing and provisioning Managed Cloud Services for Indian Enterprises/ Government clients during the last 5 financial years (i.e. between 2018-19 to 2022-23)- 2 Marks for the work order having value ₹ 1 Cr and upto ₹ 2 Cr - 3 Marks for the work order having value 2 Cr more.</p> | <p>1 Query not relevant As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.2. As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> |
|---|----|--------|--|---|--|--|---|



|   |     |     |   |   |  |   |   |
|---|-----|-----|---|---|--|---|---|
| 5 | 408 | 151 | Shared File Storage with multi-protocol support for NFS and SMB | Shared File Storage with multi-protocol support for NFS and | 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 | Pls change to " Shared File Storage with multi-protocol support for NFS and SMB - No compression & deduplication, 100% hot/frequently access file storage"<br>OR<br>Shared File Storage with Single Protocol - No compression & deduplication, 100% hot/frequently access file storage" | Shared file storage with single protocol not acceptable.<br><br>As already published in the corrigendum and further clarified as under: The shared file storage should support multi-protocol support for NFS and SMB (either one at a time). 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 |
|---|-----|-----|---|---|--|---|---|

|   |     |     |  |   |   |   |   |
|---|-----|-----|--|---|---|---|---|
| 6 | 52  | 272 | (26) CSP Native Managed /CSP Native Marketplace (with single billing console) Non-Relational Database as a Service | (26) CSP Native Managed/ <b>CSP Native Marketplace (with single billing console)</b> Non-Relational Database as a Service<br><br>(26) 8 vCPU 32 GB RAM 160 GB SSD | (26) CSP Native Managed Non-Relational Database as a Service with Public URL link in support of the service being offered<br><br>(26) 8 vCPU 64 GB RAM 200 GB SSD | Managed Document Database with MongoDB/HBase compatibility as a service with following features:<br><br>- Should support storage auto scaling without reboot.<br>- Should support horizontal scaling by adding/removing replicas<br>- Should have ability to create on-demand/manual backup, retention & restore<br><br>and<br><br>8 vCPU 64 GB RAM 200 GB SSD or 10,000 rows write and read per second | Please refer updated clause 16.3.4 Table 25 (SI 26) & 16.4.2 (26) |
| 7 | 562 | 204 | TB egress / data transfer out over CDN: from source to CDN   | TB egress / data transfer out over CDN: from source to CDN  | As per RFP  | 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  |

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| 8 | 23  | 267 | 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 | (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. | (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 | Managed cold infrequently access/ archive storage with retrieval within maximum period of 48 hours through " Standard Restore retrieval data option".  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
| 9 | 569 | 206 | CDN Reference Link   | Table 24: CSP CDN Services Compliance: Reference Link   | As per RFP  | 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 As per RFP compliances or write , provide the link wherever | As per RFP  |

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|    |     |    |  |  |   | possible"  |   |
| 10 | 244 | 89 | We confirm that we shall provide all necessary assistance and technical ** | 6. We confirm that we shall provide all necessary assistance and technical support to _____<br>(Name of the Bidder) during the entire duration of the project..... | As per RFP, Bidder need to provision the resources as per the requirement while submitting the bid. | Support Cost & TAM cost are different. There is no way to sum both cost together. Please create separate line item in the BoQ for the CSP TAM as named person. | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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| 11 | BoQ<br>Sr<br>No.<br>18<br>and<br>19 | 16 | Managed<br>Block<br>Storage<br>(Sr. No.<br>18 and<br>19) | <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 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> <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 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | ---- | <p>There is no public facing document to show or prove the " Single digit millisecond latency performance" for the SSD storage that qualify as per Specifications. We can demonstrate the functionality as part of evaluation to prove it but no public facing link. Only AWS lowest SSD Storage called " GP3" can show this on the Public Page ( Reference Link : <a href="https://aws.amazon.com/ebs/volume-types/">https://aws.amazon.com/ebs/volume-types/</a>)</p> <p>Therefore we request you to pls change this to "</p> <p>Block storage: 512 GB Single Volume Size without Disk Striping, Minimum 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> <p>Block storage: 1024 GB Single Volume Size without Disk Striping, Minimum 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | As per RFP |
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| 12 | BoQ<br>Sr<br>No.<br>42           | 81 | Anti DDoS<br>- DDoS<br>Protection<br>for<br>public IP<br>resources<br>deployed<br>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. | ----   | Pls change to " Advanced network DDoS protection 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 of large and sophisticated DDoS attacks, near real-time visibility into attacks whihc minimize application downtime and latency" | As per RFP  |
| 13 | BoQ,<br>Sr.<br>No.<br>43 &<br>44 | 89 | Managed Threat detection service   | Threat detection service that continuously monitors for malicious activity and unauthorized behaviour<br><br>per event per month=1000<br>per GB per month =100   | The bidder may quote the services equivalent or higher configuration as per column 5 of table 25 | per event per month =10000 and per GB per month =100 Cost can be provided by AWS for Amazon GuardDuty Only. Other CSP Managed Threat detection service offer pricing based on the Sorage Operation & vCPU based Pricing. VCPU based Managed Threat detection service si already asked in the SR.No. 39 and 40. Please confirm of Sr. No. 39 Or 40 can be assumed for the "   | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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|  |  |  |  |  |  | Managed Threat<br>detection service" pricing ? |  |
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| 14 | BoQ,<br>Sr.<br>No.<br>53 | 217 | Cloud Security Posture Management   | (53) Auto Evaluate security rules/checks and other events  | ----   | This Service is Always Free for us. Pls confirm if DIC allows Zero pricing quoted in the format or not. ( as per Past experience, DIC asked Bidder to exclude Free tier and quote price for the actual usages) | <p>Clarified as under:</p> <p>1.0 As per clause 5.4.2 , Table 3 (2), bidder needs to submit a duly signed Commercial Proposal Format Section 16.4.2 Form CP2: Indicative Bill of Material with all price fields left blank. He shall also mention "Quoted / v " against each of the items he is quoting in the unpriced "Commercial Proposal Format Section 16.4.2 Form CP2: Indicative Bill of Material".</p> <p>2.0 The bidder should fill all the values properly, in case any value is not given, the same will be treated as zero during whole contract period.</p> |
| 15 | BoQ,<br>Sr.<br>No.<br>38 | 274 | CSP Native Managed Network Firewall | (38) Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 | (38) Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process 50 Terabyte of traffic or 50 TB data | CSP native managed Nextgen Firewall (NGFW) with IPS. Each firewall endpoint will process minimum of 50 Terabyte of traffic   | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024.  |



| Sl. No. | Page No. | Section No. | Section Name                               | Original Statement as per RFP   | Amended Clause / Clarification by DGH   | Query by bidder   | Final Response of DGH on Pre-Bid query  |
|---------|----------|-------------|--|---|---|---|---|
|         |          |             |  | Terabyte of traffic or Equivalent   | processed per month with minimum support of 5Gbps throughput  |   |   |
| 1       | 35       | 6.2.1       | 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:<br>Bidder should have Data Migration experience / <b>Managed Cloud Services</b> and capabilities <del>of minimum 100TB (In India)</del> in a single order during the last 5 years, reckoned from the last date of original bid submission., <del>in the proposed cloud</del> | As per RFP  |
| 2       | 35       | 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  | (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 | Request to modify the clause as below:<br>Copy of work order <del>along with</del> / completion certificate, issued by the client, must be submitted as documentary evidence  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

|   |    |       |   |   |  |  |   |
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| 3 | 37 | 6.2.2 | Table 6: Technical Qualification Criteria (TQC) | <p>(1) Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the <b>proposed cloud</b> 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li> </ul> <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 <b>proposed cloud</b> 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 2 Cr</li> </ul> <p>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 <del>on the proposed cloud</del> 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against this criteria</p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| 4 | 37 | 6.2.2 | Table 6: Technical Qualification Criteria (TQC) | (2) Average Annual Turnover of the bidder from the <b>Proposed cloud business</b> , from the cloud, for last 3 financial Years:<br>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br>More than ₹ 50 Cr. - 7 Marks | (2) Average Annual Turnover of the bidder from the cloud business for last 3 financial Years:<br>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br>More than ₹ 50 Cr. – 7 Marks   | Average Annual Turnover of the bidder from the <del>Proposed</del> cloud business, from the cloud, for last 3 financial Years:<br>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br>More than ₹ 50 Cr. - 7 Marks | Query not relevant. As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
| 5 | 37 | 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.        | (1) Copy of following:<br>(i) Client certificate# OR Completion certificate along with Work order/extract from the contract, mentioning the scope of work AND<br>(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 | 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.           | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024.                     |

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|   |    |       |   |  | Account, confirming the Project wise yearly collection, to be submitted.  |  |   |
| 6 | 37 | 6.2.2 | Table 6: Technical Qualification Criteria (TQC) | <p>(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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> | <p>(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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt;= 0.1 PB : 4 Marks</li> </ul> | <p>Bidder's experience in completing data migration projects/ <b>Manged Cloud Services projects from on premise/ cloud to cloud (different CSP)</b> during the last 3 years reckoned from the last date of original bid submission</p> <p><del>For each completed Project of size</del> • &gt;= 1 PB : 12 Marks • &gt;= 0.5 PB : 8 Marks • &gt; 0.1 PB : 4 Marks</p> <p><b>Marks</b></p> <p>For each completed Project of size of</p> <ul style="list-style-type: none"> <li>• &gt;= 20 Cr : 12 Marks</li> </ul> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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|---|----|-------|---|--|---|--|---|
|   |    |       |   |  |   | <ul style="list-style-type: none"> <li>• &gt;= 15 Cr : 8 Marks</li> <li>• &gt; 10 Cr : 4 Marks</li> </ul>  |   |
| 7 | 37 | 6.2.2 | Table 6: Technical Qualification Criteria (TQC) | <p>(4) Copy of signed SOW for work completed and proof of size of the migrated data.<br/>OR, Copy of Client certificate/ completion certificate along with workorder/extract from the contract, mentioning the scope of work and size of the migrated data.<br/>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | <p>(4) Copy of (i) Client certificate#/ (ii) completion certificate along with work order/extract from the contract, mentioning the scope of work and size of the migrated data.<br/>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | <p>Copy of signed SOW for work completed <del>and proof of size of the migrated data.</del> 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 <del>and size of the migrated data.</del><br/><del>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</del></p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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| 8                  | 37                  | 6.2.2                  | Table 6:<br>Technical<br>Qualificati<br>on<br>Criteria<br>(TQC) | Number of Years in the<br>Business of providing<br>Cloud Services from the<br>proposed CSP, to<br>Government/ PSUs /<br>Autonomous bodies,<br>reckoned from the last<br>date of original bid<br>submission.<br>• More than 1 Years: 3<br>Marks<br>• More than 2 Years: 5<br>Marks<br>• More than 3 Years: 7<br>Marks |  | Number of Years in the<br>Business of providing Cloud<br>Services from the <del>proposed</del><br><b>CSP</b> , to Government/ PSUs /<br>Autonomous bodies/ <b>large</b><br><b>private Enterprise</b> , reckoned<br>from the last date of original<br>bid submission.<br>• More than 1 Years: 3 Marks<br>• More than 2 Years: 5 Marks<br>• More than 3 Years: 7 Marks | As per RFP  |
| <b>Sl.<br/>No.</b> | <b>Page<br/>No.</b> | <b>Section<br/>No.</b> | <b>Section<br/>Name</b>   | <b>Original Statement as<br/>per RFP</b>   | <b>Amended Clause /<br/>Clarification by DGH</b> | <b>Query by bidder</b>   | <b>Final Response of DGH on<br/>Pre-Bid query</b> |

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|---|--|--|--|------|---|--|--|
| 1 |  |  | <p>Note of Table 25: Service Configuration offered by CSP (Description) and Indicative BOM</p> | ---- | <p>New Addition<br/> (b) All Cloud services are CSP Native Services.<br/> (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.</p> | <p>Content Delivery Network (CDN) deployment require implementation of a system that uses a distributed network of servers to deliver web content and other digital assets efficiently and reliably to end users.<br/> Content Delivery Network (CDN) services are typically not considered part of the core Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) offerings provided by Cloud Service Providers (CSPs) from their data centres.<br/> While CDN services can integrate with IaaS and PaaS solutions, they are an additional layer rather than a foundational service.<br/> There are many best of the breed CDN providers in the market with whom OCI has partnership to provide best possible solution to our customer.<br/> Hence it is requested to allow services like CDN, which are not part of core IaaS and PaaS</p> | <p>Please refer updated clause 6.2.2(15), 16.3.4 Table 25 (SI 61 &amp; 62) &amp; 16.4.2 (61 &amp; 62), Note of Table 25, Note to BoM</p> |
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|   |  |      |                         |   |      | <p>services, offered from CSPs marketplace</p> <p><b>Change Requested:</b> CSP should provide Native/Market place CDN service</p> |            |
| 2 |  | 13.3 | Functional Requirements | (11) The All the cloud services provided should be part of unified billing and usage dashboard of the proposed CSP. | ---- | <p>We request amendment in the clause.</p> <p>We request you to please consider custom/unified billing and usage dashboard of</p> | As per RFP |



| Sl. No. | Corr gd Query # | Corrgd Page # | Section Name  | Original Statement as per RFP  | Amended Clause / Clarification by DGH  | Query by bidder  | Final Response of DGH on Pre-Bid query   |
|---------|-----------------|---------------|---|--|--|--|--|
| 1       | 408             | 152           | Shared File Storage with multi-protocol support for NFS and SMB | (20) Shared File Storage with multi-protocol support for NFS and 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 | <p>Pls change to " Shared File Storage with multi-protocol support for NFS and SMB - No compression &amp; deduplication, 100% hot/frequently access file storage"</p> <p>OR</p> <p>Shared File Storage with Single Protocol - No compression &amp; deduplication, 100% hot/frequently access file storage"</p> | <p>Shared file storage with single protocol not acceptable.</p> <p>As already published in the corrigendum and further clarified as under: The shared file storage should support multi-protocol support for NFS and SMB (either one at a time). Prescribed volumes size are without compression &amp; deduplications. Shared File Storage with No compression &amp; deduplication to be considered, 100% hot/frequently access file storage consideration for</p> |

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|  |  |  |  |  |  |  |  | pricing calculation |
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|---|-----|-----|--|--|---|---|---|
| 2 | 53  | 273 | (26) CSP Native Managed /CSP Native Marketplace (with single billing console) Non-Relational Database as a Service | (26) CSP Native Managed/CSP Native Marketplace (with single billing console) Non-Relational Database as a Service<br>-(26) 8 vCPU 32 GB RAM 160 GB SSD | (26) CSP Native Managed Non-Relational Database as a Service with Public URL link in support of the service being offered<br>- (26) 8 vCPU 64 GB RAM 200 GB SSD | Managed Document Database with MongoDB/HBase compatibility as a service with following features:<br><br>- Should support storage auto scaling without reboot.<br>- Should support horizontal scaling by adding/removing replicas<br>- Should have ability to create on-demand/manual backup, retention & restore<br><br>and<br><br>8 vCPU 64 GB RAM 200 GB SSD or 10,000 rows write and read per second | Please refer updated clause 16.3.4 Table 25 (SI 26) & 16.4.2 (26) |
| 3 | 562 | 205 | TB egress / data transfer out over CDN: from source to CDN   | TB egress / data transfer out over CDN: from source to CDN   | As per RFP  | 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  |

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| 4 | 23  | 268 | 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 | (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. | (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. | Managed cold infrequently access/ archive storage with retrieval within maximum period of 48 hours through " Standard Restore retrieval data option".  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
| 5 | 569 | 207 | CDN Reference Link   | Table 24: CSP CDN Services Compliance: Reference Link   | As per RFP   | We meet all CDN Compliances but Providing the Public reference links per line items is not possible to share publicly. 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 compliances or write , provide the link wherever | As per RFP  |

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|---|-----|----|--|--|---|--|---|
|   |     |    |  |  |   | possible"  |   |
| 6 | 244 | 90 | We confirm that we shall provide all necessary assistance and technical ** | 6. We confirm that we shall provide all necessary assistance and technical support to _____<br>(Name of the Bidder) during the entire duration of the project..... | As per RFP, Bidder need to provision the resources as per the requirement while submitting the bid. | Support Cost & TAM cost are different. There is no way to sum both cost together. Please create separate line item in the BoQ for the CSP TAM as named person. | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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| 7 | BoQ<br>Sr<br>No.<br>18<br>and<br>19 | 16 | Managed<br>Block<br>Storage<br>(Sr. No.<br>18 and<br>19) | <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 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> <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 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | ---- | <p>There is no public facing document to show or prove the " Single digit millisecond latency performance" for the SSD storage that qualify as per Specifications. We can demonstrate the functionality as part of evaluation to prove it but no public facing link. Only AWS lowest SSD Storage called " GP3" can show this on the Public Page ( Reference Link : <a href="https://aws.amazon.com/ebs/volume-types/">https://aws.amazon.com/ebs/volume-types/</a>)</p> <p>Therefore we request you to pls change this to "</p> <p>Block storage: 512 GB Single Volume Size without Disk Striping, Minimum 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> <p>Block storage: 1024 GB Single Volume Size without Disk Striping, Minimum 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | As per RFP |
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| 8 | BoQ<br>Sr<br>No.<br>42           | 82 | Anti DDoS<br>- DDoS<br>Protection<br>for<br>public IP<br>resources<br>deployed<br>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. | ----   | Pls change to " Advanced network DDoS protection 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 of large and sophisticated DDoS attacks, near real-time visibility into attacks which minimize application downtime and latency" | As per RFP  |
| 9 | BoQ,<br>Sr.<br>No.<br>43 &<br>44 | 90 | Managed Threat detection service   | Threat detection service that continuously monitors for malicious activity and unauthorized behaviour<br><br>per event per month=1000<br>per GB per month =100   | The bidder may quote the services equivalent or higher configuration as per column 5 of table 25 | per event per month =10000 and per GB per month =100<br>Cost can be provided by AWS for Amazon GuardDuty Only. Other CSP Managed Threat detection service offer pricing based on the Storage Operation & vCPU based Pricing.<br>VCPU based Managed Threat detection service is already asked in the SR.No. 39 and 40. Please confirm of Sr. No. 39 Or 40 can be assumed for the "  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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|  |  |  |  |  |  | Managed Threat detection service" pricing ? |  |
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|    |                          |     |                                     |  |  |  |  |
|----|--------------------------|-----|-------------------------------------|--|--|--|--|
| 10 | BoQ,<br>Sr.<br>No.<br>53 | 217 | Cloud Security Posture Management   | (53) Auto Evaluate security rules/checks and other events  | ----   | This Service is Always Free for us. Pls confirm if DIC allows Zero pricing quoted in the format or not. ( as per Past experience, DIC asked Bidder to exclude Free tier and quote price for the actual usages) | <p>Clarified as under:</p> <p>1.0 As per clause 5.4.2 , Table 3 (2), bidder needs to submit a duly signed Commercial Proposal Format Section 16.4.2 Form CP2: Indicative Bill of Material with all price fields left blank. He shall also mention "Quoted / v " against each of the items he is quoting in the unpriced "Commercial Proposal Format Section 16.4.2 Form CP2: Indicative Bill of Material".</p> <p>2.0 The bidder should fill all the values properly, in case any value is not given, the same will be treated as zero during whole contract period.</p> |
| 11 | BoQ,<br>Sr.<br>No.<br>38 | 274 | CSP Native Managed Network Firewall | (38) Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 | (38) Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process 50 Terabyte of traffic or 50 TB data | CSP native managed Nextgen Firewall (NGFW) with IPS. Each firewall endpoint will process minimum of 50 Terabyte of traffic   | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024.  |

|                                 |                    |                       |  |  |   |   |   |
|---------------------------------|--------------------|-----------------------|--|--|---|---|---|
|                                 |                    |                       |  | Terabyte of traffic or Equivalent  | processed per month with minimum support of 5Gbps throughput  |   |   |
| <b>Pre-Bid Response SL. No.</b> | <b>RFP Page No</b> | <b>RFP Section No</b> | <b>RFP Section Name</b>  | <b>Original Statement as per RFP</b>   | <b>Amended Clause / Clarification by DGH</b>  | <b>Query by bidder</b>  | <b>Final Response of DGH on Pre-Bid query</b>   |
| PART I<br>5                     | 119                | 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. | 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. | Please confirm if each of the data center/availability zone in the clause needs to be separately empaneled with MeitY and STQC audited.   | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
| PART II<br>47                   | 128 & 145          | 16.3.4 & 16.4.2       | Table 25: Service Configuration offered by CSP (Description) and | (20) Managed File Storage  | (20) Managed File Storage Prescribed volumes size are without compression & deduplications. Shared File Storage with No compression &   | Please confirm:<br>1) 100 % of the file storage will be on SSD based storage only<br>2) The term "Managed" here means CSP managed service | 1) Refer Table 23 - Sl. No. 1 for details<br>2) Yes                                   |

|            |           |                 |   |                           |  |  |   |
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|            |           |                 | Indicative BOM  |                           | deduplication to be considered, 100% hot/frequently access file storage consideration for pricing calculation.   |  |   |
| PART II 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. | Managed File Storage is a specialised and unique service unlike of other storage services as discovered in this bill of material. As this project requires a secondary DC site, this service requires a replication feature to be enabled to allow data to be replicated to the DR site. Therefore, we request DGH to confirm if this replication feature needs to be factored in the commercial quote for this line item. | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024.<br><br>Clarified as : Storage should support replication from DC to DR. |

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| PART II 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<br>- 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 | (24) Managed PostgreSQL as a service Postgres version: 14 or above<br>- 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 | We request DGH to reconsider our initial recommendation of allowing ARM based processors also as they provide better cost-performance output and will help DGH adopt latest technology. We can also work with the selected application vendor to explore the possibility of running their database on ARM based processors instead of x86 processors. | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| PART<br>II<br>49 | 128<br>&<br>145 | 16.3.4<br>& 16.4.2 | Table 25:<br>Service<br>Configura<br>tion<br>offered<br>by CSP<br>(Descripti<br>on) and<br>Indicative<br>BOM | (24) Managed<br>PostgreSQL as a service<br>Postgres version: 14 or<br>above<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup<br>without impacting IO<br>activities on primary<br>node. -Should support<br>multi-zone HA and<br>horizontal scaling by<br>adding/removing read<br>replicas | (24) Managed<br>PostgreSQL as a service<br>Postgres version: 14 or<br>above<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup<br>without impacting IO<br>activities on primary<br>node. -Should support<br>multi-zone HA and<br>horizontal scaling by<br>adding/removing read<br>replicas | To support production grade<br>workloads, minimum 30 days<br>of point in time recovery<br>(PITR) logs retention should be<br>considered. Please confirm<br>this requirement. | As per RFP and last Pre bid<br>clarifications replies &<br>amendments issued on<br>24.05.2024. |
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| PART<br>II<br>49 | 128<br>&<br>145 | 16.3.4<br>& 16.4.2 | Table 25:<br>Service<br>Configura<br>tion<br>offered<br>by CSP<br>(Descripti<br>on) and<br>Indicative<br>BOM | (24) Managed<br>PostgreSQL as a service<br>Postgres version: 14 or<br>above<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup<br>without impacting IO<br>activities on primary<br>node. -Should support<br>multi-zone HA and<br>horizontal scaling by<br>adding/removing read<br>replicas | (24) Managed<br>PostgreSQL as a service<br>Postgres version: 14 or<br>above<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup<br>without impacting IO<br>activities on primary<br>node. -Should support<br>multi-zone HA and<br>horizontal scaling by<br>adding/removing read<br>replicas | Please confirm if changing the<br>database instance types<br>(higher or lower configuration)<br>should be seamless with a<br>single reboot of the database<br>and without any data<br>migration involved. | As per RFP and last Pre bid<br>clarifications replies &<br>amendments issued on<br>24.05.2024. |
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| PART II 51 | 129 & 147 | 16.3.4 & 16.4.2 | Table 25: Service Configuration offered by CSP (Description) and Indicative BOM | (25) Managed MYSQL as a service<br>- 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<br>- 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 | We request DGH to reconsider our initial recommendation of allowing ARM based processors also as they provide better cost-performance output and will help DGH adopt latest technology. We can also work with the selected application vendor to explore the possibility of running their database on ARM based processors instead of x86 processors. | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| PART<br>II<br>51 | 129<br>&<br>147 | 16.3.4<br>& 16.4.2 | Table 25:<br>Service<br>Configura<br>tion<br>offered<br>by CSP<br>(Descripti<br>on) and<br>Indicative<br>BOM | (25) Managed MYSQL as<br>a service<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup from<br>Standby to avoid IO<br>activities suspension on<br>primary node -Should<br>support multi-zone HA<br>and horizontal scaling<br>by adding/removing<br>read replicas | (25) Managed MYSQL as<br>a service<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup<br>without impacting IO<br>activities on primary<br>node. -Should support<br>multi-zone HA and<br>horizontal scaling by<br>adding/removing read<br>replicas | To support production grade<br>workloads, minimum 30 days<br>of point in time recovery<br>(PITR) logs retention should be<br>considered. Please confirm<br>this requirement. | As per RFP and last Pre bid<br>clarifications replies &<br>amendments issued on<br>24.05.2024. |
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| PART<br>II<br>51 | 129<br>&<br>147 | 16.3.4<br>& 16.4.2 | Table 25:<br>Service<br>Configura<br>tion<br>offered<br>by CSP<br>(Descripti<br>on) and<br>Indicative<br>BOM | (25) Managed MYSQL as<br>a service<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup from<br>Standby to avoid IO<br>activities suspension on<br>primary node -Should<br>support multi-zone HA<br>and horizontal scaling<br>by adding/removing<br>read replicas | (25) Managed MYSQL as<br>a service<br>- Should support<br>storage autoscaling<br>without reboot. -<br>Should support<br>horizontal scaling by<br>adding/removing read<br>replicas - Non burstable<br>production grade x86<br>based Processor -<br>Should have ability to<br>create on-<br>demand/manual<br>backup/snapshots -<br>Should support<br>automatic backup<br>without impacting IO<br>activities on primary<br>node. -Should support<br>multi-zone HA and<br>horizontal scaling by<br>adding/removing read<br>replicas | Please confirm if changing the<br>database instance types<br>(higher or lower configuration)<br>should be seamless with a<br>single reboot of the database<br>and without any data<br>migration involved. | As per RFP and last Pre bid<br>clarifications replies &<br>amendments issued on<br>24.05.2024. |
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| PART II 57 | 131 & 150 | 16.3.4 & 16.4.2 | Table 25: Service Configuration offered by CSP (Description) 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 | There is a change in the amendment from the original bill of material where the sizing has been revised from with "data processed 1TB/month <b>and</b> 1MN requests/month" to "1TB/month <b>or</b> 1MN requests/month". Both the parameters (data processed quantity and number of requests) are critical for determining the price of this service, hence we suggest to revert to the original sizing requirement. | Please refer updated clause 16.3.4 Table 25 (SI 32) & 16.4.2 (32)                     |
| PART II 57 | 131 & 150 | 16.3.4 & 16.4.2 | Table 25: Service Configuration offered by CSP (Description) 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 | Load balancer routes requests to the targets based on the evaluation rules. Number of rules evaluation needs to be considered for the price discovery of this service. Please clarify how many rules should be evaluated per request (e.g. 40,50,60..etc.)  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

| PART II 64 | 136 & 157   | 16.3.4 & 16.4.2 | Table 25: Service Configuration offered by CSP (Description) and Indicative BOM | (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.   | Kindly confirm if the Frequently access storage for post stack data in the secondary DC (SL No 56 of the indicative bill of material), should be the same storage class / tier as positioned for the Frequently access storage in the primary DC (SL No 55 of the indicative bill of material) and this storage will NOT have any data retrieval charges. | Yes  |
|------------|-------------|-----------------|---|---|---|---|--|
| Sl. No.    | RFP Page No | RFP Section No  | RFP Section Name  | Original Statement as per RFP   | Amended Clause / Clarification by DGH   | Query by bidder   | Final Response of DGH on Pre-Bid query   |
| 1          | 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 | Please exempt the mandatory requirement for a completion certificate issued by the client with detailed SOW. Due to privacy nature, customers don't share detailed certificates. Instead, we can share the customer purchase orders (or) organize customer reference calls.   | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. Please refer updated clause 6.2.2 , Note to Table 6, Note (b)) |
| Sl. No.    | RFP Page No | RFP Section No  | RFP Section Name  | Original Statement as per RFP   | Amended Clause / Clarification by DGH   | Query by bidder   | Final Response of DGH on Pre-Bid query   |

| 1       | 34          | 6.2.1. Pre-Qualification Criteria (PQC) No. 6 |                  | <p>The Bidder should have average annual turnover of at least ₹ 20 Cr. from the <b>Proposed Cloud Business</b>, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)</p> | <p>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)</p> <p>And</p> <p>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)</p> <p>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP</p> | <p>We request you to kindly provide us relaxation as below:</p> <p>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)</p> <p>OR</p> <p>The Bidder should have average annual turnover of at least ₹ 20 Cr. from the Proposed Cloud Business, in last 2 years (i.e., FY 21-22 and FY 2022-23)</p> <p>OR</p> <p>Provide Relaxation for MSME in turnover.</p> | <p>As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> |
|---------|-------------|---|------------------|---|---|--|--|
| Sl. No. | RFP Page No | RFP Section No                                | RFP Section Name | Original Statement as per RFP   | Amended Clause / Clarification by DGH   | Query by bidder  | Final Response of DGH on Pre-Bid query   |

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| 1 | 34 |  | Section 6, Table 5: Pre-Qualification Criteria (PQC) | The Bidder should have average annual turnover of at least ₹ 20 Cr. from the <b>Proposed Cloud Business</b> , in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23) | <p>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)</p> <p>And</p> <p>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)</p> <p>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP</p> | Many CSPs are new to market and they <b>don't have 3 years of cloud business</b> , request to amend turnover of atleast <b>10 Cr in last 1 year of business only from proposed cloud.</b> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| 2              | 34                 |                       | 6.2.1, Table 5: Pre-Qualification Criteria (PQC) (Documents to be submitted ) | (3) A Certificate issued by the Statutory Auditor should be submitted mentioning <b>turnover from Proposed Cloud Business</b> , 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 <b>turnover and turnover from Proposed Cloud Business</b> , along with copies of Audited financial statements for the FYs. | There is no annual audited balance sheet which specifically mentions CSP revenue and Business. The annual audited sheet only mentions cloud business. Kindly amend to cloud business revenue only.              | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
| 3              | 124                |                       | 6.2.2, Technical Evaluation Criteria  | The proposed Cloud should have the CSP Native CDN service Yes- (3) Marks, No- (0) Marks  | ---   | Airtel has its own Make in India CDN services which is used by several government entities and enterprises. Kindly help to allow MII CDN as marketplace CSP offerings with same SLAs to participate in the RFP. | Please refer updated clause 16.3.4 Table 25 (SI 61 & 62) & 16.4.2 (61 & 62)           |
| <b>Sl. No.</b> | <b>RFP Page No</b> | <b>RFP Section No</b> | <b>RFP Section Name</b>   | <b>Original Statement as per RFP</b>   | <b>Amended Clause / Clarification by DGH</b>  | <b>Query by bidder</b>  | <b>Final Response of DGH on Pre-Bid query</b>   |

|   |     |  |                         |   |      |  |            |
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| 1 | 128 |  | Table 25, line no 18,19 | 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>Having an OS disk of 512 GB is waste a storage, it is always advised to have a separate data and OS disk. We have also checked with the prospective vendors of the DGH and they don't mandate an OS disk of this size. Reques to change this clause to :</p> <p>Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance. Minimum 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | As per RFP |
| 2 | 128 |  | Table 25, line no 18,19 | 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>Having an OS disk of 512 GB is waste a storage, it is always advised to have a separate data and OS disk. We have also checked with the prospective vendors of the DGH and they don't mandate an OS disk of this size. Reques to change this clause to :</p> <p>Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage</p>   | As per RFP |

|   |     |  |                         |  |      |  |            |
|---|-----|--|-------------------------|--|------|--|------------|
|   |     |  |                         |  |      | with single digit millisecond latency performance.<br>Minimum 3000 iops per volume & 125 Mbps throughput per volume.   |            |
| 3 | 128 |  | Table 25, line no 18,19 | 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. | ---- | Having an OS disk of 512 GB is waste a storage, it is always advised to have a separate data and OS disk. We have also checked with the prospective vendors of the DGH and they don't mandate an OS disk of this size. Reques to change this clause to :<br><br>Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance.<br>Minimum 3000 iops per volume & 125 Mbps throughput per volume. | As per RFP |



|   |     |  |                         |   |  |  |   |
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| 4 | 128 |  | Table 25, line no 18,19 | 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>Having an OS disk of 512 GB is waste a storage, it is always advised to have a separate data and OS disk. We have also checked with the prospective vendors of the DGH and they don't mandate an OS disk of this size. Reques to change this clause to :</p> <p>Block storage: 512 GB Single Volume Size without Disk Striping, SSD based storage with single digit millisecond latency performance. Minimum 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | As per RFP  |
| 5 | 131 |  | line no 30              | Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance   | Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance (Bidder may provide equal or higher configuration) | Pricing of Redis cache on AWS and Azure are different, AWS charges based on CPU and RAM while Azure charges based on cache size. . Also, AWS uses elastic Cache while azure uses Redis. Please make the sizing and the technology uniform to allow Azure to bid and make this a fair comparison. Alternatively, please allow Azure to bid on Infrastructure as a service.  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

|   |     |  |                  |   |  |  |   |
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| 6 | 136 |  | line no 57 to 60 | <p>(57) Managed Archive/Cold Storage at Primary DC. Managed cold infrequently access/ archive storage in the primary DC for pre-stack data.</p> <p>(58) 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</p> | <p>(57) Managed cold infrequently access/ archive storage (with retrieval within maximum period of 48 hours) in the primary DC for pre-stack data.</p> <p>(58) Managed Archive/Cold Storage at Secondary DC. Managed cold infrequently access/ archive storage ( with retrieval within maximum period of 48 hours ) in the secondary DC (DC &amp; DR as per MeitY Guidelines i.e., 100km apart) for pre-stack data</p> | <p>Managed Archive/Cold Storage at Primary DC<br/>Managed cold infrequently access/ archive storage in the primary DC for pre-stack data should be able to support legacy code to read the cold storage.</p> <p>Managed Archive/Cold Storage at Secondary DC<br/>Managed cold infrequently access/ archive storage in the secondary DC should be able to support legacy code to read the cold storage.</p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| 7       | 127         |                | Line no<br>11,12,13              | (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<br><br>32 vCPU 128 GB RAM, OS: Windows<br><br>16 vCPU 128GB RAM, OS: RHEL<br><br>32 vCPU 128 GB RAM, OS:RHEL | (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<br><br>32 vCPU 128 GB RAM, OS: Windows<br><br>16 vCPU 128GB RAM, OS: RHEL<br><br>32 vCPU 128 GB RAM, OS:RHEL | Since this is a GPU machine, the best way to provide specifications is to provide number of GPUs and GPU memory. CPU and RAM of a virtual machine has minimal role in a GPU machine. Azure VDI GPU machine has following sizes :<br><br>16 vCPU , 110 GiB RAM<br>64 vCPU, 440 GiB RAM | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| Sl. No. | RFP Page No | RFP Section No | RFP Section Name                 | Original Statement as per RFP   | Amended Clause / Clarification by DGH   | Query by bidder   | Final Response of DGH on Pre-Bid query  |
| 1       | 35          | 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   | ----  | Please amend the clause as below:<br>Bidder should have Data Migration experience and capabilities of minimum <b>80TB</b> (In India) in a single order during the last <b>7 years</b> , reckoned from the last date of original bid submission in <b>any</b>                          | As per RFP  |

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|   |    |        |   | submission., in the proposed cloud   |   | <b>cloud</b> 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.  |   |
| 2 | 38 | 6.2.2. | Technical Qualificati on 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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> | <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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt;= 0.1 PB : 4 Marks</li> </ul> | <p>Please amend the clause as below:</p> <p>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the <b>last 5 years</b> reckoned from the last date of original bid submission</p> <p>For each completed Project of size</p> <ul style="list-style-type: none"> <li>• <b>&gt;= 150 TB : 12 Marks</b></li> <li>• <b>&gt;= 100 TB : 8 Marks</b></li> <li>• <b>&gt; 50 TB : 4 Marks</b></li> </ul> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

| 3       |             | 6.2.2.         | Technical Qualificati on Criteria (TQC) | <p>Point no. 4 -<br/>(4) Copy of signed SOW for work completed and proof of size of the migrated data.<br/>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.<br/>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | <p>(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.<br/><br/>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:<br/>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.<br/>Note: The projects executed should have <b>any CSP</b> as one of the entities, in order to be considered</p> | <p>As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> |
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| Sl. No. | RFP Page No | RFP Section No | RFP Section Name                        | Original Statement as per RFP   | Amended Clause / Clarification by DGH  | Query by bidder   | Final Response of DGH on Pre-Bid query   |

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| 1 | 263 / 284 | PART-II : Amended Clauses With Ref | PART-II : Amended Clauses With Ref |  | <p>(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)</p> <p>And</p> <p>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)</p> <p>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP</p> <p>A Certificate issued by the Statutory Auditor or a practicing Chartered Accountant (not necessarily a statutory auditor) with membership number</p> | <p>(3) The Bidder should have <del>average annual</del> <b>cummulative</b> 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)</p> <p>And</p> <p>The Bidder should have <del>average annual</del> <b>cummulative</b> 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)</p> <p>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP</p> <p>A Certificate issued by the Statutory Auditor or a practicing Chartered Accountant (not necessarily a statutory auditor) with membership number <del>along with copies of Audited Balance Sheet and Profit &amp; Loss Account</del>, should be submitted mentioning turnover and turnover from Proposed Cloud</p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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|  |  |  |  |  | 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. | Business, along with copies of Audited financial statements for the FYs |  |
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| 2 | 35 | Table 5: Pre-Qualification Criteria (PQC) | Table 5: Pre-Qualification Criteria (PQC) | (12) The bidder should have minimum 20 certified cloud resources on the <b>proposed cloud</b> platform on their payroll.  | ---  | <p>We request to give relaxation in said criteria and amend the criteria as follow:</p> <p>Requirements<br/>12. The bidder should have minimum 20 certified cloud resources on the <del>proposed</del> cloud platform on their payroll.</p> <p>Documents to be submitted<br/>Certified by Practising Company Secretary along with valid CSP certification copy and Resume.</p>      | As per RFP |
| 3 | 35 | Table 5: Pre-Qualification Criteria (PQC) | Table 5: 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 <b>proposed cloud</b> | ---- | <p>We request to give relaxation in said criteria and amend the criteria as follow:</p> <p>Requirements<br/>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 <del>proposed</del> cloud</p> <p>Documents to be submitted</p> | As per RFP |



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|  |  |  |  |  |  | (i) Client Certification# or (ii)<br>Copy of contract/work order<br>along with completion<br>certificate, issued by the<br>client, must be submitted as<br>documentary evidence |  |
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| 4 | 264 / 284 | PART-II : Amended Clauses With Ref | PART-II : Amended Clauses With Ref Point No 10 |  | <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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 2 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against these criteria.</p> <p>(1) Copy of following:<br/>(i) Client certificate#<br/>OR Completion</p> | <p>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the <del>proposed</del> cloud for Indian Enterprises/ Government clients and should have billed them at least for 1 year, during the last 5 <del>financial</del> years (i.e. <del>between 2018-19 to 2022-23</del> <b>As on bid submission date</b>)</p> <ul style="list-style-type: none"> <li>• 2 Marks for each project with <del>financial year collection</del> <b>yearly Billing</b> of more than ₹ 1 Cr and upto ₹ 2 Cr</li> <li>• 3 Marks for each project with <del>financial year collection</del> <b>yearly Billing</b> of more than ₹ 2 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against these criteria.</p> <p>Copy of following:<br/>(i) Client certificate#<br/>OR<br/>Completion certificate along with Work order/ extract from the contract, mentioning the scope of work.</p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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|  |  |  |  | <p>certificate along with Work order/extract from the contract, mentioning the scope of work.</p> <p>AND</p> <p>(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 &amp; Loss Account, confirming the Project wise yearly collection, to be submitted.</p> | <p>AND</p> <p>(ii) A Certificate issued by the Statutory Auditor or a Practicing Chartered Accountant (not necessarily a statutory auditor) with membership number <del>along with copies of Audited Balance Sheet and Profit &amp; Loss Account</del>, confirming the Project wise yearly <del>collection</del> <b>Billing</b>, to be submitted</p> |  |
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| 5 | 265 / 284 | PART-II : Amended Clauses With Ref | PART-II : Amended Clauses With Ref Point No 13 |  | <p>(2) Average Annual Turnover of the bidder from the cloud business for last 3 financial Years:<br/> More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/> More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/> More than ₹ 50 Cr. – 7 Marks</p> <p>(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 &amp; Loss Account.</p> | <p><del>Average Annual</del> <b>Cummulative</b> Turnover of the bidder from the cloud business for last 3 financial Years:<br/> More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/> More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/> More than ₹ 50 Cr. – 7 Marks</p> <p>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 <del>along with copies of Audited Balance Sheet and Profit &amp; Loss Account.</del></p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| 6 | 265 / 284 | PART-II : Amended Clauses With Ref | PART-II : Amended Clauses With Ref Point No 14 | <p>(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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt;= 0.1 PB : 4 Marks</li> </ul> <p>(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.</p> <p>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | <p>(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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt;= 0.1 PB : 4 Marks</li> </ul> <p>(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.</p> <p>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | <p>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"> <li>· &gt;= 1 PB : 12 Marks</li> <li>· &gt;= 0.5 PB : 8 Marks</li> <li>· &gt; 0.1 PB : 4 Marks</li> </ul> <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 <del>proposed</del>-CSP as one of the entities, in order to be considered</p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| 7 | 38 | Table 6: Technical Qualification Criteria (TQC) | Table 6: Technical Qualification Criteria (TQC) |  | <p>(6) Number of Years in the Business of providing Cloud Services from the <b>proposed CSP</b>, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> <li>• More than 1 Years: 3 Marks</li> <li>• More than 2 Years: 5 Marks</li> <li>• More than 3 Years: 7 Marks</li> </ul> <p>(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 &amp; Loss Account, mentioning year wise Income from proposed Cloud Services Business.</p> | <p>Number of Years in the Business of providing Cloud Services from the <del>proposed</del> CSP, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> <li>• More than 1 Years: 3 Marks</li> <li>• More than 2 Years: 5 Marks</li> <li>• More than 3 Years: 7 Marks</li> </ul> <p>A Certificate issued by the Statutory Auditor or a Practicing Chartered Accountant (not necessarily a statutory auditor) with membership number <del>along with copies of Audited Balance Sheet and Profit &amp; Loss Account, mentioning year wise Income from proposed Cloud Services Business.</del> <b>mentioning year wise Turnover from Cloud Services Business.</b></p> | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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| Sl. No. | Page No. | Section No. | Section Name             | Original Statement as per RFP   | Amended Clause / Clarification by DGH   | Query by bidder   | Final Response of DGH on Pre-Bid query  |
|---------|----------|-------------|--------------------------|---|---|---|---|
| 1       | 263      | Part II     | Corrigendum (AmendCloud) | (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)<br>And<br>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)<br>*Proposed Cloud means the Particular cloud services provider whose services the bidder is bidding and has submitted the letter of authorisation from the CSP | Request you to please remove the clause for " <b>proposed cloud</b> " business turnover inline with technical Evaluation criteria where in only cloud business turnover is considered . | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |

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| 2 | 34  | 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 please remove " <b>proposed cloud</b> " term and the clause may be read as Bidder should have Data Migration experience and capabilities of minimum 100TB (In India) in a single/multiple order during the last 5 years, reckoned from the last date of original bid submission. Please confirm? | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
| 3 | 264 | Part II | Corrigendum (Amendment Cloud)    | (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)<br>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr | (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)<br>• 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 2 Cr<br>• 3 Marks for each | Request you to please remove " <b>proposed cloud</b> " term and consider bidders overall experience in providing cloud services.  | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |



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|  |  |  | <ul style="list-style-type: none"><li>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li></ul> A maximum of 3 projects may be submitted against these criteria. | project with financial year collection of more than ₹ 2 Cr<br>A maximum of 3 projects may be submitted against these criteria. |  |  |
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| 4 | 265 | Part II | Corrigendum (AmendCloud) | <p>(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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> <p>Copy of signed SOW for work completed and proof of size of the migrated data.<br/>OR,<br/>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.<br/>Note: The projects executed should have</p> | <p>(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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt;= 0.1 PB : 4 Marks</li> </ul> <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.<br/>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | Request you to please remove " <b>proposed cloud</b> " term and consider bidders overall experience in providing cloud services. | As per RFP and last Pre bid clarifications replies & amendments issued on 24.05.2024. |
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|  |  |  |  | the proposed CSP as<br>one of the entities, in<br>order to be considered |  |  |  |
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| 5 | 38 | RFP<br>Table 6 ,<br>Sr. No 6 | <p>Technical Qualification Criteria (TQC)</p> | <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"> <li>• More than 1 Years: 3 Marks</li> <li>• More than 2 Years: 5 Marks</li> <li>• More than 3 Years: 7 Marks</li> </ul> <p>A Certificate issued by the Statutory Auditor mentioning year wise Income from proposed Cloud Services Business.</p> | <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"> <li>• More than 1 Years: 3 Marks</li> <li>• More than 2 Years: 5 Marks</li> <li>• More than 3 Years: 7 Marks</li> </ul> <p>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 &amp; Loss Account, mentioning year wise Income from proposed Cloud Services Business.</p> | <p>Request you to please remove "<b>proposed cloud</b>" term and consider bidders overall experience in providing cloud services.</p> | <p>As per RFP and last Pre bid clarifications replies &amp; amendments issued on 24.05.2024.</p> |
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**PREVIOUS PRE BID REPLIES DTD. 27.05.2024**

| 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. If it is future requirement, Please allow for Marketplace 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</p> |                      | As per RFP      |

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|  |  |  |  | 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. If it is future requirement, Please allow for Marketplace 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 implemented 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. 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"> <li>● What is the approximate volume of data that needs to be backed up for all the applications, logs, databases, files, VMs, etc.)</li> <li>● Assuming there is a need of configuring MPLS/ILL, please let us know the no. of connections &amp; the bandwidth of these connections.</li> </ul>   |  | 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"> <li>● 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.</li> </ul> |  | Please refer BoM |



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| 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.<br/>Please allow CSP to leverage AZ/FD, as CSPs use</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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|   |  |         |  | different solutions like Fault Domain also.   |  |    |
| 6 |  | Generic |  | Are there any containerized applications already running in the environment, if yes then on which Kubernetes version or cloud platform. |  | No |

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| 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 <del>on the proposed cloud</del> 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 |

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| 9  |           | 13.4.5. Services Under Raw/Pre-Stack Data Migration:    | Raw/Pre-Stack Offline Seismic data:<br>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.<br><br>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 |

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| 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 &amp; 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, • Next 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<br/> Serverless No SQL Key value pair<br/> Automated replication to different zones<br/> ondemand backup/continous<br/> yes for all-(3)marks<br/> no to any of these above-(0)marks</p>  | <p>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 confirm</p> <p>The proposed Cloud should have cloud native NoSQL database services with the following features<br/> Serverless No SQL Key value pair<br/> Automated replication to different zones/fault domain<br/> ondemand backup/continous<br/> yes for all-(3)marks<br/> Maximum marks- 3(1 marks for each service)</p>   |  | As per RFP |

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| 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. 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. |
| 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.<br>• More than 1 Years: 3 Marks<br>• More than 2 Years: 5 Marks<br>• 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  |

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| 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<br>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  |
| 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<br>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)<br><br>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:<br>The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll.<br>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  | Request department to kindly consider certificate from Chartered Accountant  |  | Refer updated clause 6.2.1, Table 5 of RFP. |

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|    |           |                                      | submission.   |  |  |  |
| 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.<br>What materials are expected here, kindly  |  | 5 days training for 10 resources, batch not exceeding 5  |

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|    |           |                                      |  | elaborate.  |  |            |
| 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 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> |  | 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.   | 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.   |  | As Per RFP |

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| 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 &amp; 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. |

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| 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. | 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. |  | 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  |

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| 33 | 16.3.4 | Form TQ4: Services Compliance by CSP | <p>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> | <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 &gt; 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 |
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| 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 3 seconds of execution time per Request | 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 parameters. It is not priced on vCPU parameter, so requesting to remove "vCPU" parameter from the statement.  |  | Please refer amended Table 25 and BoM               |
| 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 |

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| 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 cost implications to the purchaser. | 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                              |
| 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 |

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| 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                  | 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 |



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|           |        |  | requisite support to purchaser during the tenancy of this contract.  |  |  |   |
| <b>43</b> | 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  |
| <b>44</b> | 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 |

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| 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 |

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| 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  |

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| 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 |

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| 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 VAPT/TPM (Tested Platform Module) certificate. | 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  |
| 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 |

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| 54 | 5 | Purchase Preference (Centre)(Please refer to the GeM bid Document for this query) | 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 | 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>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> |  |  |
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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  | Vulnerability Assessment       | As Per RFP                                   |



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|    |        |   |                    | 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.   |                    |            |
| 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 |

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| 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                                      | 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  | Threat Detection Service | As Per RFP |

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|    |      |   |   | management features are not available in Marketplace solutions. We request DGH to disallow marketplace/3rd party services especially for core security services.   |  |            |
| 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 |

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| 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 ₹ <del>20</del> <b>10</b> Cr. from the <del>Proposed</del> 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 / <b>Chartered Accountant</b> should be submitted mentioning turnover from <del>Proposed</del> 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 :<br>:"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/ <del>indirectly</del> -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 <b>for a period of 2 (two) years</b> even after the expiry of the contract period <del>and until such information is disclosed by Purchaser.</del>   |  | As per RFP                                  |

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| 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]<br/>[Name]<br/>[Designation]<br/>Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)<br/>Seal/Stamp<br/>&lt;&lt;Certificate by Statutory Auditor of the Bidder&gt;&gt;</p>                    | <p>We request to allow the CA certificate as well and amend the criteria as follow:</p> <p>...[Signature]<br/>[Name]<br/>[Designation]<br/>Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)<br/>Seal/Stamp<br/>&lt;&lt;Certificate by Statutory Auditor / <b>Chartered Accountant</b> of the Bidder&gt;&gt;</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<br/>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<br/>A Certificate issued by the Statutory Auditor / <b>Chartered Accountant</b> certifying the Annual Turnover and Net worth (Form PQ3).</p> |  | Refer updated clause 6.2.1, Table 5 of RFP. |

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| 66 | Table 5: Pre-Qualification Criteria (PQC) | Table 5: Pre-Qualification Criteria (PQC) | <p>Requirements</p> <p>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<br/>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</p> <p>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 <del>proposed</del> cloud</p> <p>Documents to be submitted<br/>Copy of work order along with <del>completion</del> 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</p> <p>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</p> <p>12. The bidder should have minimum <del>20</del> <b>10</b> certified cloud resources on the <del>proposed</del> cloud platform on their payroll.Documents to be submitted"Certified by Company Secretary/ HR along with valid CSP certification copy, <del>Resume,</del> <b>6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource"</b></p>                        |  | 1) As per RFP2) Please refer updated clause 6.2.1, Table 5 |

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| 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"> <li>· 2 Marks for each project with financial year collection of more than ₹ 2 Cr and up to ₹ 4 Cr</li> <li>· 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against this criteria."</p> <p>Criteria<br/>"Copy of (i) Client certificate/ completion certificate,</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 <del>proposed</del> cloud for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last 5 financial years <del>(i.e. between 2018-19 to 2022-23)</del> <b><u>till bid submission date</u></b></p> <ul style="list-style-type: none"> <li>· 2 Marks for each project with financial <del>year collection</del> <b><u>yearly billing</u></b> of more than ₹ <del>2</del> <b><u>1</u></b> Cr and up to ₹ <del>4</del> <b><u>2</u></b> Cr</li> <li>· 3 Marks for each project with financial <del>year collection</del> <b><u>yearly billing</u></b> of more than ₹ <del>4</del> <b><u>2</u></b> Cr</li> </ul> <p>A maximum of 3 projects may be submitted against this criteria.</p> <p>Criteria<br/>Copy of (i) Client certificate/ completion certificate,<br/>(ii) Work order/extract from the contract, mentioning the scope of work and<br/>(iii) A Certificate issued by the Statutory Auditor / <b><u>Chartered Accountant</u></b> confirming the Project wise yearly <del>collection</del> <b><u>billing</u></b>, to be submitted.</p> | Please refer updated clause 6.2.2, Table 6 |
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|  |  |  | <p>(ii) Work order/extract from the contract, mentioning the scope of work and</p> <p>(iii) A Certificate issued 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:<br/> More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/> More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/> More than ₹ 50 Cr. - 7 Marks"</p> <p>Criteria<br/> 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 <del>Proposed</del> cloud business, from the cloud, for last 3 financial Years:<br/> More than ₹ <del>20</del> <b>10</b> Cr. Less than ₹ <del>30</del> <b>20</b> Cr- 4 Marks<br/> More than ₹ <del>30</del> <b>20</b> Cr., Less than ₹ <del>50</del> <b>40</b> Cr.-5 Marks<br/> More than ₹ <del>50</del> <b>40</b> Cr. - 7 Marks</p> <p>Criteria<br/> Submit Copy of Annual Reports along with statutory auditor / <b><u>Chartered Accountant</u></b> 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<br/> 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<br/> For each completed Project of size· &gt;= 1 PB : 12 Marks· &gt;= 0.5 PB : 8 Marks· &gt; 0.1 PB : 4 Marks"<br/> Criteria"Copy of signed SOW for work completed and proof of size of the migrated data.<br/> 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.<br/> 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<br/> 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<br/> For each completed Project of size· &gt;= 1 PB : 12 Marks· &gt;= 0.5 PB : 8 Marks· &gt; 0.1 PB : 4 Marks<br/> Criteria"Copy of signed SOW for work completed and proof of size of the migrated data.<br/> 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.<br/> Note: The projects executed should have the <del>proposed</del> 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"> <li>· More than 1 Years: 3 Marks</li> <li>· More than 2 Years: 5 Marks</li> <li>· More than 3 Years: 7 Marks"</li> </ul> <p>Criteria<br/>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 <del>from the proposed CSP</del>, to Government/ PSUs / Autonomous bodies, reckoned from the last date of original bid submission.</p> <ul style="list-style-type: none"> <li>· More than 1 Years: 3 Marks</li> <li>· More than 2 Years: 5 Marks</li> <li>· More than 3 Years: 7 Marks</li> </ul> <p>Criteria<br/>A Certificate issued by the Statutory Auditor / <b><u>Chartered Accountant</u></b> mentioning year wise <del>Income</del> <b><u>Turnover</u></b> from <del>proposed</del> 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<br/>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<br/>Number of certified cloud resource personnel (<del>in the proposed CSP</del>) in the payroll of the bidder</p>   |  | As per RFP                                 |

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| 73 |  |  |  | What is the total Bid Value? We see that there is a limitation of 15% of Total Bid Value for BOQ.                        |  | Invalid Query  |
| 74 |  |  |  | <b>VPN</b><br><b>1. What is the firewall deployed in on-premises DC?</b>   |  | This RFP pertains to provisioning of new IT infrastructure on Cloud. There is no relevance with exiting IT infrastructure. |
| 75 |  |  |  | VPN<br>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 |  |  |  | <b>Storage</b><br><b>1. For (3.45 to 4 PB) data- How many data sources are there?</b>                                    |  | in 8 TB External HDDs  |
| 78 |  |  |  | Storage<br>2. How many data locations are there?   |  | As per RFP   |
| 79 |  |  |  | Storage<br>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<br>4. What kind of Data is involved (eg: Back-Up Files etc.)?  |  | Geological & Geophysical data  |

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| 81 |  |  |  | Storage<br>5. Are there specific tools that you prefer for migration of data?   | No  |
| 82 |  |  |  | <b>Infrastructure</b><br><b>1. Are workloads to be migrated from a single on-prem location or multiple locations?</b>   | DGH, Noida<br>(one location)  |
| 83 |  |  |  | Infrastructure<br>2. Does this scope contain any fresh implementation of any servers, or is it a complete migration from On-Prem?<br>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).<br>Vcpu :<br>RAM :<br>OS disk:<br>Data disk:<br>Operating system with version:<br><br>Application & its type:<br>Types of Database with version:<br>Specify APIs used in environment:<br>Hosted physical or virtual (with hypervisor name):<br>List of critical and non-critical applications:<br>Any containers used in On-Prem set up: | Fresh implementation<br>.<br>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. |
| 84 |  |  |  | 3. Are there applications with high availability running on VMs?  | Please Refer BOM  |

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| 85 |  |  |  | 4. Are applications public facing? How many are there?   |  | Yes.<br>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 ther 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  |

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| 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 |  |  |  | <b>DevOps Queries: -</b>   |  | No query  |
| 101 |  |  |  | DevOps Queries: -<br>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: -<br>2. Will you need any third party DevOps tools apart from AWS Native DevOps services?  |  | Refer BOM   |
| 103 |  |  |  | DevOps Queries: -<br>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: -<br>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                                      |

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| 106 |  |  |  | DevOps Queries: -<br>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: -<br>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: -<br>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: -<br>9. Do you have any specific preferences for infra/application automation & security?   |  | No preference, refer RFP  |
| 110 |  |  |  | DevOps Queries: -<br>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.<br>Bidder to supply services as per RFP and BoM. |
| 111 |  |  |  | DevOps Queries: -<br>11. How many worker nodes do you anticipate needing in each of the Kubernetes clusters?  |  | Refer RFP   |
| 112 |  |  |  | DevOps Queries: -<br>12. Will there be any multi-AZ deployments needed for Kubernetes Clusters?   |  | Please Refer RFP  |
| 113 |  |  |  | DevOps Queries: -<br>13. What container orchestration platform are you currently using, if any (e.g., Docker Swarm, Kubernetes, ECS)?                           |  | Nil   |



|         |           |                                      |   |  |  |   |
|---------|-----------|--------------------------------------|---|--|--|---|
| 11<br>4 |           |                                      |   | DevOps Queries: -<br>14. What container registry are you currently using to store container images?  |  | Nil   |
| 11<br>5 |           |                                      |   | DevOps Queries: -<br>15. Would you prefer going with fully managed ECS/EKS (Fargate) platform?   |  | No preferences, refer RFP                           |
| 11<br>6 | 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.* <b>REMARK</b> *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 -<br>- 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 |  | Please refer amended clause 16.3.4 Table 25 and BoM |

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| <p>11<br/>7</p> | <p>Service Configuration offered by CSP</p> | <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 3000 iops per volume &amp; 125 Mbps throughput per volume.</p> | <p>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</p> | <p>*REMARK* With recent innovations &amp; 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).</p> | <p>As per RFP</p> |
|-----------------|---|---|--|---|-------------------|

|            |  |                                      |   |   |   |            |
|------------|--|--------------------------------------|---|---|---|------------|
|            |  |                                      |   |   | 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 |            |
| <b>118</b> |  | 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 |

|         |  |                                  |  |  |  |   |
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| 11<br>9 |  | 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 <del>on the proposed cloud</del> 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> |  | Refer updated clause 6.2.2 Table 6  |
| 12<br>0 |  | 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>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.</p>   |  | As per RFP. It is clarified multiple availability zones as multiple data centers in same region, with independent power, cooling and networking |

|                 |           |                                      |  |  |  |  |
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|                 |           |                                      |  |  |  | infrastructure to insulate one zone from failure in other zone.  |
| <b>12<br/>1</b> | 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." |

|         |           |                                      |   |   |  |   |
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| 12<br>2 | 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 |
| 12<br>3 |           | 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)                 | Please refer updated clause 16.3.4 Table 25 and BoM |

|                 |           |                                      |   |  |                        |   |
|-----------------|-----------|--------------------------------------|---|--|------------------------|---|
|                 |           |                                      |   |  | and egress from cloud. |   |
| <b>12<br/>4</b> | 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 adding/ removing read replicas | 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.<br>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." |

|         |           |                                      |  |  |  |   |
|---------|-----------|--------------------------------------|--|--|--|---|
| 12<br>5 | 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  |
| 12<br>6 | 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<br>*REMARK*<br>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. |
| 12<br>7 | 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  |



|         |        |                               |  |  |  |  |
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| 12<br>8 | 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." |
| 12<br>9 | 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   |

|         |        |                               |  |   |  |            |
|---------|--------|-------------------------------|--|---|--|------------|
| 13<br>0 | 6.2.2. | Technical Evaluation Criteria | The proposed Cloud should have the CSP Native CDN service Yes- (3) Marks, No- (0) Marks                          | <p>The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace CDN Yes- (3) Marks, No- (0) Marks</p> <p><b>*REMARK*</b></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. 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 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.</p> |  | As per RFP |
| 13<br>1 | 13.3   | Functional Requirements       | The proposed CSP must offer a service for global content delivery networking. The CDN service must be offered as | 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 |

|                 |        |   |  |  |  |   |
|-----------------|--------|---|--|--|--|---|
|                 |        |   | per the technical specification given as per technical BOM   |  |  |   |
| <b>13<br/>2</b> |        | 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<br>*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 Ampere A10 or A100 which gives better value performance.  |  | Please refer updated clause 16.3.4 Table 25 and BoM |
| <b>13<br/>3</b> |        | 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<br>*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  |
| <b>13<br/>4</b> | 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  | 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.         |

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|-----------------|------|------------------------------|--|--|--|------------|
|                 |      |                              | 2020-21, FY 21-22 and FY 2022-23)  |  |  |            |
| <b>13<br/>5</b> | 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        |
| <b>13<br/>6</b> | 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 |

|            |                  |                                    |  |  |  |                                  |
|------------|------------------|------------------------------------|--|--|--|----------------------------------|
| <b>137</b> | 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 |
| <b>138</b> | General          | General                            |  | Can bidder showcase experince with parent company similar work executed globally?                        |  | No                               |
| <b>139</b> | 13.4.1<br>13.4.2 | Contract Period<br>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                       |
| <b>140</b> | 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                   |

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| <b>14<br/>1</b> | 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  |
| <b>14<br/>2</b> | 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?<br>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   |
| <b>14<br/>3</b> | 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. |
| <b>14<br/>4</b> | 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.   |

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| <b>14<br/>5</b> | 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   |
| <b>14<br/>6</b> | 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 |
| <b>14<br/>7</b> | 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.                  |

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| 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 |



|         |   |  |  |  |  |   |
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| 15<br>1 | Table 5:<br>Pre-<br>Qualificat<br>ion<br>Criteria<br>(PQC)      | 6.2.1. Pre-<br>Qualification<br>Criteria (PQC) | Copy of work order along<br>with completion certificate,<br>issued by the client, must<br>be submitted as<br>documentary evidence  | We would like to bring under kind notice of<br>department that various similar jobs from multiple<br>global organizations are under strict NDA. To<br>produce any sort of direct information attracts<br>stringent financial penalties, thus it is our sincere<br>request to department to allow public notarized<br>self certification in place of WO/Contract Copies.<br>In past the biggest OMC under Min of Petroleum<br>and Natural Gas has published RFP of national<br>repute with certain clause and allowed serious<br>bidders to participate in RFP process. |  | Refer updated<br>clause 6.2.1,<br>Table 5 of RFP. |
| 15<br>2 | Table 6:<br>Technical<br>Qualificat<br>ion<br>Criteria<br>(TQC) | 6.2.2. Technical<br>Evaluation Criteria        | Copy of signed SOW for<br>work completed and proof<br>of size of the migrated<br>data.<br>OR,<br>Copy of Client certificate/<br>completion certificate<br>along with work<br>order/extract from the<br>contract, mentioning the<br>scope of work and size of<br>the migrated data.<br><br>Note: The projects<br>executed should have the<br>proposed CSP as one of the<br>entities, in order to be<br>considered | We would like to bring under kind notice of<br>department that various similar jobs from multiple<br>global organizations are under strict NDA. To<br>produce any sort of direct information attracts<br>stringent financial penalties, thus it is our sincere<br>request to department to allow public notarized<br>self certification in place of WO/Contract Copies.<br>In past the biggest OMC under Min of Petroleum<br>and Natural Gas has published RFP of national<br>repute with certain clause and allowed serious<br>bidders to participate in RFP process. |  | Please refer<br>updated clause<br>6.2.2 Table 6   |

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| 15<br>3 | 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  |
| 15<br>4 | 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  | 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 |

|                 |      |                           |   |   |  |   |
|-----------------|------|---------------------------|---|---|--|---|
|                 |      |                           | (Controlled Source Electro Magnetism) etc. and associated reports.  |   |  |   |
| <b>15<br/>5</b> | 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. |
| <b>15<br/>6</b> | 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 | What is the current network bandwidth for dedicated leased line ?   |  | 2.5 Gbps Lease line to be provisioned by DGH for NDR operations.  |

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|            |       |   | high availability mode.   |   |  |               |
| <b>157</b> | 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           |
| <b>158</b> | 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 |
| <b>159</b> | 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  | The bidder should have minimum 10 to 15 certified cloud resources on the on their payroll.  |  | As per RFP    |

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|     |       |   | last date of original bid 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 <b>proposed</b> cloud as follows - "4. Bidder's experience in completing data migration projects from on premise/ cloud (different CSP) to <b>proposed cloud</b> during the last 3 years reckoned from the last date of original bid submission" |  | As per RFP                                |

|         |                  |   |  |  |  |   |
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| 16<br>3 | 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li> </ul> <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"> <li>• 5 Marks for projects with Collective financial year collection of more than ₹ 2 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against each criteria.</p> |  | Please refer updated clause 6.2.2 Table 6 |
| 16<br>4 | 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                                |

|                 |  |   |  |  |  |  |
|-----------------|--|---|--|--|--|--|
| <p>16<br/>5</p> | <p>CSP native managed relation database as a service</p> | <p><b>Managed PostgreSQL as a service Postgres version: 14 or above</b></p> <ul style="list-style-type: none"> <li>- <b>Should support storage autoscaling without reboot.</b></li> <li>- <b>Should support horizontal scaling by adding/removing read replicas</b></li> <li>- <b>Non burstable production grade x86 based Processor</b></li> <li>- <b>Should have ability to create on-demand/manual backup/snapshots</b></li> <li>- <b>Should support automatic backup from Standby to avoid IO activities suspension on primary node</b></li> <li>- <b>Should support multi-zone HA and horizontal scaling by adding/removing read replicas</b></li> </ul> | <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.<br/>Kindly reword this to :</p> <p><i>"Backup should not impact the IO activity on primary node."</i></p> |  |  | <p>Please refer amended clause 16.3.4 Table 25 and BoM</p> |
|-----------------|--|---|--|--|--|--|

|         |   |   |   |  |  |   |
|---------|---|---|---|--|--|---|
| 16<br>6 | 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 |
| 16<br>7 | 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             | 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 <b>7 years</b> , reckoned from the last date of original bid submission in <b>cloud</b> 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 |  | As per RFP |

|                 |   |   |   |   |  |   |
|-----------------|---|---|---|---|--|---|
|                 |   |   | cloud   | one cloud to another cloud.   |  |   |
| <b>17<br/>2</b> | 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   |
| <b>17<br/>3</b> | 16.4.2.                                     | Form CP2: Indicative Bill of Material       | 23. Data Transfer out from cloud over dedicated link  | As per our understaing, dedicated link beween 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 |

|         |      |                               |  |  |  |   |
|---------|------|-------------------------------|--|--|--|---|
| 17<br>4 | 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  |
| 17<br>5 | 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. |

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| 17<br>6 | 16.3.4.  | Form TQ4: Services Compliance by CSP         | Table 21: CSP General Compliance<br>16. CSP platform should be listed in the <b>Open Group OSDU™</b> 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 |
| 17<br>7 | 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            |
| 17<br>8 | 16.3.4.<br>Form TQ4:<br>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     |

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| 17<br>9 | 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. |
| 18<br>0 | 13.2. | Broad Scope of Activities | 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 | In BOQ, could you please add line item for DR tool(per protected VM), DR drill charges, DR servers, Backup storage ?  |  | As per RFP   |

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|-----------------|-------|---------------------------|---|--|--|----|
|                 |       |                           | Quarterly Full Backup (3 months retention period) or as communicated by the purchaser.  |  |  |    |
| <b>18<br/>1</b> | 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</p> | Is there any additional data to be migrated by successful bidder to cloud apart from specified offline data? |  | NO |

|                 |                 |                     |  |   |  |                                       |
|-----------------|-----------------|---------------------|--|---|--|---------------------------------------|
|                 |                 |                     | data are copied in a well-structured manner and properly catalogued in the cloud storage.  |   |  |                                       |
| <b>18<br/>2</b> | 12.10.          | Project Coordinator | 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)). | 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                   |
| <b>18<br/>3</b> | Table 5, Row 28 | Table 5, Row 28     | Processing unit of 4 vCPU and <b>16 GB of RAM</b> and <i>processing unit hours per month</i>   | Kindly change this statement to :<br><br>In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified.<br><br>Processing unit of 4 vCPU processing unit hours |  | Please refer amended Table 25 and BoM |

|            |  |  |  |  |  |  |
|------------|--|--|--|--|--|--|
|            |  |  |  | per month  |  |  |
| <b>184</b> | CSP natively managed Redis cache service | CSP natively managed Redis cache service | Minimum 16vCPU, 96 GB RAM Per Instance<br><br>Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance  | Kindly change this statement to :<br><br>Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance   |  | Bidder may provide equal or higher configuration |
| <b>185</b> | 6.2.2.                                   | Technical Qualification Criteria (TQC)   | Point no. 4 -<br>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.<br>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered | Please amend as below for maximum bidder's participation:<br>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.<br>Note: The projects executed should have <b>any CSP</b> as one of the entities, in order to be considered |  | Please refer updated clause 6.2.2, Table 6       |



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| 18<br>6 | 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. |
| 18<br>7 | 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)<br>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr<br>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr.<br>A maximum of 3 projects may be submitted against this criteria. | Please amend the clause as below:<br>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services <b>on cloud</b> for Indian Enterprises/ Government clients and should have billed them at least for 2 consecutive years, during the last <b>7 financial years</b> (i.e. between 2018-19 to 2022-23)<br>• 2 Marks for each project with financial year collection of <b>more than ₹ 1 Cr and upto ₹ 2 Cr</b><br>• 3 Marks for each project with financial year collection of <b>more than ₹ 2 Cr.</b><br>A maximum of 3 projects may be submitted against this criteria. |  | Please refer updated clause 6.2.2, Table 6  |

|         |                                     |  |  |  |  |  |
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| 18<br>8 | 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"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> | <p>Please amend the clause as below:<br/>Bidder's experience in completing data migration projects from on premise/ cloud to cloud (different CSP) during the <b>last 5 years</b> reckoned from the last date of original bid submission</p> <p>For each completed Project of size</p> <ul style="list-style-type: none"> <li>• &gt;= 150 TB : 12 Marks</li> <li>• &gt;= 100 TB : 8 Marks</li> <li>• &gt; 50 TB : 4 Marks</li> </ul> |  | Please refer updated clause 6.2.2, Table 6 |
| 18<br>9 | 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<br/>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/>More than ₹ 50 Cr. - 7 Marks</p>  | <p>Please amend the clause as below:<br/>Average Annual Turnover of the bidder <b>from cloud business</b>, from the cloud, for last 3 financial Years:</p> <p>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br/>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br/>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 |
| 19<br>0 | 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   | Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.   |  | As per RFP                                 |

|                 |         |         |  |   |  |   |
|-----------------|---------|---------|--|---|--|---|
|                 |         |         | Container Images scanned Monthly   |   |  |   |
| <b>19<br/>1</b> | 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  |
| <b>19<br/>2</b> | 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 Memory 32 vCPU 128 GB RAM, OS: Windows 16 vCPU 128GB RAM, OS: RHEL 32 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 RAM 16 vCPU 56 GB RAM 24 vCPU 224 GB RAM 32 vCPU 112 GB RAM      |  | Please refer updated clause 16.3.4 Table 25 and BoM |

|         |  |   |   |   |  |   |
|---------|--|---|---|---|--|---|
| 19<br>3 | Table 21:<br>CSP<br>General<br>Compliance  | Table 21: CSP<br>General<br>Compliance  | Cloud Service - service<br>version upgrade with<br>customer having control<br>over the upgrade window   | this is possible for few PaaS service but for host<br>machine of VM we do not provide timeline for<br>customer to control when systems would be<br>upgraded.  |  | As per RFP  |
| 19<br>4 | Site to<br>Site VPN                        | Site to Site VPN                        | Provisioned for two<br>different ISP's - Site-to-<br>Site VPN   | two Different ISPs for S2S? As we provide<br>managed internet this is cloud provider's<br>responsibility of maintaining high availability   |  | As per RFP  |
| 19<br>5 | Cloud<br>Security<br>Posture<br>Management | Cloud Security<br>Posture<br>Management | Cloud Security Posture<br>Management Cloud<br>Service for security best<br>practices checks Auto<br>Evaluate security<br>rules/checks and other<br>events Millions per Months<br>per Month 10 1 | Unit for CSPM solution has been asked as<br>millions per month where as it will much cost<br>effective for DGH to have the units in terms of<br>number of resources ( e.g no. of servers , DBs ,<br>Storage accounts etc). Same is being followed by<br>majority of the CSPs. |  | As per RFP  |
| 19<br>6 | Table 5,<br>Row 26                         | Table 5, Row 26                         | "Non burstable production<br>grade x86 based Processor"   | We do not specify on our public website that we<br>use x86 or which Intel/AMD series we are using<br>for CosmosDB's MongoDB vCore option. So, we<br>cannot provide public URL for the same.   |  | Refer updated<br>clause 16.3.4<br>Table 25 and<br>BoM |
| 19<br>7 | SSL<br>certificate                         | SSL certificate                         | The native service should<br>support both public and<br>private certificates.   | we provide public certificate but private<br>certificate we do not provide. customer would<br>have to generate self signed cert or have PKI for<br>that.<br><br>Kindly change this statement to :<br><br>The native service should support public<br>certificates.            |  | Please refer<br>updated clause<br>16.3.4 Table 22     |
| 19<br>8 | SSL<br>certificate                         | SSL certificate                         | The native service should<br>support both public and<br>private certificates.   | we provide public certificate but private<br>certificate we do not provide. would have to<br>generate self signed cert or have PKI for that.<br>Kindly change this statement to: The native   |  | Please refer<br>updated clause<br>16.3.4 Table 22     |

|            |                                    |   |  |   |  |                       |
|------------|------------------------------------|---|--|---|--|-----------------------|
|            |                                    |   |  | service should support public certificates.   |  |                       |
| <b>199</b> | 16.4.2.                            | Form CP2:<br>Indicative Bill of<br>Material | Managed Container<br>Registry<br>"Unit type" : per GB  | We understand that per GB per <b>month</b> price to be quoted here. Please confirm on this. |  | Yes, Per GB per Month |
| <b>200</b> | Cross<br>Region<br>Replicati<br>on | Cross Region<br>Replication                 | Data transfer between DC-<br>DR  | Why do we need 100TB egress and data transfer between region?                               |  | As Per RFP            |
| <b>201</b> | Security<br>and<br>Firewall        | Security and<br>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?<br>Public IP considered are only 10          |  | As Per RFP            |

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| 20<br>2 |        | 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 |
| 20<br>3 | Row 54 | Site to Site VPN | Provisioned for two different ISP's - Site-to-Site VPN  | Kindly change this statement to below :<br><br>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP                               |  | As per RFP                    |

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| 20<br>4 | 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"> <li>- Should support storage autoscaling without reboot.</li> <li>- Should support horizontal scaling by adding/removing read replicas</li> <li>- Non burstable production grade x86 based Processor</li> <li>- Should have ability to create on-demand/manual backup/snapshots</li> <li>- Should support automatic backup from Standby to avoid IO activities suspension on primary node</li> <li>-Should support multi-zone HA and horizontal scaling by adding/removing read replicas</li> </ul> | <p><b><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></b></p> <p>There are alternative backup strategies available to avoid impact on primary node.<br/>Kindly reword this to :</p> <p><b><i>"Backup should not impact the IO activity on primary node."</i></b></p>  |  | Please refer amended clause 16.3.4 Table 25 and BoM |
| 20<br>5 | Row 19 | Managed block storage                             | <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 3000 iops per volume &amp; 125 Mbps throughput per volume.</p>  | <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."<br/>Would request to change unit to 32 Gb.</p> <p>Spec is fundamentally incorrect.<br/>Spec is also specific to particular CSP</p> |  | As per RFP  |

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| <b>206</b> | 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                            |
| <b>207</b> | 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                            |
| <b>208</b> | 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 |
| <b>209</b> | 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                                 | 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                            |



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|            |                 |  | higher version of the same at the same or lower cost to the purchaser.  |   |  |  |
| <b>210</b> | 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 :<br><br>In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified.<br><br>Processing unit of 4 vCPU processing unit hours per month |  | Please refer amended Table 25 and BoM            |
| <b>211</b> | Row 30          | CSP natively managed Redis cache service | Minimum 16vCPU, 96 GB RAM Per Instance<br><br>Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance   | Kindly change this statement to :<br><br>Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance  |  | Bidder may provide equal or higher configuration |
| <b>212</b> | 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                                       |

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| 21<br>3 | 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  |
| 21<br>4 | 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 Memory 32 vCPU 128 GB RAM, OS: Windows 16 vCPU 128GB RAM, OS: RHEL 32 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 RAM 16 vCPU 56 GB RAM 24 vCPU 224 GB RAM 32 vCPU 112 GB RAM      |  | Please refer updated clause 16.3.4 Table 25 and BoM |
| 21<br>5 | 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  |
| 21<br>6 | 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  |

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| 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 it 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                   | "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 |
| 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.<br><br>Kindly change this statement to :<br><br>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                                   |

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| 22<br>2 | 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 |
| 22<br>3 | 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 |
| 22<br>4 |   |                       |  | 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 |

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| 22<br>5 |  |  |  | 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   |
| 22<br>6 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance | Security Monitoring<br>and Posture<br>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." |  | <b>As per RFP. Clarified as under:</b> As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud    |
| 22<br>7 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance | Security Monitoring<br>and Posture<br>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." |  | <b>As per RFP. Clarified as under:</b><br>As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |

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| 22<br>8 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance | Security Monitoring<br>and Posture<br>Management | CSP should have native<br>capability to continuously<br>monitor the environment<br>using automated<br>compliance checks based<br>on the best practices and<br>industry standards | This is CSP Native specific clause and hence<br>restricting to participation of OEM and hence<br>request you to modify the clause as "The CSP<br>should have a native/OEM service for a<br>comprehensive view of the high-priority security<br>alerts and compliance status across multiple<br>accounts." |  | <b>As per RFP.<br/>Clarified as<br/>under:</b><br>As per<br>requirement<br>CSP Native<br>Services are<br>direct services<br>of the proposed<br>CSP ie. OEM<br>of the proposed<br>Cloud |
| 22<br>9 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance | Threat Detection                                 | The CSP should offer a<br>native fully managed threat<br>detection service.  | This is CSP Native specific clause and hence<br>restricting to participation of OEM and hence<br>request you to modify the clause as "The CSP<br>should have a native/OEM service for a<br>comprehensive view of the high-priority security<br>alerts and compliance status across multiple<br>accounts." |  | <b>As per RFP.<br/>Clarified as<br/>under:</b><br>As per<br>requirement<br>CSP Native<br>Services are<br>direct services<br>of the proposed<br>CSP ie. OEM<br>of the proposed<br>Cloud |

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| 23<br>0 | BoQ, Sr.<br>No. 17 | Serverless<br>Container Service              | <i>Serverless Kubernetes to deploy, scale and manage container-based applications with per-pod billing</i><br><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> | 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.<br><br><b>Pls modify the specs as :</b> " 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  |
| 23<br>1 | BoQ, Sr.<br>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  |
| 23<br>2 | 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?<br>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. |

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| 23<br>3 | 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                                 |
| 23<br>4 | BoQ, Sr. No. 20 | Managed File Storage   | Shared File Storage with multi-protocol support for NFS and SMB  | CSP offer compression & deduplication on the File Storage, What % of Savings from compression & deduplication CSP should consider for the Cost calculation?<br><br>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).   |  | Please refer updated Clause 16.3.4 and BoM |



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| 23<br>5 | 6.2.1 -<br>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 methodologies 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 their 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  |
| 23<br>6 | BoQ, Sr.<br>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 <b>and 1MN requests/month.</b> 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 " <b>data processed up to 1TB/month</b> " and delete " <b>1MN requests/month</b> " as there is no way to consider both for the cost calculation.   |  | Please refer updated Clause 16.3.4 Table 25 and BoM   |
| 23<br>7 | 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.<br>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 <b>so that we can</b>  |  | VM is required. Please refer amended Table 25 and BoM |

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|                 |                    |  |  | <b>participate in the Bid.</b>  |  |   |
| <b>23<br/>8</b> | BoQ, Sr.<br>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 . <b>Please factor this during technical/price evaluation.</b> |  | Refer updated clause 16.3.4 Table 25 and BoM. |
| <b>23<br/>9</b> | BoQ, Sr.<br>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: <a href="https://www.mongodb.com/">https://www.mongodb.com/</a> 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           |

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| 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 &gt;= 99.9%. The Overall durability of data in this storage class should be minimum 99.999999999%</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 . <b>It's Disqualification for us.</b> 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  |

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| 24<br>2 | 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, <b>and retrieval time should be within hours</b>      | <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"> <li>1) Data should be restored immediately from the archived Storage to Hot Storage</li> <li>2) Data should be restored &lt; 5 minutes from the archived Storage to Hot Storage</li> <li>3) Data should be restored &lt; 2 hours from the archived Storage to Hot Storage</li> </ol> <p><b>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 &amp; 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 &amp; CSP perspective and success of the DGH business.</b></p> |  | Please refer updated clause 16.3.4 Table 25 and BoM  |
| 24<br>3 | 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<br/>per GB per month =100</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.  |  | The bidder may quote the services equivalent or higher configuration as per column 5 of table 25 |

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| 24<br>4 | 16.3.4.         | 16.3.4. Form TQ4: Services Compliance by CSP        | We confirm that we shall provide all necessary assistance and technical support to _____<br>(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. | 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.<br>If TAM is required, please add the cost of line item in the L1 evaluation so that bidders can factor the cost accordingly.  |  | As per RFP, Bidder need to provision the resources as per the requirement while submitting the bid. |
| 24<br>5 | 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  |
| 24<br>6 | 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.   |

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| 24<br>7 | 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> <ul style="list-style-type: none"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> | <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> | <p>Please refer updated clause 6.2.2 Table 6</p> |
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| <p>24<br/>8</p> | <p>UC-5</p> | <p>DevOps Platform</p> | <ul style="list-style-type: none"> <li>i. Capabilities of the DevOps platform to manage the complete CI/CD pipeline, code review, code deploy, code and git management.</li> <li>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</li> <li>iii. Ability to regularly merge their code changes into a central repository and run auto build tests</li> <li>iv. Demonstrate the ability to securely store and version application source code and</li> <li>v. automatically build, test, and deploy the application and built in connectors to tap into data sources from within and outside cloud sources</li> <li>vi. Demonstrate the ability of the platform to support CI/CD pipeline with easier traffic versioning feature for cloud run</li> </ul> | <p><b>We don't support features "</b> Demonstrate the ability of the platform to automatically build, test, distribute, deploy and monitor iOS, Android, Windows and macOS apps—all in one place"<br/> Since this may not be applicable to the DGH use case, Pls delete this so we can demonstrate this feature under UC -5</p> |  | <p>Refer updated clause 6.2.2 (UC-5)</p> |
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|                 |          |   | for canary deployments. |   |  |            |
| <b>24<br/>9</b> | Table 24 | Table 24: CSP<br>CDN Services<br>Compliance | CDN Reference Link      | 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.<br>Pls delete the ref. link column or allow CSP |  | As per RFP |



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|     |                       |  |   | undertaking for the CDN.  |  |   |
| 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) | 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:<br><br>Storage for post-stack Data with 99.9% SLA   |  | 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.   | 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:<br><br>Storage for post-stack Data with 99.9% SLA   |  | 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   | 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  |

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| 25<br>3 | Table 24 | Table 24: CSP<br>CDN Services<br>Compliance | Delivery of live streaming<br>with websites/ on- demand/<br>Archived Videos/ Audio/<br>Podcasting Services by<br>improving the end user<br>experience via peak load<br>handling & high<br>availability. The CDN<br>services shall be able to<br>scale incrementally to meet<br>demand during the event or<br>at the time of content<br>delivery/distribution | What is peak Capacity needed, peak<br>Concurrency? |  | Please refer<br>BOM |
| 25<br>4 | Table 24 | Table 24: CSP<br>CDN Services<br>Compliance | The content delivered<br>through the CDN services<br>shall not degrade the<br>performance of the origin<br>website or content in any<br>manner, even if the number<br>of hits on the website<br>increases exponentially.<br>The CDN Service Provider<br>should<br>have adequate / spare<br>capacity available to<br>handle spikes in traffic.                | What is peak Capacity needed, peak<br>Concurrency? |  | Please refer<br>BOM |

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| <p>25<br/>5</p> | <p>BoQ, Sr.<br/>No. 59</p> | <p>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> <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><b>Therefore we suggest that pls consider:</b></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> |
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| 25<br>6 | 16.4.2 | Indicative Bill of Material   |  | 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.   |  | BOM is indicative and additional services as required by the purchaser, will have to be provided Refer Clause 6.2.1 (17 b). |
| 25<br>7 | 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   |

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| 25<br>8 | 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                                  |
| 25<br>9 | 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> | 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  |  | Refer updated clause 6.2.1, Table 5 of RFP. |

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| 26<br>0 | 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against this criteria.</p> | <p>Asking for billing from the same deparment 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> |
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| 26<br>1 | 6.2.2. | 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. >= 1 PB : 12 Marks. >= 0.5 PB : 8 Marks. > 0.1 PB : 4 Marks. 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 | Data migration experience should be sought from any cloud, including but not limited to data migration from On-Premises to Anycloud or from any Cloud to any other cloud platform.  |  | Please refer updated clause 6.2.2, Table 6  |
| 26<br>2 | 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. |

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| 26<br>3 | 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:<br>i. More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br>ii. More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br>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 resource deployment, development of new module. Request you to please change this clause and ask for average annual turnover from cloud services only. |  | Please refer updated clause 6.2.2, Table 6           |
| 26<br>4 | 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 Prequalification 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   |
| 26<br>5 | 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  |
| 26<br>6 | 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   | 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 |



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|     |                                      |   | external USB HDDs, mostly of capacity 8 TB each  |   |  |
| 267 | 6.2.2. Technical Evaluation Criteria | Table 6: Technical Qualification Criteria (TQC) Pt no 4 | <p><b>Evaluation Criteria:</b> 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> <ul style="list-style-type: none"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> <p><b>Criteria:</b> 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,</p> | <p><b>Request you to amend this clause as below:</b></p> <p><b>Evaluation Criteria:</b> Bidder's experience in completing data migration projects <del>from on premise/ cloud to cloud (different CSP)</del> during the last 3 years reckoned from the last date of original bid submission For each completed Project of size</p> <ul style="list-style-type: none"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5 PB : 8 Marks</li> <li>• &gt; 0.1 PB : 4 Marks</li> </ul> <p><b>Criteria:</b> 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. <del>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</del></p> | Please refer updated clause 6.2.2, Table 6 |

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|  |  |  | in order to be considered |  |  |  |
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| 26<br>8 | 6.2.2.<br>Technical<br>Evaluation<br>Criteria | Table 6: Technical<br>Qualification<br>Criteria (TQC) Pt<br>no 1 | <p><b>Evaluation Criteria:</b><br/>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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 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.</li> </ul> <p><b>Criteria:</b><br/>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</p> | <p><b>Request you to amend this clause as below:</b><br/><b>Evaluation Criteria:</b><br/>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on the <del>proposed</del> 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 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.</li> </ul> <p><b>Criteria:</b><br/>Copy of (i) Work order/extract from the contract, mentioning the scope of work and (ii) A Certificate issued by the Statutory Auditor/<br/><b>Chartered Accountant</b> 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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|  |  |  | confirming the Project<br>wise yearly collection, to<br>be submitted. |  |  |  |
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| 269 | 6.2.2. Technical Evaluation Criteria    | Table 6: Technical Qualification Criteria (TQC) Pt no 2 | <p><b>Evaluation Criteria:</b><br/>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><b>Criteria:</b><br/>Submit Copy of Annual Reports along with statutory auditor certificate to this effect.</p> | <p><b>Request you to amend this clause as below:</b><br/><b>Evaluation Criteria:</b><br/>Cloud experience: Bidder’s Turnover from service of managing and provisioning Managed Cloud Services on the <del>proposed</del>-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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 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.</li> </ul> <p><b>Criteria:</b><br/>Copy of (i) Work order/extract from the contract, mentioning the scope of work and (ii) A Certificate issued by the Statutory Auditor/ <b>Chartered Accountant</b> 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><b>Requirements:</b> 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><b>Request you to amend this clause as below:</b><br/><b>Requirements:</b> 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., <del>in the proposed cloud</del>-(Kindly remove this proposed cloud)</p>  |  | As per RFP                                 |

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| 27<br>1 | 6.2.1. Pre-Qualification Criteria (PQC) | Table 5: Pre-Qualification Criteria (PQC); Pt no- 3 | <p><b>Requirements:</b><br/>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><b>Documents to be submitted:</b><br/>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><b>Request you to amend this clause as below:</b></p> <p><b>Requirements:</b><br/>The Bidder should have average annual turnover of at least ₹ 20 Cr. from the <del>Proposed</del> Cloud Business, in last 3 years (i.e., FY 2020-21, FY 21-22 and FY 2022-23)</p> <p><b>Documents to be submitted:</b><br/>A Certificate issued by the Statutory Auditor/<br/><b>Chartered Accountant</b> should be submitted mentioning turnover from <del>Proposed</del> Cloud Business, <del>along with copies of Audited financial statements for the FYs.</del></p> <p><b><u>(Kindly remove this proposed cloud)</u></b></p> |  | Refer updated clause 6.2.1, Table 5 of RFP. |
| 27<br>2 | 6.2.1. Pre-Qualification Criteria (PQC) | Table 5: Pre-Qualification Criteria (PQC); Pt no- 4 | <p><b>Requirements:</b><br/>The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.</p> <p><b>Documents to be submitted:</b><br/>A Certificate issued by the Statutory Auditor certifying the Annual Turnover and Net worth (Form PQ3).</p>  | <p><b>Request you to amend this clause as below:</b></p> <p><b>Requirements:</b><br/>The bidder should have positive Net worth for the preceding 3 Financial years, reckoned from the last date of original bid submission.</p> <p><b>Documents to be submitted:</b><br/>A Certificate issued by the Statutory Auditor /<br/><b>Chartered Accountant</b> certifying the Annual Turnover and Net worth (Form PQ3).</p>   |  | Refer updated clause 6.2.1, Table 5 of RFP. |

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| 27<br>3 | 6.2.2. Technical Evaluation Criteria | Table 6: Technical Qualification Criteria (TQC) Technical Demonstration ( <u>Use Case*</u> ) Marks are indicated against each use case. | The bidder shall be required to give a technical demonstration of the <b>proposed</b> cloud platform. For this purpose, the Bidder's proposed resource personnel shall demonstrate the <b>use cases*</b> 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 <b>proposed</b> cloud platform. For this purpose, the Bidder's proposed resource personnel shall demonstrate the <b>use cases*</b> as listed, during the scheduled Demonstration. The date & time for the demonstration shall be communicated later.<br><br>(Kindly remove this proposed cloud) |  | As per RFP       |
| 27<br>4 | 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 |

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| 27<br>5 | 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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| 27<br>6 | 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. If it is future requirement, Please allow for Marketplace 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 implemented 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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| 27<br>7 | 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 &amp; 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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| 27<br>8 | 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 | Our understanding with the clause "Automated replication to different zones on demand backup/continuous" is that the data needs to be replicated to different seismic zone. Kindly confirm 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) | 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 |
| 27<br>9 | 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 |

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| 28<br>0 | 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 relax 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.  |
| 28<br>1 | 5.5.4   | Bid Security/EMD                 | The Bidders shall submit, along with their bids, a Bid security declaration as per the format specified in <b>Section 16.1.4 (Template-4 : Bid Security Declaration)</b> 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) |
| 28<br>2 | 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:<br>Bidder should have Data Migration experience during the last 5 years.  |  | As per RFP   |

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| <b>283</b> |       |   |  | 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   |
| <b>284</b> | 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   |
| <b>285</b> | 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. |

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| 28<br>6 | 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. |
| 28<br>7 | 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  |

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| <b>288</b> | 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. |
| <b>289</b> | 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.   |
| <b>290</b> | 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   |
| <b>291</b> | 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  |
| <b>292</b> | 4.2    | Purpose of the Bid                            | Existing contract is coming to end   | Could you provide Existing contract end date?   |  | By end of Feb 2025   |

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| 29<br>3 | 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  |
| 29<br>4 | 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:<br><br>3. Account Set up, Infra Readiness and Workload assessment and migration readiness to the CSP Cloud Infra. T1+45 days = T2 |  | As per RFP  |
| 29<br>5 | 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. |
| 29<br>6 | 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  |
| 29<br>7 | 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  |



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| 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. Request you to please make it <b>5% for quarterly payment</b> of the <b>availability clause</b> and <b>2% per quarterly payment</b> 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   |

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| 30<br>1 | 8     | Liquidated Damages<br><br>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:<br><br>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 <b>per month</b> or part thereof of delay subject to maximum of 10% of the Total contract value.   |  | As per RFP |
| 30<br>2 | 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 <b>proposed cloud</b>   | 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 |

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| 30<br>3 | 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 personnel of the Contractor. | 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. |
| 30<br>4 | 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.   |

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| <p><b>30<br/>5</b></p> | <p>16.3.2</p> | <p>Table 19:<br/>Responsibility<br/>Matrix</p> | <p>Direct Connectivity/Lease<br/>Line</p> | <p>What is current network bandwidth ? As during<br/>Data migration there could be requirement of<br/>increase.</p> | <p>Direct<br/>connectivity/lea<br/>se line as<br/>mention in<br/>table 19, will be<br/>provided by<br/>purchaser after<br/>successful go<br/>live for regular<br/>operation of<br/>NDR2.<br/>However for<br/>migration of<br/>data from On-<br/>premises to<br/>cloud all the<br/>required<br/>recourses have<br/>to be provided<br/>by bidder.<br/>(kindly refer<br/>13.4.5. Services<br/>Under<br/>Raw/Pre-Stack<br/>Data<br/>Migration:)</p> |
|------------------------|---------------|--|---|---|---|

|         |     |                    |  |   |  |  |
|---------|-----|--------------------|--|---|--|--|
| 30<br>6 | 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. |
| 30<br>7 |     | Site to Site VPN   | Provisioned for two different ISP's - Site-to-Site VPN   | Kindly change this statement to below :<br><br>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP  |  | As per RFP   |

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| 30<br>8 | CSP native managed relation database as a service | Managed PostgreSQL as a service Postgres version: 14 or above<br>- Should support storage autoscaling without reboot.<br>- Should support horizontal scaling by adding/removing read replicas<br>- Non burstable production grade x86 based Processor<br>- Should have ability to create on-demand/manual backup/snapshots<br>- Should support automatic backup from Standby to avoid IO activities suspension on primary node<br>-Should support multi-zone HA and horizontal scaling by adding/removing read replicas | <p><b><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></b></p> <p>There are alternative backup strategies available to avoid impact on primary node.<br/>Kindly reword this to :</p> <p><b><i>"Backup should not impact the IO activity on primary node."</i></b></p>   |  | Please refer amended clause 16.3.4 Table 25 and BoM |
| 30<br>9 | Security and Firewall                             | CSP Native Managed/CSP Native Marketplace (with single billing console) Network Firewall  | <ul style="list-style-type: none"> <li>• Managed Network Firewall with intrusion detection and prevention system. Each firewall endpoint will process minimum of 100 Terabyte of traffic or Equivalent</li> </ul> <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.</p> |  | Please refer amended clause 16.3.4 Table 25 and BoM |

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|            |  |                       |   | Spec is also alluding towards a particular CSP   |  |   |
| <b>310</b> |  | 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      | 1. Kindly allow A 100 GPU as well2. 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  |  | Please refer amended clause 16.3.4 Table 25 and BoM |
| <b>311</b> |  | 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.<br><br>Spec is fundamentally incorrect. Spec is also specific to particular CSP |  | As per RFP  |
| <b>31</b>  |  | Data transfer         | Data download/Egress  | 50TB over internet outbound and 50TB over  |  | As per RFP  |

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| 2       |  |   | charges  | dedicated tunnel on-prem is too high   |  |                                       |
| 31<br>3 |  | 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."<br>Would request to change unit to 32 Gb and have a separate line item for OS disk.<br><br>Kindly keep OS disk requirement separately in a different section<br><br>If secondary DR store is needed for post stack and pre-stack data, why is DR store not needed for this?<br><br>Spec is also alluding towards a particular CSP |  | As per RFP                            |
| 31<br>4 |  | 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 | Please refer amended Table 25 and BoM |



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|         |  |  |   |   | delivered |                                       |
| 31<br>5 |  | 16.3.4. Form TQ4:<br>Services<br>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                            |
| 31<br>6 |  | 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<br><br>Spec is fundamentally incorrect.<br>Spec is also alluding towards a particular CSP  |           | Please refer amended table 25 and BoM |
| 31<br>7 |  | 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 :<br>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 |
| 31<br>8 |  | 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                            |

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|---------|--|---|--|--|--|---|
| 31<br>9 |  | 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"> <li>o Why is secondary needed then again if Primary is replicating to DR natively.</li> <li>o Seismic zones are not a part of MeiTy guidelines.</li> <li>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</li> </ul>             |  | Please refer updated clause 16.3.4 Table 25 and BoM |
| 32<br>0 |  | 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"> <li>o Why is secondary needed then again if Primary is replicating to DR natively.</li> <li>o Seismic zones are not a part of MeiTy guidelines.</li> <li>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</li> </ul> <p>Spec is fundamentally incorrect.<br/>Spec is also alluding towards a particular CSP</p> |  | Please refer updated clause 16.3.4 Table 25 and BoM |
| 32<br>1 |  | 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  | Pls provide the number of vcores ? For container image, unit for charges are vcore/hour from most of the CSPs.   |  | As per RFP  |

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|         |  |   | Monthly   |   |  |            |
| 32<br>2 |  | 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 |
| 32<br>3 |  | 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.<br><br>Please correct.<br><br>Spec is fundamentally incorrect.<br>Spec is also alluding towards a particular CSP   |  | As per RFP |

|         |   |   |  |  |   |
|---------|---|---|--|--|---|
| 32<br>4 | CSP native managed relation database as a service | Managed PostgreSQL as a service Postgres version: 14 or above<br>- Should support storage autoscaling without reboot.<br>- Should support horizontal scaling by adding/removing read replicas<br>- Non burstable production grade x86 based Processor<br>- Should have ability to create on-demand/manual backup/snapshots<br>- Should support automatic backup from Standby to avoid IO activities suspension on primary node<br>-Should support multi-zone HA and horizontal scaling by adding/removing read replicas | -Spec is specific to particular CSP.<br>- 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.<br>- Spec is contradictory in nature.<br>- Incase you need specific backup strategy please change to MSP managed service. |  | Please refer updated clasue 16.3.4 and BoM. |
|---------|---|---|--|--|---|

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|---------|--|--|--|--|--|---|
| 32<br>5 |  | 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 |
| 32<br>6 |  | 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.<br><br>Please correct.<br><br>Spec is fundamentally incorrect.<br>Spec is also alluding towards a particular CSP  |  | As per RFP  |
| 32<br>7 |  | 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.<br><br>Please correct.<br><br>Spec is fundamentally incorrect.<br>Spec is also alluding towards a particular CSP   |  | As per RFP  |

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| 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<br><br>Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance  | 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 |
| 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     |

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|---------|--|--------------------------|--|--|--|---|
| 33<br>3 |  | 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.<br><br>Kindly change this statement to :<br><br>The native service should support public certificates. |  | Please refer updated clause 16.3.4 Table 22 |
| 33<br>4 |  | 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 |
| 33<br>5 |  | Cross Region Replication | Data transfer between DC-DR  | Why do we need 100TB egress and data transfer between region?  |  | As Per RFP                                  |
| 33<br>6 |  | 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                                  |

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|---------|-------|---|---|---|--|---------------------------------------|
| 33<br>7 |       | 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 |
| 33<br>8 | 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 <b>proposed</b> cloud as follows - "4. Bidder's experience in completing data migration projects from on premise/ cloud (different CSP) to <b>proposed cloud</b> during the last 3 years reckoned from the last date of original bid submission" |  | As per RFP                            |
| 33<br>9 |       | 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                            |



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| 34<br>0 | Point 4 | Technical Qualification       | 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 | <b>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</b> |  | Please refer updated clause 6.2.2 Table 6 |
| 34<br>1 | 6.2.1   | Pre-qualifications (Point 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   | <b>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</b>   |  | As per RFP                                |

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|         |         |                         | submission., in the proposed cloud  |   |   |
| 34<br>2 | Table 6 | Technical Qualification | 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) | Request you to pls ammend this as - <b>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.</b> | Please refer updated clause 6.2.2 Table 6 |

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|                 |      |                                 | A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.                             |  |  |     |
| <b>34<br/>3</b> | 13.2 | 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. | Any kind of application license will be procured by customer apart from proposed components related to Azure Infra |  | Yes |

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| 34<br>4 | 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.  |
| 34<br>5 | 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 |

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| 34<br>6 | 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  |
| 34<br>7 | 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 |

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| 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 speify the services you are referring too                            |  | As per the RFP, This a compliance requirement from the CSP                        |

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| 35<br>3 |  | 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  |
| 35<br>4 |  |                 | The native managed DDoS protection service should provide always-on detection and automatic inline mitigations that minimize application downtime and latency. | Need confirmation for the applications and users                          |  | Refer BOM S.No 42, region as per the proposed CSP  |
| 35<br>5 |  | 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   |
| 35<br>6 |  |                 | 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. |

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| 35<br>7 |  |  | 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. |
| 35<br>8 |  |  | 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. |
| 35<br>9 |  |  | 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. |



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| 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 | 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  |

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| <b>363</b> | 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 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. | 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. |

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| 36<br>4 |    | 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. |
| 36<br>5 |    | General Queries                                |  | Need confirmation on the DR list of application and required components to consider   |  | Refer clause 13.6   |
| 36<br>6 | 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 software , so the payment for the same shall be made in the 1st installemt only  |  | As per RFP  |
| 36<br>7 |    | VULNERABILITY ASSESSMENT & PENETRATION TESTING |  | <b>Requirements / No. /Type</b>   |  | No query  |
| 36<br>8 |    |  |  | Total No. of internal IP addresses  |  | As per RFP  |
| 36<br>9 |    |  |  | Total No. of external IP addresses  |  | As per RFP  |
| 37<br>0 |    |  |  | 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  |
| 37<br>1 |    |  |  | Firewall  |  | As per RFP and BoM  |

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| 37<br>2 |  |   |  | Routers   |  | No query   |
| 37<br>3 |  |   |  | switches  |  | As per RFP   |
| 37<br>4 |  |   |  | Desktops (if required to ve taken for VA & PT)                                      |  | As per RFP   |
| 37<br>5 |  |   |  | Laptops (if required to ve taken for VA & PT)                                       |  | As per RFP   |
| 37<br>6 |  | VULNERABILITY<br>ASSESSMENT &<br>PENETRATION<br>TESTING |  | Number of Web applications / Mention URLs /<br>No. of user roles in the application |  | VAPT will be<br>carried out by<br>application<br>vendor of<br>DGH. Bidder of<br>this RFP needs<br>to ensure<br>compliances in<br>respect of cloud<br>infrastructure to<br>be provisioned<br>through this<br>RFP. |
| 37<br>7 |  |   |  | Web servers used / Application language /<br>database Used                          |  | Bidder to<br>supply services<br>as per RFP and<br>BoM.   |

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| 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 appliacion working:                             |  | As per RFP  |
| 381 |  |  |  | Programming language / technologu used at back end / front end |  | As per RFP  |

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| 38<br>2 |  |  |  | Appliaction hosting server (cloud/ inhouse)   |  | As per RFP  |
| 38<br>3 |  |  |  | Associated infra with appliaction is part of scope or not (physical server/ firewall) |  | As per RFP  |
| 38<br>4 |  |  |  | Source code review is required or not   |  | As per RFP  |
| 38<br>5 |  |  |  | frequency of application scannning required in year                                   |  | As per RFP  |
| 38<br>6 |  |  |  | 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. |
| 38<br>7 |  |  |  | Does the content also include audio and video   |  | As per RFP  |

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| 38<br>8 |          |          |   | 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. |
| 38<br>9 | 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  |

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| <b>390</b> | 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                               |
| <b>391</b> | 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                               |
| <b>392</b> | 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 og 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 |
| <b>393</b> | 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   |  | As per RFP                               |



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|                 |         |                             |  | services.  |  |            |
| <b>39<br/>4</b> | 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 |
| <b>39<br/>5</b> | 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 | 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 |

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|                 |         |  | paid by Purchaser.   |  |  |  |
| <b>39<br/>6</b> | 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 |
| <b>39<br/>7</b> | 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                                 |

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| 39<br>8 | 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. If it is future requirement, Please allow for Marketplace 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> | 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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| 39<br>9 | 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. If it is future requirement, Please allow for Marketplace 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 implemented 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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| <p><b>40</b><br/><b>0</b></p> | <p>6.2.2.</p> | <p>Technical Evaluation Criteria</p> | <p>The proposed Cloud should have Native security services- • Web Application Firewall • DDoS Protection • Threat detection, Vulnerability Assessment, • HIPS &amp; 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> | <p>As per RFP</p> |
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| 40<br>1 | 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/continous 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/continous" 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/continous 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/continous yes for all-(3)marks</p> <p>Maximum marks- 3(1 marks for each service)</p> | As per RFP |
| 40<br>2 | 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.  |  | As Per RFP |

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| 40<br>3 | 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 &amp; 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                                |
| 40<br>4 |           | 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 |

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| 40<br>5 | 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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| 40<br>6 | 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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| 40<br>7 | 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 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 Amphere 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  |
| 40<br>8 | 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. |

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| <p>40<br/>9</p> | <p>Table 25:</p> | <p>Service Configuration offered by CSP</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 - 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-<br/><br/>Should support multi-zone/multi- domain HA and horizontal scaling by adding/ removing read replicas<br/><br/>Multi Zone is inclined towards particular CSP/OEM<br/><br/>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<br/>- Should have ability to create on demand/manual backup/snapshots<br/>- Should support automatic backup from Standby to avoid IO activities suspension on primary node<br/>-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 - Should have ability to create ondemand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on</p> | <p>Please refer updated clause 16.3.4 and BoM.<br/><br/>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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|  |  |  |  |  |  | primary node -<br>Should support<br>multi-zone<br>HA/multi fault<br>domain and<br>horizontal<br>scaling by<br>adding/<br>removing read<br>replicas |  |
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| 41<br>0 | 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 ondemand/manual backup/snapshots- Should support automatic backup from Standby to avoid IO activities suspension on primary node-Should support multi-zone | 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." |
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|            |           |                                      |  |   | HA/Multi Fault domain and horizontal scaling by adding/removing read replicas   |            |
| <b>411</b> | 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 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> | 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 | As per RFP |

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|         |           |                                      |   |   | processors)<br>Virtual Machine<br>on demand<br>Pricing  |            |
| 41<br>2 | 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 &amp; 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 |

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| <p><b>41<br/>3</b></p> | <p>Table 25:</p> | <p>Service Configuration offered by CSP</p> | <p>Serverless interactive query service that uses standard SQL for analysing databases.<br/>ETL service:<br/>- 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 dimensions 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.<br/>ETL service:<br/>- 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<br/>Or Data processing (in GB) per hour</p> | <p>Please refer amended Table 25 and BoM</p> |
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| <p><b>41</b><br/><b>4</b></p> |  | <p>Configuration Management</p> | <p>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.</p> | <p>CSP can provide configuration management solution via marketplace/3rd party solution.</p> | <p>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.</p> | <p>Please refer amended Table 25 and BoM</p> |
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| 41<br>5 | Table 22  | CSP Security Services Compliance     | The native security module should have ability to provide high availability and load balancing  | <p>Load balacing between multiple HSM is not a right approach because DGH will face an issue during key sync process.<br/>Request you to, please change it to-</p> <ul style="list-style-type: none"> <li>-Ability to provide high availability</li> <li>-Capability to monitor access, health and troubleshooting and diagnostic information.</li> <li>- Cloud managed selfserve provisioning HSM unit.</li> <li>- 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</li> </ul> | 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. |
| 41<br>6 | Table 25: | Service Configuration offered by CSP | <p>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.</p> | <p>Load balacing between multiple HSM is not a right approach because DGH will face an issue during key sync process.<br/>Request you to, please change it to-</p> <ul style="list-style-type: none"> <li>-Ability to provide high availability</li> <li>-Capability to monitor access, health and troubleshooting and diagnostic information.</li> <li>- Cloud managed selfserve provisioning HSM unit.</li> <li>- 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</li> </ul> | <p>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</p> | Please refer updated clause 16.3.4 Table 25 and BoM   |

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|            |           |                                      |   |   | ease of integrations, manageability, and deeper integration with rest of the services.  |  |
| <b>417</b> | 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                                    |
| <b>418</b> |           | 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 |

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| <b>419</b> | 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 | Specifying throughput of Network firewall is a right approach. We request you to please specify throughput like 1 Gbps or 512 Mbps.<br><br>Mentioned Data processing on Firewall is very very high (100Tb per Month).                  | 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 refer updated clause 16.3.4 Table 25 and BoM |
| <b>420</b> | 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           |
| <b>421</b> | 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                                    |
| <b>422</b> | 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            |

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| 42<br>3 | 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 |
| 42<br>4 | 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                            |

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| 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   | For (3.45 to 4 PB) data- How many data sources are there?   |  | in 8 TB External HDDs  |

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|                 |  |  | external USB HDDs, mostly of capacity 8 TB each  |  |  |   |
| <b>43<br/>1</b> |  | 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)                       |
| <b>43<br/>2</b> |  | 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) |
| <b>43<br/>3</b> |  | 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                   |

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| 43<br>4 |        | 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  |
| 43<br>5 |        | 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.                        |
| 43<br>6 | 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 |
| 43<br>7 |        | 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                                     |
| 43<br>8 |        | 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                         |
| 43<br>9 |        | 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        |



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| 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   |

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|         |        |                                      |   |   |  | as per RFP and BoM.                           |
| 44<br>5 | 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                              |
| 44<br>6 | 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                    |
| 44<br>7 |        | 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. |
| 44<br>8 |        | 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                     |
| 44<br>9 |        | 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                     |

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| 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- Row 16-17 | 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                                      |

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| 45<br>6 |  | Form TQ4: Services Compliance by CSP | Table 25: Service Configuration offered by CSP- Row 42    | What will be their preferred region for CDN?   |  | Please refer table 24   |
| 45<br>7 |  | 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. |
| 45<br>8 |  | 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  |
| 45<br>9 |  | 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  |
| 46<br>0 |  | 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   |
| 46<br>1 |  | 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   |

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| 46<br>2 | 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   |
| 46<br>3 | About DGH's National Data Repository              | Presently, the Primary Data Centre of the National Data Repository is operational from 5th Floor, OIDB 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)  |
| 46<br>4 | 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<br>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. |
| 46<br>5 | 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  |
| 46<br>6 | 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   |

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| 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).<br>Vcpu:<br>RAM:<br>OS disk<br>OS with version:<br>App & its type:<br>Types of DB with version:<br>Application & its type:<br>Types of Database with version:<br>Specify APIs used in environment:<br>Hosted physical or virtual (with hypervisor name):<br>List of critical and non-critical applications:<br>Any containers used in On-Prem set up: |  | Query is not relevant to this RFP.<br>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 and cost impact shall be final and binding on the Bidder. | 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  |

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| 47<br>1 | Table 6:<br>Technical<br>Qualification<br>Criteria<br>(TQC) | Table 6: Technical<br>Qualification<br>Criteria (TQC) | Average Annual Turnover<br>of the bidder from the<br>Proposed cloud business,<br>from the cloud, for last 3<br>financial Years: More than<br>₹ 20 Cr. Less than ₹ 30 Cr-<br>4 Marks More than ₹ 30<br>Cr., Less than ₹ 50 Cr.-5<br>Marks More than ₹ 50 Cr. -<br>7 Marks   | Average Annual Turnover of the bidder from the<br><b>Proposed</b> cloud business, from the cloud, for last<br>3 financial Years: More than ₹ 20 Cr. Less than ₹<br>30 Cr- 4 Marks More than ₹ 30 Cr., Less than ₹<br>50 Cr.-5 Marks More than ₹ 50 Cr. - 7 Marks  |  | Please refer<br>updated clause<br>6.2.2, Table 6 |
| 47<br>2 | Table 6:<br>Technical<br>Qualification<br>Criteria<br>(TQC) | Table 6: Technical<br>Qualification<br>Criteria (TQC) | Bidder's experience in<br>completing data migration<br>projects from on premise/<br>cloud to cloud (different<br>CSP) during the last 3<br>years reckoned from the<br>last date of original bid<br>submission For each<br>completed Project of size •<br>≥ 1 PB : 12 Marks • ≥<br>0.5 PB : 8 Marks • > 0.1<br>PB : 4 Marks | Bidder's experience in completing data migration<br>projects/ <b>Manged Cloud Services projects from<br/>on-premise/ cloud-to-cloud (different CSP)</b><br>during the last 3 years reckoned from the last date<br>of original bid submission <del>For each completed</del><br><del>Project of size • ≥ 1 PB : 12 Marks • ≥ 0.5 PB :</del><br><del>8 Marks • &gt; 0.1 PB : 4 Marks</del><br><b>For each completed Project of size of • ≥ 20</b><br><b>Cr : 12 Marks • ≥ 15 Cr : 8 Marks • &gt; 10 Cr :</b><br><b>4 Marks</b> |  | Please refer<br>updated clause<br>6.2.2, Table 6 |
| 47<br>3 | 13.4.5  | Services Under<br>Raw/Pre-Stack Data<br>Migration     | Approximately 3.5 – 4<br>Petabytes (PB) of<br>Raw/Pre-Stack data<br>available in tape-based<br>system are being archived<br>by the purchaser in<br>external USB HDDs,<br>mostly of capacity 8 TB<br>each   | Can the purchaser migrate the data from 8TB<br>HDDs to Bidder hosted servers in NDR?  |  | No   |

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| 47<br>4 | 13.1 | Scope of Work (SoW):point 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 coordination 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. | 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? |  | Bidder to supply services as per RFP and BoM. |
| 47<br>5 | 13.2 | Broad Scope of Activities:point 9 | Migration of existing offline data in portable HDDS to Cloud storage   | Can we involve third party vendor for this offline datamigration to Cloud if CSP does not have native service capability?                                    |  | Sub contracting is not allowed                |



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| 47<br>6 | Table 6: Technical Qualification Criteria (TQC) | Table 6: Technical Qualification Criteria (TQC) | 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 | Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services <del>on the proposed cloud</del> 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 refer updated clause 6.2.2, Table 6 |
| 47<br>7 | Table 6: Technical Qualification Criteria (TQC) | Table 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.   | Copy of (i) Client certificate/ completion certificate, (ii) Work order/extract from the contract, mentioning the scope of work and <del>(iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.</del> 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 |  | Please refer updated clause 6.2.2, Table 6 |

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|     |   |   |  | proposed CSP as one of the entities, in order to be considered  |  |   |
| 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 <del>(iii) A Certificate issued by the Statutory Auditor confirming the Project wise yearly collection, to be submitted.</del><br>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.<br>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. |

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| <b>480</b> | 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.<br><br>Data migration is one time activity                                  |
| <b>481</b> | 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  |
| <b>482</b> | 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 |
| <b>483</b> | 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  |

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| 48<br>4 | 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                        |
| 48<br>5 | 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                            |
| 48<br>6 | 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 |
| 48<br>7 | 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 refering to?   |  | all type of desktops                  |

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| 48<br>8 | 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   |
| 48<br>9 | 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. |

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| 49<br>0 | Table 22<br>--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 already with him we only need to integrate the same or provide complete solution. |  | This is part of CSP compliance |
| 49<br>1 | 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                             |

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| <p>49<br/>2</p> | <p>12.8</p> | <p>Bidder's Obligations</p> | <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 Purchaser<sup>2</sup>. 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</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>successful implementation, performance, and continued operation of the proposed solution in 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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| <p><b>49<br/>3</b></p> | <p>Table 22<br/>--15</p> | <p>Automated<br/>Vulnerability<br/>Management</p> | <p>The CSP should offer automated vulnerability management service that continually scans virtual machines and container workloads for software vulnerabilities and unintended network exposure.<br/>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<br/>The CSP native Vulnerability Management Service should perform automated discovery and continual scanning that delivers near real-time vulnerability findings</p> | <p>Need clarity on Patch mamangent and his frequency.</p> |  | <p>As per<br/>Operating<br/>system OEM<br/>recommendatio<br/>ns</p> |
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| 49<br>4 | Table 6:<br>Technical<br>Qualification<br>Criteria<br>(TQC) | Table 6: Technical<br>Qualification<br>Criteria (TQC) | Number of Years in the<br>Business of providing<br>Cloud Services from the<br>proposed CSP, to<br>Government/ PSUs /<br>Autonomous bodies,<br>reckoned from the last date<br>of original bid submission.<br>• More than 1 Years: 3<br>Marks<br>• More than 2 Years: 5<br>Marks<br>• More than 3 Years: 7<br>Marks | Number of Years in the Business of providing<br>Cloud Services from the <del>proposed CSP</del> , to<br>Government/ PSUs / Autonomous bodies/ <b>large<br/>private Enterprise</b> , reckoned from the last date<br>of original bid submission.<br>• More than 1 Years: 3 Marks<br>• More than 2 Years: 5 Marks<br>• More than 3 Years: 7 Marks |  | As per RFP   |
| 49<br>5 | 13.4.5  | Services Under<br>Raw/Pre-Stack Data<br>Migration     | Approximately 3.5 – 4<br>Petabytes (PB) of<br>Raw/Pre-Stack data<br>available in tape-based<br>system are being archived<br>by the purchaser in<br>external USB HDDs,<br>mostly of capacity 8 TB<br>each  | Once the data is migrated to Archive storage, does<br>the data should be made available for any<br>application   |  | Yes as per<br>operation<br>requirement on<br>need basis. |
| 49<br>6 | 16.3.4  | Table 21: CSP<br>General<br>Compliance                | Self-Service capability for<br>Restoration of cluster from<br>backup.   | please clarify "Restoration of Cluster", does it<br>mean restoration from Kubernetes cluster ?   |  | Yes  |
| 49<br>7 | 14  | Security and<br>Firewall                              | Managed Network Firewall<br>with intrusion detection<br>and prevention system.<br>Each firewall endpoint will<br>process minimum of 100<br>Terabyte of traffic or   | Please clarify if Marketplace NVA can be used?<br>or cloud native firewall should only be<br>considered?.  |  | CSP Native<br>Managed<br>Network<br>Firewall             |

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|     |       |  | Equivalent   |   |  |  |
| 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 &amp; 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</p> | <p>Please confirm if suggested Monitoring and ITSM tool will be used for Cloud IT infrastructure as well.</p> <p>If answer is 'No', is bidder allowed to propose SaaS based Monitoring and ITSM tool?</p> |  | As per RFP   |

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|            |        |   | automated SLA monitoring tool for the Cloud IT Infrastructure.   |   |  |   |
| <b>500</b> | 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                              |
| <b>501</b> | 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 |

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|            |          |   |  |   |  | clusters as per the requirement.  |
| <b>502</b> | 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.  |
| <b>503</b> | 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:<br><br>Shared File Storage with multi-protocol support for NFS and SMB (either one at a time) |
| <b>504</b> | 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  |

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| 50<br>5 | 11.4 | Subcontracting/Assi<br>gnment | 1. Subcontracting is not<br>allowed. | Request clarification - This clause says<br>subcontracting is not allowed. However, as per<br>Clause 12.3 (17) - "sub-contractor proposed<br>and/or deployed by the Bidder meets the technical<br>and financial qualifications." Is subcontracting<br>allowed with prior consent by the Purchaser? |  | Subcontracting<br>is not allowed.<br>Refer Clause<br>11.4 |
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| <p><b>50</b><br/><b>6</b></p> | <p>12.14</p> | <p>Intellectual Property Rights</p> | <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</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</p> | <p>Please refer updated clause 12.14</p> |
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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

obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.



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|  |  |  | Intellectual Property Rights<br>of the Purchaser. |  |  |  |
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| <p>50<br/>7</p> | <p>12.17</p> | <p>Indemnity</p> | <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: 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</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</p> | <p>As per RFP</p> |
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by any employee or agent of the Successful bidder. 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").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.

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.

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|  |  |  | <p>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 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:<br>Bidder should have Data Migration experience / <b>Managed Cloud Services</b> and capabilities of <del>minimum 100TB (In India)</del> in a single order during the last 5 years, reckoned from the last date of original bid submission., <del>in the proposed cloud</del> |  | 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:<br>Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, <del>6 months<sup>2</sup> salary slip (masked) with PF number or PF number and the deduction statement of each resource</del>   |  | 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:<br>Copy of work order <del>along with</del> / 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 |

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| 51<br>2 | 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  |
| 51<br>3 | 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 |

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| 51<br>4 | 16.3.4 | Table 25 | <p>Sl. No 28.<br/> Category: CSP Natively Managed Big Data &amp; Analytics - ETL Service<br/> 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:<br/> 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> |
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| 51<br>5 | 16.3.4 | Table 25 | <p>Sl. No 29.<br/> Category: CSP Natively Managed Big Data &amp; Analytics - Warehouse<br/> 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 &amp; cluster encryption using Customer Managed Key</p> <p>Service Configuration: 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</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> |
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| <b>51<br/>6</b> | 16.3.4 | Table 25   | Sl. No 30<br>Category: CSP Natively Managed Redis Cache Services<br>Description: Production grade Managed Redis Cache<br><br>Service Configuration:<br>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<br><br>1)Please share the Redis Cache size (GBs) requirements to select appropriate Cache tier and SKU |  | Bidder may provide equal or higher configuration                             |
| <b>51<br/>7</b> | 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   |
| <b>51<br/>8</b> | 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  |
| <b>51<br/>9</b> | 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. |

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| 52<br>0 | BoQ, Sr.<br>No. 17 | Serverless<br>Container Service                         | Serverless Kubernetes to<br>deploy, scale and manage<br>container-based<br>applications with per-pod<br>billing<br>Provide distributed systems<br>platform to deploy, and<br>host scalable<br>microservices-based<br>solutions without<br>managing VMs, storage, or<br>networking. Operating<br>system -Linux, Pod<br>Configuration: 2 vCPU /<br>hour and 4GB Memory<br>/Hour | 2 vCPU / hour and 4GB Memory /Hour --> Does<br>this mean that 2vCPU and 4GB RAM are required<br>for executing 50K job per month, If Yes, Pls<br>remove " / hour " for it to reflect accurately. This<br>specification/metric is written incorrectly and it<br>will not be possible to provide the cost as per<br>current Config & Specification.<br><br><b>Pls modify the specs as :</b> " Serverless Kubernetes<br>to deploy, scale and manage container-based<br>applications with per-pod billing Provide<br>distributed systems platform to deploy, and host<br>scalable microservices-based solutions without<br>managing VMs, storage, or networking. Operating<br>system -Linux, Pod Configuration: 2 vCPU and<br>4GB Memory, 3 seconds of execution time" |  | Please refer<br>amended clause<br>16.3.4 Table 25<br>and BoM  |
| 52<br>1 |                    | CSP Natively<br>Managed Serverless<br>Analytics Service | Serverless interactive<br>query service that uses<br>standard SQL for analysing<br>databases.   | Any BI tools currently in use or planned to be<br>implemeneted for analysis? any Dashboards to be<br>built as part of the scope ? if yes, how many &<br>please provide more details   |  | No BI Tool is<br>currently used<br>in NDR1.0.<br>Procurement of<br>Application for<br>NDR<br>upgradation is<br>under process<br>through another<br>tender vide Bid<br>Document no.<br>GeM/2024/B/4<br>675043 dated<br>23-02- 24<br>floated by DGH |

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| 52<br>2 |                 | 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.  |
| 52<br>3 |                 | 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   |
| 52<br>4 | 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  |
| 52<br>5 | 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  |
| 52<br>6 | 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 | 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. |

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|         |                 |                              | console.   |  |  |   |
| 52<br>7 |                 |                              |  | 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 |
| 52<br>8 | 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     |
| 52<br>9 | BoQ, Sr. No. 20 | Managed File Storage         | Shared File Storage with multi-protocol support for NFS and SMB  | <p>CSP offer compression &amp; deduplication on the File Storage, What % of Savings from compression &amp; deduplication CSP should consider for the Cost calculation?</p> <p>For the rational calculation, we suggest, Pls. keep the “% of Savings from compression &amp; deduplication” =0 so all the CSP offer file system pricing without compression &amp; deduplication consideration else, each CSP will come up their own formula for the compression &amp; 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                            |

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| 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;<br>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.<br><br>Current NDR |

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|            |        |   |  |   |  | 1.0 application contractor is M/s Halliburton   |
| <b>534</b> | 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,  |
| <b>535</b> | 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 |
| <b>536</b> | 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   |

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|     |          |   |   |   |  | 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.<br>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 <b>so we can participate in the Bid.</b> |  | 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   |

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| <b>54<br/>1</b> | 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?<br>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  |
| <b>54<br/>2</b> | 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                                  |
| <b>54<br/>3</b> |         | 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  |
| <b>54<br/>4</b> | 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   |
| <b>54<br/>5</b> | 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 |



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| 54<br>6 | BoQ, Sr.<br>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                                |
| 54<br>7 |                    | 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   |
| 54<br>8 |                    | 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   |
| 54<br>9 | 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 dervice 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 |
| 55<br>0 |                    | 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                                       |

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|         |                 |  |  |   |  | SLA Management Tool  |
| 55<br>1 |                 | 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. |
| 55<br>2 | 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: <a href="https://www.mongodb.com/">https://www.mongodb.com/</a> 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  |

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| 55<br>3 | 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  |
| 55<br>4 |                      | Managed Kubernetes Service                | Managed Kubernetes Service  | Number of microservices to be hosted on GKE?  |  | As per BOM  |
| 55<br>5 |                      | Compute                                   | Compute   | Number of VMs to be hosted on cloud?  |  | As per BOM  |
| 55<br>6 | 5.4.2                | Table 2: Proposal Sections                | Documents Required-<br><ul style="list-style-type: none"> <li>● Bid Security Declaration (Section 16.1.4)</li> <li>● Power of Attorney</li> <li>● Integrity Pact</li> </ul>   | 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         |
| 55<br>7 |                      | 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. |
| 55<br>8 | 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 | The Config Mgmt is specific to a CSP . <b>It's Dis-qualification for us.</b> 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                                   |

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|         |   |  | and take appropriate actions.   |  |  |   |
| 55<br>9 | 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, <b>and retrieval time should be within hours</b> | <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"> <li>1) Data should be restored immediately from the archived Storage to Hot Storage</li> <li>2) Data should be restored &lt; 5 minutes from the archived Storage to Hot Storage</li> <li>3) Data should be restored &lt; 2 hours from the archived Storage to Hot Storage</li> </ol> <p><b>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 &amp; 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 &amp; CSP perspective and success of the DGH business.</b></p> |  | Please refer updated clause 16.3.4 Table 25 and BoM |

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| 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        | We confirm that we shall provide all necessary assistance and technical support to _____<br>(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. | 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. There is no as such requieremnt of the TAM if its require, Pls add cost line item in the L1 evaluation so bidders can factor the cost accordingly   |  | 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  |

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| <b>56<br/>3</b> | 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              |
| <b>56<br/>4</b> | 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 |
| <b>56<br/>5</b> | 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 |
| <b>56<br/>6</b> |         | CSP Natively Managed Redis Cache Services           | CSP Natively Managed Redis Cache Services   | Volume of Redis Cache?   |  | Please refer BoM                                       |

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| 56<br>7 |      | 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           |
| 56<br>8 | 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</p> | <p><b>We don't support features "</b> 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) |

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|            |          |                                       | CI/CD pipeline with easier traffic versioning feature for cloud run for canary deployments. |   |  |            |
| <b>569</b> | 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 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.<br>Pls delete the ref. link column or allow CSP |  | As per RFP |



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|            |                 |                             |  | undertaking for the CDN.   |  |   |
| <b>570</b> | 10.5            | Billing & Payment           | 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. | We request to updated this to monthly invoices and hence monthly payments with 30 day payment terms.<br>Typically quarterly invoices and payment works in data center, in cloud economics monthly invoices are preferred as all the CSPs work in monthly invoices.       |  | As per RFP  |
| <b>571</b> | 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)                                | 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 :<br>Pls change this to:<br><br>Storage for post-stack Data with 99.9% SLA |  | Please refer updated clause 16.3.4 Table 25 and BoM |
| <b>572</b> | 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.  | 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 :<br>Pls change this to:<br><br>Storage for post-stack Data with 99.9% SLA |  | Please refer updated clause 16.3.4 Table 25 and BoM |

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| 57<br>3 | BoQ, Sr.<br>No.<br>21,22,23 | Data transfer between DC-DR<br>Data Transfer out from cloud over internet<br>Data Transfer out from cloud over dedicated link | Data transfer between DC-DR<br>Data download/Egress charges<br>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.<br>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         |
| 57<br>4 | 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         |
| 57<br>5 | 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 |

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| 57<br>6 |         | 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 ? <b>What is the current data size of each data source? Kindly share it in the adjacent table..</b> 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 frequency? Specify the data type as well (structured/unstructured) |  | Bidder to supply services as per RFP and BoM.   |
| 57<br>7 | 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. |
| 57<br>8 |         | 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   |
| 57<br>9 | 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.  |

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| <b>580</b> | 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 |
| <b>581</b> | 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                                  |
| <b>582</b> | 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                                  |

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| 58<br>3 |  | 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  |
| 58<br>4 |  | 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. |
| 58<br>5 |  | 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.                     |

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| 58<br>6 | 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 &amp; 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:<br/>- CSP data out/egress cost of 10 PB in the end of Contract</p> | As Per RFP |
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| 58<br>7 | BoQ, Sr.<br>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><b>Therefore we suggest that pls consider:</b></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> |
| 58<br>8 |                    | CDN            | CDN  | Who will manage domain? Bidder or purchaser  |  | Query not clear  |

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| <b>589</b> | 13.9   | Responsibility of the Purchaser  | 2. Provide, Install and commission all On-Premises IT hardware, including OS/networking system/NGFW   | 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                                       |
| <b>590</b> | 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, |
| <b>591</b> | 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:<br><br>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., <del>in the proposed cloud</del> |  | As per RFP   |
| <b>592</b> | 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   |



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| 59<br>3 | 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:<br>More than ₹ 20 Cr. Less than ₹ 30 Cr- 4 Marks<br>More than ₹ 30 Cr., Less than ₹ 50 Cr.-5 Marks<br>More than ₹ 50 Cr. - 7 Marks   | Request you to change the clause as follows:<br><br><del>Average</del> cumulative Annual Turnover of the bidder from <del>the Proposed</del> cloud business, <del>from the cloud</del> , for last 3 financial Years:<br>More than <del>₹ 20 Cr.</del> Less than <del>₹ 30 Cr.</del> ₹5 Cr. less than ₹15 Cr.- 4 Marks<br>More than <del>₹ 30 Cr.,</del> Less than <del>₹ 50 Cr.</del> ₹15 Cr. less than ₹30 -5 Marks<br>More than <del>₹ 50 Cr.</del> ₹30 Cr. - 7 Marks |  | Please refer amended clause 6.2.2 in RFP  |
| 59<br>4 | 6.2.2. | Technical 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<br>• >= 1 PB : 12 Marks<br>• >= 0.5 PB : 8 Marks<br>• > 0.1 PB : 4 Marks | Request you to change the clause as follows:<br><br>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<br>For each completed Project of size<br>• <del>&gt;= 1 PB</del> >=100TB : 12 Marks<br>• <del>&gt;= 0.5 PB</del> <=50TB : 8 Marks<br>• <del>&gt; 0.1 PB</del> >50TB : 4 Marks  |  | Please refer updated clause 6.2.2 Table 6 |

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| 59<br>5 | 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.<br>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered | Request you to change the clause as follows:<br><br>Copy of signed SOW for work completed and proof of size of the migrated data.<br>OR,<br>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.<br>Note: The projects executed should have <del>the proposed</del> Meity Empanelled CSP as one of the entities, in order to be considered                       |  | Please refer updated clause 6.2.2 Table 6 |
| 59<br>6 | 6.2.2. | Technical Evaluation Criteria | The proposed Cloud should have Native security services-<br>• Web Application Firewall<br>• DDoS Protection<br>• Threat detection, Vulnerability Assessment,<br>• HIPS & Anti-Malware<br>• Identity and Access Management - fine grained access control for access to cloud resources<br>• Multi factor Authentication Maximum Marks- 3<br>(0.5 Marks for each  | Request you to change the clause as follows:<br><br>Section2: CSP Evaluation:<br>The proposed Cloud should have Native/Native Marketplace security services-<br>• Web Application Firewall<br>• DDoS Protection<br>• Threat detection, Vulnerability Assessment,<br>• HIPS & Anti-Malware<br>• Identity and Access Management - fine grained access control for access to cloud resources<br>• Multi factor Authentication Maximum Marks- 3<br>(0.5 Marks for each service) |  | As per RFP                                |

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|                 |         |                                      | service)  |  |  |   |
| <b>59<br/>7</b> | 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 <del>250</del> 125 MB/s of throughput per volume which will also be used as OS disk. Disk should support native encryption  |  | As per RFP                                  |
| <b>59<br/>8</b> | 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:<br><br>The Bidder should have <del>average</del> cumulative <del>annual</del> turnover of at least <del>₹ 20 Cr. from the Proposed Cloud Business</del> ₹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. |

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| 59<br>9 | 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:<br>Criteria: Documentary Evidence Point 6:<br><del>A Certificate Partnership Agreement issued by the Statutory Auditor CSP mentioning year-wise Income of initiation of partnership from proposed Cloud Services Business.</del>   |  | Please refer updated clause 6.2.2 Table 6 |
| 60<br>0 | 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)<br>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr<br>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr<br>A maximum of 3 projects may be submitted against this criteria. | Request you to change the clause as follows:<br><br>Cloud experience: Bidder's Turnover from service of managing and provisioning Managed Cloud Services on <del>the</del> proposed cloud for Indian Enterprises/ Government clients and should have billed them at least for <del>2 consecutive years</del> 1 year, during the last 5 financial years (i.e. between 2018-19 to 2022-23)<br>• 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<br>• 3 Marks for each project with a financial year collection of more than ₹ 4 Cr ₹1Cr<br>A maximum of 3 projects may be submitted against this criteria. |  | Please refer updated clause 6.2.2 Table 6 |

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| 60<br>1 | Table 23:<br>CSP<br>Storage<br>Services<br>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 |
| 60<br>2 | Table 23:<br>CSP<br>Storage<br>Services<br>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 |

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| 60<br>3 | Table 23:<br>CSP<br>Storage<br>Services<br>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 ensure that only clean files, free from viruses or malware, are allowed to access your storage system. | As per RFP   |
| 60<br>4 | Table 22:<br>CSP<br>Security<br>Services<br>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.". |   | <b>As per RFP. Clarified as under:</b><br>As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |

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| 60<br>5 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance | Security Monitoring<br>and Posture<br>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." |  | <b>As per RFP. Clarified as under:</b> As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud    |
| 60<br>6 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance | Security Monitoring<br>and Posture<br>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." |  | <b>As per RFP. Clarified as under:</b><br>As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |
| 60<br>7 | Table 22:<br>CSP<br>Security<br>Services<br>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." |  | <b>As per RFP. Clarified as under:</b><br>As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM                       |

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|     |  |  |  |   |  | 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 |



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|  |  |  |  |  |  | <p>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.</p> |
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| 60<br>9 |  |  |  | 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 |
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| 61<br>0 |  |  |  | <p>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</p> | <p>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</p> |
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| <p><b>61</b><br/><b>1</b></p> |  |  |  | <p>Please specify the throughput of VPN connectivity like 1 Gbps or 10 Gbps</p> |  | <p>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.</p> |
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| 61<br>2 | File<br>Storage | Addition | 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." | 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. |  | As per RFP |
| 61<br>3 |                 | Addition | 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.   | 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. |  | As per RFP |
| 61<br>4 |                 | Addition | 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,  | 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. |  | As per RFP |

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|            |  |  | ensuring optimal performance.  |   |  |   |
| <b>615</b> |  | 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." |  | <b>As per RFP. Clarified as under:</b> As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |
| <b>616</b> |  | 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." |  | <b>As per RFP. Clarified as under:</b> As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |

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| 61<br>7 |    | 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." |  | <b>As per RFP. Clarified as under:</b><br>As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |
| 61<br>8 |    | 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." |  | <b>As per RFP. Clarified as under:</b><br>As per requirement CSP Native Services are direct services of the proposed CSP ie. OEM of the proposed Cloud |
| 61<br>9 | 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   |
| 62<br>0 | 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   |

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|-----------------|------|-----------------------------------|--|---|--|---|
| <b>62<br/>1</b> | 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  |
| <b>62<br/>2</b> | 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  |
| <b>62<br/>3</b> | 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  |
| <b>62<br/>4</b> | 13.2 | Broad Scope of Activities         | Bidder shall facilitate successful integration of cloud resource monitoring tool with the dashboard being provided by the Application Contractor, in consultation with the Application Contractor. | 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 |



|         |      |                           |   |  |  |   |
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| 62<br>5 | 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 |
| 62<br>6 | 23   | CSP StorageCompliance     | 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 Linux and Window based machines.   | 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.                            |

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| 62<br>7 |        | General Query                          |  | Is there a relaxation for Make in India CSPs in terms of evaluation and preference   |  | The Purchase Preference under MII is applicable in this tender as per Governement order 2017 |
| 62<br>8 | 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  |
| 62<br>9 | 16.2.3 | Form PQ3: Financial Strength           | Note: Enclose supporting documents of your claim as per requirement of this RFP<br>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  |
| 63<br>0 | 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   |

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| 63<br>1 | 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 |
| 63<br>2 | 6    | Technical Qualification Criteria (TQC) | Copy of (i) Client certificate/ completion certificate,<br>(ii) Work order/extract from the contract, mentioning the scope of work and<br>(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   |

|                 |           |  |  |   |  |            |
|-----------------|-----------|--|--|---|--|------------|
| <b>63<br/>3</b> | 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:<br>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 |
| <b>63<br/>4</b> | 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 |
| <b>63<br/>5</b> | 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 |

|                 |       |                                  |  |   |  |   |
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| <b>63<br/>6</b> | 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 hyperscalers 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 various 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. |
| <b>63<br/>7</b> | 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 source 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 recommended by MEITY as well. hence we request you to please remove it.   |  | Clause Deleted  |
| <b>63<br/>8</b> | 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 Statutory certificate 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.   |

|            |         |  |   |  |  |                            |
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| <b>639</b> | 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 billed them at least for 2 consecutive years, during the last 5 financial years (i.e. between 2018-19 to 2022-23) | We humbly request you to please change the last financial year' experience from 5 to 7.  |  | As per RFP                 |
| <b>640</b> | 12.17   | Indmenity                                      | Indmenity   | 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                 |
| <b>641</b> | 12.18   | Confidentiality                                | Confidentiality   | We propose to make this clause mutual  |  | Refer updated clause 12.18 |

|                       |         |  |   |  |  |                                       |
|-----------------------|---------|--|---|--|--|---------------------------------------|
| <b>64</b><br><b>2</b> | 12.14   | Intellectual Property Rights                                   | Intellectual Property Rights  | We propose to make this clause mutual for both parties   |  | Refer updated clause 12.14            |
| <b>64</b><br><b>3</b> | 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 |
| <b>64</b><br><b>4</b> | 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                            |
| <b>64</b><br><b>5</b> | 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                            |

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| 64<br>6 | Table 6 | Table 6: 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 submission For each completed Project of size</p> <ul style="list-style-type: none"> <li>• &gt;= 1 PB : 12 Marks</li> <li>• &gt;= 0.5PB : 8 Marks</li> <li>• &gt; .1 PB : 4 Marks</li> </ul> <p>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered</p> | We request to modify the Clause and accept migration with in existing csp environments.   |  | Please refer updated clause 6.2.2, Table 6  |
| 64<br>7 | 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 but we dont 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 cant share details of PF, Salary slip etc.</p> |  | Refer updated clause 6.2.1, Table 5 of RFP. |



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| <b>648</b> | 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 rquest to change clause and allow CA certificate as well. |  | Refer updated clause 6.2.1, Table 5 of RFP. |
| <b>649</b> | 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 cerification from customer only on 100 TB migration will be challenge  |  | Refer updated clause 6.2.1, Table 5 of RFP. |
| <b>650</b> | 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.<br>Note: The projects executed should have the proposed CSP as one of the entities, in order to be considered | We suggest that instead of proposed CSP, bidder should have done migration with any CSP. Also change the expeience 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  |
| <b>651</b> | 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  |

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|-----------------|------------------|---|---|---|--|---------------------------------------|
| <b>65<br/>2</b> | 7.5              | Monthly Service Level Availability                | Uncapped SLA Penalty  | Would request cummulative penalty related to SLA to be capped @ 5% of the total monthly billing.  |  | As Per RFP                            |
| <b>65<br/>3</b> |                  | 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 | - 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 |
| <b>65<br/>4</b> | Site to Site VPN | Site to Site VPN                                  | Provisioned for two different ISP's - Site-to-Site VPN  | Kindly change this statement to below :<br><br>Provisioned for multiple different - Site-to-Site VPN connection, high availability should be managed CSP  |  | As per RFP                            |

|         |                       |                       |   |  |  |            |
|---------|-----------------------|-----------------------|---|--|--|------------|
| 65<br>5 | 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."<br>Would request to change unit to 32 Gb.<br><br>Spec is fundamentally incorrect.<br>Spec is also specific to particular CSP   |  | As per RFP |
| 65<br>6 | Data transfer         |                       | Data download/Egress charges  | 50TB over internet outbound and 50TB over dedicated tunnel on-prem is too high   |  | As per RFP |
| 65<br>7 | 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."<br>Would request to change unit to 32 Gb and have a separate line item for OS disk.<br><br>Kindly keep OS disk requirement separately in a different section<br><br>If secondary DR store is needed for post stack and pre-stack data, why is DR store not needed for this?<br><br>Spec is also alluding towards a particular CSP |  | As per RFP |

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| 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 <b>16 GB of RAM</b> 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 |

|         |   |  |   |  |  |   |
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| 66<br>1 | CSP<br>natively<br>managed<br>Redis<br>cache<br>service | CSP natively<br>managed Redis<br>cache service | Minimum 16vCPU, 96 GB<br>RAM Per<br>Instance<br><br>Production grade Managed<br>Redis Cache Minimum<br>16vCPU, 96 GB RAM Per<br>Instance  | Kindly change this statement to :<br><br>Production grade Managed Redis Cache<br>Minimum 96 GB RAM Per Instance  |  | Bidder may<br>provide equal<br>or higher<br>configuration |
| 66<br>2 | Security -<br>Vulnerabi<br>lity<br>Assessme<br>nt       |  | Should support continuous<br>scanning of workload for<br>common vulnerabilities<br>and exposures (CVE). -<br>VM Vulnerability<br>Assessment for 730 Hours<br>per VM 40 Number of<br>Container Images scanned<br>Monthly | Pls provide the number of vcores ? For container<br>image, unit for charges are vcore/hour from most<br>of the CSPs.   |  | As per RFP  |
| 66<br>3 | HIPS  |  | HIPS  | RFP has already asked for Cloud native CSPM<br>solution. HIPS is a signature based old security<br>technology which was primarily for on premise<br>servers. HIPS approach can not protect the cloud<br>infra. It should get changed to CWP ( Cloud<br>workload protection) instead of HIPS in<br>alignment with CSPM solution asked in the RFP<br>by DGH. |  | As per RFP  |

|         |                                   |         |   |  |  |   |
|---------|-----------------------------------|---------|---|--|--|---|
| 66<br>4 | 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<br/>16 vCPU 56 GB RAM<br/>24 vCPU 224 GB RAM<br/>32 vCPU 112 GB RAM</p> |  | Please refer updated clause 16.3.4 Table 25 and BoM |
| 66<br>5 | 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  |
| 66<br>6 | 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  |
| 66<br>7 | 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  |

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| 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  |

|         |         |                                       |  |  |  |  |
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| 67<br>4 |         |                                       |  | 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  |
| 67<br>5 |         |                                       |  | Is this required to be on a public cloud like AWS/ Assure or Google or we can do it on T-Systems Private cloud. What is the direction expected by DGH with this ?  |  | As per RFP   |
| 67<br>6 |         |                                       |  | Is this requiring a single site concept or a mirrored one ?  |  | As per RFP   |
| 67<br>7 |         |                                       |  | Please confirm as to which WAN and LAN network capacity available at your location.  |  | Query is not relevant.<br><br>Existing network will be available to operational team and cannot be used by bidder for data migration services. |
| 67<br>8 | 16.4.2. | Form CP2: Indicative Bill of Material | Point No. 59<br>Data Retrieval<br><br>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 / hour and E164GB Memory /Hour | 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 |
| 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 |

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| <p><b>68</b><br/><b>1</b></p> | <p>16.4.2.</p> | <p>Form CP2:<br/>Indicative Bill of<br/>Material</p> | <p>Point No. 21,22,23<br/>Data transfer between DC-<br/>DR<br/>Data Transfer out from<br/>cloud over internet<br/>Data Transfer out from<br/>cloud over dedicated link</p> <p>Data transfer between DC-<br/>DR<br/>Data download/Egress<br/>charges<br/>Data download/Egress<br/>charges</p> | <p>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</p>   |  | <p>As per RFP</p>                                  |
| <p><b>68</b><br/><b>2</b></p> | <p>6.2.1.</p>  | <p>Pre-Qualification<br/>Criteria (PQC)</p>          | <p>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>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> |  | <p>Refer updated clause 6.2.1, Table 5 of RFP.</p> |

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| 68<br>3 | 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, FY22-23 and FY 23-24 for average turnover prespective.</p> | Please refer updated clause 6.2.2, Table 6 |
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| 68<br>4 | 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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 3 Marks for each project with financial year collection of more than ₹ 4 Cr</li> </ul> <p>A maximum of 3 projects may be submitted against this criteria.</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, FY22-23 and FY 23-24 for average turnover prespective.</p> | Please refer updated clause 6.2.2, Table 6 |
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| <b>68<br/>5</b> | 16.4.2. | Form CP2:<br>Indicative Bill of<br>Material | Point no. 50 &51<br>Configuration<br>Management<br><br>Capability to record details<br>of changes to cloud<br>resources, provide<br>configuration history and<br>pre-built rules to evaluate<br>the configurations of cloud<br>resources, as well as<br>software within managed<br>instances. Capability to<br>quickly highlight<br>noncompliant resources<br>and take appropriate<br>actions. | Only one CSP in India have this Configuration<br>Management Service. Kindly elaboarte the<br>technical requirement for this service so that the<br>other CSP's can offer the similar service.  |  | Please refer<br>update clause<br>16.3.4 table 25<br>and BOM                                       |
| <b>68<br/>6</b> | 16.4.2. | Form CP2:<br>Indicative Bill of<br>Material | Cross Region Replication<br><br>Data transfer between DC-<br>DR  | Replication cost is dependent type of storage.<br>Current language leaves it to bidders description to<br>offer replication cost not inline which type of<br>Archival storage asked in line item 57 & 58". And<br>also the data retrival time is not defined in the<br>Line item 57, 58, 59. |  | Please refer<br>updated clause<br>16.3.4 Table 25<br>and BoM                                      |
| <b>68<br/>7</b> | General | General                                     | Exist Cost of 10 PB data<br>from Cloud to another<br>Cloud or DGH On-<br>premises  | Request you to Add new line item in category -<br>B:Cloud Exist Cost : Data out cost ( if apply)<br>from Cloud Storage ( Archive, Hot, Block and<br>File system) to DGH DC or another cloud - Qnty<br>=10PB  |  | This cost is not<br>part of this RFP<br>& will be<br>covered in the<br>NDR 3.0 ( Next<br>upgrade) |

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| <p>68<br/>8</p> | <p>16.4.2.</p> | <p>Form CP2:<br/>Indicative Bill of<br/>Material</p> | <p>Point No. 59<br/>Data Retrieval</p> <p>Data Retrieval charges<br/>from cold/Archive tier to<br/>Hot/frequently accessed<br/>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"> <li>1) Data retrieval from Archive to Hot Storage</li> <li>2) Hot Storage Cost for the days/week if keeping the data in hot storage or until you delete the copy.</li> </ol> <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><b>Therefore we suggest that pls consider:</b></p> <ul style="list-style-type: none"> <li>- 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</li> </ul> | <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"> <li>- Should support storage autoscaling without reboot.</li> <li>- Should support horizontal scaling by adding/removing read replicas</li> <li>- Non burstable production grade x86 based Processor</li> <li>- Should have ability to create on-demand/manual backup/snapshots</li> <li>- Should support automatic backup from Standby to avoid IO activities suspension on primary node</li> <li>-Should support multi-zone HA and horizontal scaling by adding/removing read replicas</li> </ul> | <p><b><i>"- Should support automatic backup from Standby to avoid IO activities suspension on primary node"</i></b></p> <p>There are alternative backup strategies available to avoid impact on primary node.<br/>Kindly reword this to :</p> <p><b><i>"Backup should not impact the IO activity on primary node."</i></b></p> |  | Please refer amended clause 16.3.4 Table 25 and BoM |

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| <b>69<br/>1</b> | 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                            |
| <b>69<br/>2</b> | 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                            |
| <b>69<br/>3</b> | 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                            |
| <b>69<br/>4</b> | 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 |



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| 69<br>5 | 16.3.4.<br>Form<br>TQ4  | Services<br>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                                       |
| 69<br>6 | Table 5,<br>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 :<br><br>In some solution only cores are configured and RAM is auto provisioned, we can configure only the vCore but RAM is not specified.<br><br>Processing unit of 4 vCPU processing unit hours per month |  | Please refer amended Table 25 and BoM            |
| 69<br>7 | Table 25:<br>Service<br>Configuration<br>offered<br>by CSP,<br>Row 30 | CSP Natively<br>Managed Redis<br>Cache Services | Minimum 16vCPU, 96 GB RAM Per Instance<br><br>Production grade Managed Redis Cache Minimum 16vCPU, 96 GB RAM Per Instance   | Kindly change this statement to :<br><br>Production grade Managed Redis Cache Minimum 96 GB RAM Per Instance  |  | Bidder may provide equal or higher configuration |

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| 698 | Table 6:<br>Point No.<br>40  | Security -<br>Vulnerability<br>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:<br>Point No.<br>14  | Technical<br>Qualification<br>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:<br>Service<br>Configur<br>ation<br>offered<br>by<br>CSP, Poin<br>t No. 11-<br>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 Memory 32 vCPU 128 GB RAM, OS: Windows 16 vCPU 128GB RAM, OS: RHEL 32 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 RAM 16 vCPU 56 GB RAM 24 vCPU 224 GB RAM 32 vCPU 112 GB RAM      |  | Please refer updated clause 16.3.4 Table 25 and BoM |

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| 70<br>1 | Table 21,<br>Point 13   | CSP General<br>Compliance   | Cloud Service - service<br>version upgrade with<br>customer having control<br>over the upgrade window   | this is possible for few PaaS service but for host<br>machine of VM we do not provide timeline for<br>customer to control when systems would be<br>upgraded.  |  | As per RFP  |
| 70<br>2 | Table 25,<br>Row 54   | Site to Site VPN  | Provisioned for two<br>different ISP's - Site-to-<br>Site VPN   | two Different ISPs for S2S? As we provide<br>managed internet this is cloud provider's<br>responsibility of maintaining high availability   |  | As per RFP  |
| 70<br>3 | Table 25,<br>Row 53   | Service<br>Configuration<br>offered by CSP<br>S.no - 53 Cloud<br>Security Posture<br>Management                                 | Cloud Security Posture<br>Management Cloud<br>Service for security best<br>practices checks Auto<br>Evaluate security<br>rules/checks and other<br>events Millions per Months<br>per Month 10 1 | Unit for CSPM solution has been asked as<br>millions per month where as it will much cost<br>effective for DGH to have the units in terms of<br>number of resources ( e.g no. of servers , DBs ,<br>Storage accounts etc). Same is being followed by<br>majority of the CSPs. |  | As per RFP  |
| 70<br>4 | Table 5,<br>Row 26  | CSP Native<br>Managed/CSP<br>Native Marketplace<br>(with single billing<br>console) Non-<br>Relational Database<br>as a Service | <i>"Non burstable production<br/>grade x86 based<br/>Processor"</i>   | We do not specify on our public website that we<br>use x86 or which Intel/AMD series we are using<br>for CosmosDB's MongoDB vCore option. So, we<br>cannot provide public URL for the same.   |  | Refer updated<br>clause 16.3.4<br>Table 25 and<br>BoM |
| 70<br>5 | Table 22:<br>CSP<br>Security<br>Services<br>Compliance<br>Point 6 | SSL certificate   | The native service should<br>support both public and<br>private certificates.   | we provide public certificate but private<br>certificate we do not provide. customer would<br>have to generate self signed cert or have PKI for<br>that.<br><br>Kindly change this statement to :   |  | Please refer<br>updated clause<br>16.3.4 Table 22     |

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|            |  |   |   | The native service should support public certificates.   |  |   |
| <b>706</b> | 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 |
| <b>707</b> | 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                                  |
| <b>708</b> | 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, | why do we require 100 quantity of DDoS per IP? Public IP considered are only 10  |  | As Per RFP                                  |

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|            |       |  | minimize application downtime and latency.  |  |  |   |
| <b>709</b> |       | 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 :<br>1)Which document we can share for deduction statement<br>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.   |
| <b>710</b> | 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 |

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| 71<br>1 | 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 |
| 71<br>2 | 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  |
| 71<br>3 | 6.2.1     | Technical Qualification Criteria (TQC) | <p>Cloud experience:<br/>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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 2 Cr and upto ₹ 4 Cr</li> <li>• 3 Marks for each project</li> </ul> | <p>Kindly amend the clause as -</p> <p>Cloud experience:<br/>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"> <li>• 2 Marks for each project with financial year collection of more than ₹ 1 Cr and upto ₹ 3 Cr</li> <li>• 3 Marks for each project with financial year collection of <b>more than ₹ 3 Cr</b></li> </ul> <p>A maximum of 3 projects may be submitted against this criteria.</p> |  | Please refer updated clause 6.2.2, Table 6                    |

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|            |       |  | <p>with financial year collection of more than ₹ 4 Cr</p> <p>A maximum of 3 projects may be submitted against this criteria.</p>  |   |  |  |
| <b>714</b> | 6.2.1 | 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>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>Kindly amend the clause as - Average Annual Turnover of the bidder from the Proposed cloud business, from the cloud, for last 3 financial Years:</p> <p><b>More than ₹ 20 Cr. Less than ₹ 25 Cr- 4 Marks</b></p> <p><b>More than ₹ 25 Cr., Less than ₹ 30 Cr.-5 Marks</b></p> <p><b>More than ₹ 30 Cr. - 7 Marks</b></p> |  | Please refer updated clause 6.2.2, Table 6 |

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| <b>71<br/>5</b> | 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   |
| <b>71<br/>6</b> | 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  |
| <b>71<br/>7</b> | 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 |
| <b>71<br/>8</b> | 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  |
| <b>71<br/>9</b> | 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  |



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| 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 <b>last Financial years (FY 2022 -2023)</b> , 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 | 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  |

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|                 |        |                                  | lifecycle.  |   |  |  |
| <b>72<br/>5</b> | 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                                 |
| <b>72<br/>6</b> | 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                                 |
| <b>72<br/>7</b> | 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 |
| <b>72<br/>8</b> | 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  |

|            |    |   |  |  |  |   |
|------------|----|---|--|--|--|---|
| <b>729</b> | 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                |
| <b>730</b> | 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 |
| <b>731</b> | 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   |
| <b>732</b> | 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  |

|         |          |                             |   |   |  |   |
|---------|----------|-----------------------------|---|---|--|---|
| 73<br>3 | 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<br>ii) SEG D /SEG Y files varying from KB's to several GB's |
| 73<br>4 | 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  |
| 73<br>5 | 12.22.3. | Termination for Convenience | <b>12.22.3. Termination for Convenience</b><br>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 | Request for removal of the clause since the clause gives the right of Termination for Convenience to DGH which is unreasonable.<br><br>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. |  | As per RFP  |

|                 |         |                                  |  |  |  |   |
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|                 |         |                                  | paid by Purchaser.   |  |  |   |
| <b>73<br/>6</b> | 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.          |
| <b>73<br/>7</b> | 6.2.1   | Pre-Qualification Criteria (PQC) | The bidder should have minimum 20 certified cloud resources on the proposed cloud platform on their payroll.<br><br>Documents required - Certified by Company Secretary/ HR along with valid CSP certification copy, Resume, 6 months' salary slip (masked) with | Request you to remove 6 Monthly salary slip of resources.  |  | Refer updated clause 6.2.1, Table 5 of RFP. |

|            |       |   |   |   |  |                                      |
|------------|-------|---|---|---|--|--------------------------------------|
|            |       |   | PF number or PF number and the deduction statement of each resource                                   |   |  |                                      |
| <b>738</b> | 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 |
| <b>739</b> | 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                           |