

Corrigendum

Response against pre Bid queries

DIC has published a tender (Bid Number: GEM/2021/B/1659283) on the GeM Portal for Availing Cloud Services NLTM Project on 10-11-2021. The Bid has been extended till 2-12-2021 18:00 Hrs
A pre Bid meeting was scheduled at DIC/through VC on 18-11-2021 and response against the queries placed in Annexure-I

ANNEXUR-I

S. No	Bidding Document Reference(s) (Section Number / Page Number)	Content of RFP Requiring Clarification	Points of Clarification Required	Response
1	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 28	VPN Connectivity - 2 VPN connection with bandwidth of 100Mbps	CSPs doesnt offer VPN Site to Site throughput in Mbps. Throughput is calculated bases the total GB of data out transfer done on the IP Sec Tunnel.	This specification is changed to: <VPN Connectivity - 1 VPN connection > along with data Processed in 100 MB
2	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 29	Managed Distributed Denial Of Services Protection Service	Please confirm if department is looking for custom protection through which subscription/account level alerting, logging, monitoring and telemetry can be provided.	As per the RFP Document. Please refer "Managed DDos Service" Technical Specification defined in this RFP at Page 7 of 30. The Managed DDos Service should comply with the Technical Specification as defined in this RFP.
3	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 27	Database as a Service - 4 vCPU 16 GB RAM On-demand - Physical Core to vCPU Ratio Not more than 1:2	Please suggest the x86 architecture will be based on Intel or AMD for the database layer. As the current deployment of the NLTM solution is deployed on Intel based architecture, we suggest department to mention that database should be deployed on Intel based vCPU to ensure there are no impact on the performance.	DIC may choose as per the project requirement
4	The Annexure – V ,Page 22	It does not specify the size of associated OS Disk . – The last column does specify "Total No of Hours per Month/ Disk Size" but most of the items are Hours per month, we are missing on OS Disk Size here.	Missing OS disk size	The column header is rephrased as "Total number of Hours". Note: For S.No 15 (Page 27 of 30) - " Storage Services Block Storage " - The Price is to be quoted for " 20 disks , where Each Disk Size is 100GB , for a period of 730 hours - Total Cost is = 20*100*730* (Unit Price of Block Storage per GB)
5	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 27	Disk Size (GB) - 100 Estimated Quantity - 20 Unit of Measurement - per GB	As you have already specified the disk size and disk quantity then the unit of measurement should be per disk/per month.	Unit of Measurement revised from "per Gb" to " Per Disk" Note: For S.No 15 (Page 27 of 30) - " Storage Services Block Storage " - The Price is to be quoted for " 20 disks , where Each Disk Size is 100GB , for a period of 730 hours - Total Cost is = 20*100*730* (Unit Price of Block Storage per GB)
6	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Managed Database , Page 28	NAT Gateway - Unit of measurement - per hour	NAT gateway is calculated bases the total GB of data processed per month per Gateway. Hence we request you to change unit of measurement "per Month" from "per hour".	The unit and Hours are changed as : "Unit of Measurement- Per Month" and "Total Number of Hours per month- NA"
7	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Managed Database , Page 29	Web Application Firewall - Total No of Hours per Month/ Disk Size - 730	As you have asked unit of measurement "Per Firewall/Per Month". Thus it can not be multiply by 730 hours. Hence we request you to remove 730 hours in " Total No of Hours per Month/ Disk Size " column and mention NA.	The unit and Hours are changed as : "Unit of Measurement- Per Month" and "Total Number of Hours per month- NA"

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8	Page 4 of 30	Proposed CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3, PCI DSS <Evidence to be submitted- <u>Certificate from the Chartered Accountant.</u> >	Request to allow <Evidence to be submitted as - Self-declaration from the Authorized signatory of the CSP on their letterhead>	Documents required to include: Certificate OR "Self-declaration from the Authorized signatory of the CSP on their letterhead" "
9	Page 7 of 30	Runs the code based on the incoming request or event, for any scale of traffic	Please clarify- "This is a Technical Compliance for "Managed Function as a Service " and not "Managed Messaging as a service"	It is clarified that "Runs the code based on the incoming request or event, for any scale of traffic" is a Technical Compliance for "Managed Function as a Service" and not "Managed Messaging as a Service"
10	Page 7 of 30	Ability to support custom runtimes	Please clarify- "This is a Technical Compliance for "Managed Function as a Service " and not "Managed Messaging as a service"	It is clarified that "Ability to support custom runtimes" is a Technical Compliance for "Managed Function as a Service" and not "Managed Messaging as a Service"
11	Page 7 of 30	The bidder must comply the reference link for the managed services wherever applicable, In case the bidder does not comply for managed service requirement, DIC may reject the bidder.	The bidder must comply the reference link for the managed services wherever applicable, In case the bidder does not comply for managed service requirement, Bidders' Technical Bid will be disqualified.	It is clarified that "The bidder should comply the reference link for the managed services wherever applicable, In case the bidder does not comply for managed service requirement, Bidders' Technical Bid may be disqualified "
12		New Clause to be added	Bidder to submit Technical Compliances as mentioned in "Table 2: Technical Compliance Checklist" on CSP Letter head	Bidder to submit Technical Compliances as mentioned in "Table 2: Technical Compliance Checklist" on CSP Letter head
13	Page 11 of 30	For CSP whose list prices are in USD, RBI reference rate for USD INR conversion as on xx.xx.2021 will be taken into consideration for evaluation. (1USD = xx INR)	For CSP whose list prices are in USD, RBI reference rate for USD INR conversion as on day of bid opening, will be taken into consideration for evaluation. (1USD = xx INR)	For CSP whose list prices are in USD, RBI reference rate for USD INR conversion as on day of publishing of corrigendum, will be taken into consideration for evaluation. (1USD = xx INR)
14	Page 27 of 30	S.no 15 - Storage Services Block Storage- Unit of Measurement	Unit of Measurement to be <per Disk Size>	Unit of Measurement revised from "per Gb" to " Per Disk" For S.No 15 (Page 27 of 30) - " Storage Services Block Storage " - The Price is to be quoted for " 20 disks, where Each Disk Size is 100GB , for a period of 730 hours - Total Cost is = 20*100*730* (Unit Price of Block Storage per GB)
15		Bid Submission extension Request	Request to extend the Bid submission by atleast 2 weeks.	Refer Corrigendum
16	Page 5 of 30	S.No. 14 - In case of suspension of a running VM, the VM shall still be available for reactivation for reasonable time without having to reinstall or reconfigure the VM for the Client solution.	Clarification needed, whether suspension refers to stopping of the instance and not termination?	It is clarified that suspension means stopping of VMs
17	3	Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	Since, cloud services are billed as per the actual usage basis during the contract period. Hence, it will be difficult to provide any documentary evidence for completion of project. We request you to kindly amend this clause as: The bidder should be providing cloud services in one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company/ Corporate Organization in India. Copies of contracts / work orders and documentary evidence in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer. OR Provisioning of Cloud Service done for a government /e-commerce organization/financial institutions	a) As per the RFP Document (No Change) b) Documentary evidence: Self declaration from Authorised Signatory as the documentary evidence is accepted as well.
18	7	Monthly Price (Exclusive of taxes) (INR) = {(Estimated Units * Unit Published List Price * No. of Hours (wherever applicable))}	In the format column for "No. of hours" is missing	<Number of hours and estimated quantity is mentioned in Annexure V>

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19		Is there any portal where we have to upload technical and financial bid documents?	5.2 Technical Bill of Material & 8. Financial Bid	GeM Portal
20		This requirement states for 24x7 critical support and resources will be working from DIC office. Is this mandatory condition or resources can work from home as well during non-office general hours.	6.3 Basic Support	It is clarified that Manpower can be dedicated/ shared/remote, as per the requirement for the project
21		In Gem-bidding document (12. Service & Support) it was mentioned about "Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support." but 1636460256 doc. there is no mention for any financial or technical details for same. How can support provided with dedicated no. if resources are working from DIC office.	12. Service & Support	This is a mandatory requirement. The cost for Service Support can be added in Support Services cost mentioned in the Annexure V
22	5.2 Technical Bill of Material Page 7	As part of Technical Proposal, Bidders are required to submit details such as Service Name/Details and its's Published list price along with the Link and clearly visible screenshot (For Verification) of Cloud Service Provider (CSP) Portal for Published prices for each line item of Table3: Bill of Material (BoM) as on the date of bid submission as part of the Technical Proposal.	We request to add following comment with this clause. "If bidder gives less price than CSP published price then they have to honour quoted price and this price will be treated as published price"	Accepted
23	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 28	Archival Storage Unit of measurement "TB"	We request you to make unit of measurement "per TB" instead of TB for better understanding.	Accepted
24	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 27	Object Storage Unit of measurement "TB"	We request you to make unit of measurement "per TB" instead of TB for better understanding.	Accepted
25	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 30	Log Analyzer Log Archival Storage in GB	Retention month should also be given i.e, 30 days	Accepted
26	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 28	Type of Load Balancer OSI Layer 7 Load Balancer Throughput in Mbps 10000	CSPs doesn't offer throughput in MBs at the load balance layer. Throughput is calculated based on the total GB of data processed per month per load balancer.	Technical Clause Deleted
27	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 28	Type of Load Balancer OSI Layer 4 Load Balancer Throughput in Mbps 10000	CSPs doesn't offer throughput in MBs at the load balance layer. Throughput is calculated based on the total GB of data processed per month per load balancer.	Technical Clause Deleted
28	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 29	Firewall with Access Control - Highly Availability with nodes in different datacenters	CSPs offer firewall as a native services and the HA and the Scaling of the services between datacenters is managed internally by the CSP. Request to remove the explicit mention of "Availability with nodes in different datacenters".	Technical Clause Deleted

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29	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 27	Storage Services Block Storage - Throughput 125 MB/sec or higher	Since department has already specified minimum IOPS for the disk, it is redundant to ask for Throughput. We request department to remove the throughput criteria. Also please confirm if the Cloud Service Provider Storage Service to support the given Throughput or the provisioned disk size mentioned in the RFP should support the given Throughput.	
30	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 29	Web Application Firewall - Throughput in Mbps 5000	CSPs doesnt offer WAF throughput in Mbps. Throughput is calculated bases the total GB of data processed by WAF.	
31	Table 5: Financial Bid Format BoM- As per Annexure-V - Page 10	(i) The total resources/ support cost should not exceed 35% of the total Price	Bases this formula , we are not able to offer the support and resource costing as the per month cloud cost is not amounting enough to factor the % cost of the developers and support in it.	
32	General	Advanced ML based Threat Detection	We suggest you to include real time monitoring, filtering & prevention as well	
33	10	The total resources/ support cost should not exceed 35% of the total Price.	Please clarify on here that the 35% of capping is only limited for the evaluation purpose or will also be applicable at the time of actual billing. Since during the execution of project more resources may be deployed by DIC and that it will be difficult to evalate the cost. hence request you to kindly ask this as a separate line item cost rather linking this to Billing %.	
34	Table 5: Financial Bid Format BoM- As per Annexure-V - Page 29	Advanced ML based Threat Detection - Management Events Analysis in million 1 1 Per million events and Per GB Data/Per Month NA Data Events Analysis in million 1 Logs Analysis in GB 100	We request department to now only ask for Threat Detection service but also ask for prevention of threat as no action taken on dection will have huge security risk exposure to the entire infra. Automatic threat prevention must be asked to ensure that underlying infra remain secure. Also as of now the Unit rate which is discovered for this services is exactly based on a specific CSP price list. We are enclosing the URL of the CSP who price list is referred for price discovery for this service. https://aws.amazon.com/guardduty/pricing/	
35	Page 27 of 30	S.no 15 - Storage Services Block Storage- 3 IOPS/GB	S.no 15 - Storage Services Block Storage- 3000 IOPS at any volume with . The CSP should offer block storage volumes greater than 1 TB in size. CSP should allow to increase the capacity of single managed disk in 1GB incremental size. CSP should allow auto scale of storage capacity based on usage without reboot of VM	As per the RFP Document (No Change)
36	4	Proposed CSP shall have minimum average turnover of Rs.2.5 Crore in the last two (2) financial years i.e., (2018-19 and 2019-20)	As per the size and requirements of this Bid, we request you to kindly raise the criteria of turnover to min 10 times in last 3 financial years in order to allow competent bidders to participate	

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37	10	Support Services cost will be paid as % billing per month. The Percentage (As indicated by the bidder in the Technical proposal) will remain firm throughout the contract duration.	We request you to kindly fix minimum support cost or benchmark cost for support to have better services from SI and if the billing goes beyond the percentage then bidder may charge on pro-rate use basis.	
38	9	Replacement/exit policy: If a resource exits there is a requirement of additional resources/ requirement of replacement of resources, the same to be provided by the MSP as per the qualification requirement within 15 working days	We request you to change this clause to - "Replacement/exit policy: If a resource exits there is a requirement of additional resources/ requirement of replacement of resources, the same to be provided by the MSP as per the qualification requirement within 30 working days".considering the very short time to find a replacement.	
39		Deployment of resources	Please define the timeline from when manpower resources are needed to deploy and if manpower is not required from day 1 then pls give 45 days time advance notice to arrange man power	
40		Minimum hiring time and exit notice for each resource	Also define the minimum hiring time and notice period for each resource	
41		Please share us the full qualification criteria and mandatory documents required from SMB IT Companies will they qualify in Micro or Small Enterprise (MSME) bidders?	Buyer Added Bid Specific Terms and Conditions	
42	Bid Document Availing Cloud Services NLTM Project, S. No - 4	Additional Requirements	<ul style="list-style-type: none"> •CSP should offer financially backed availability SLA of 99.5% on a single Virtual Machine instance. •CSP should have a native DevTest Lab service to helps developers and testers quickly create environments in cloud while minimizing waste and controlling cost. Should provide native capability to automate start and stop times for instances, a budget tracking system, instance quota limits, and can be used to capture and share environments templates. •CSP should have the storage service offering more than 150000 IOPS and 2000MB/Sec throughput per VM. <ul style="list-style-type: none"> •CSP should have a native SIEM service. •CSP should offer a native firewall service. The firewall service should be able to filter and analyze the network packet at layer 3, 4 and 7. The firewall service should allow capability to mask the source and destination network addresses. The firewall should also offer threat intelligence based filtering so that alerts can be received on traffic going and coming from identified malicious addresses. •CSP should have a native security service providing in built in end point service for detection, prevention, and response (EDR) capabilities. <ul style="list-style-type: none"> •CSP should provide security assessment and threat detection services protecting servers, container registries, Kubernetes, Key Vault, Storage, SQL, MySQL, PostgreSQL, IoT and DNS workloads. 	
43		Details of existing application	We request you to kindly provide details on existing application architecture and inventory in order to understand the scope in better manner	
44		Scope of migration	Kindly clarify if this workload is already running with some CSP. or in case the workload needs to be migrated then please clarify the scope of migration and explore the cost of migration as well as separet line item.	
45	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 27	Backup - SSD Snapshot in Multi-Zone/Multi-Site redundant storage	If you want to explore backup cost then we suggest to keep Backup and storage 2 separate line items.	

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46	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Managed Database , Page 25, 26	Availability Primary and Standby Nodes in different Datacentres High Availability - (Minimum 2 instances)	Managed database service comes with high availability by default with 99.99% SLA. We suggest to remove "Primary and Standby Nodes in different Datacentres High Availability - (Minimum 2 instances)" as it will also give the same SLA; hence adding no value; however the cost will be doubled.	
47	Table 5: Financial Bid Format BoM- As per Annexure-V - Page 23	NLTM BOM	As NLTM project is currently hosted on Microsoft Azure Platform, it is requested that department ask for all the required services related to Virtual Machine, Caching, Databases currently used by the application. In the current BOM there is no mention of MySQL DB, Redis Cache, and other services on which NLTM application is currently dependent.	
48	Bid Document Availing Cloud Services NLTM Project, S. No - 4	Proposed CSP shall be MeitY empanelled & STQC audited as per Ministry of Electronics and Information Technology (MeitY) empanelment process as on the last date of submission of the bid. As per the MeitY Empanelment Criteria, CSP should be certified for ISO 27001, ISO 27017 and ISO 27018	In Addition to existing clause pls add: ISO 22301 certification- Complying to Business Continuity Management standard requirements. Security and resilience — Business continuity management systems ISO 22301 is the international standard that helps organizations put business continuity plans in place to protect them, and help them recover from, disruptive incidents when they happen. It also helps you to identify potential threats to your business and to build the capacity to deal with unforeseen events.	
49	12	Payment Schedule	Here DIC is discovering the overall discount percentage only based on the CSP list price, but in case the list price of CSP is in USD so kindly clarify on the calculation of INR conversion in this case.	Defined in the RFP. Please refer Point 3c. Page 11 of 30
50		For preference for any Cloud Service Provider (CSP) for services in Annexure-V for technical proposal?	Annexure-V	As per the Pre-Qualification and Technical Compliances mentioned in the RFP.
51	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 27	Object Storage with Redundancy across 3 different physical location	We understand that the data that is being stored in the platform is sensitive as well as financially impacting and department is asking for 3 copies of data to be stored in three different locations. So, it is critical to ensure that the second and third physical location should be at a safe distance. The distance cannot be so small that it lies in the same city. Some of wide range disasters which have struck India in past will give a good reference to our point of view here. Thus, the specifications should clearly call out distance between all three different datacenter locations. As per MeitY guidelines the minimum distance between two datacenter location is 100KM. If department doesn't want to specify the distance between physical locations of the datacenters then we request department to remove the requirement of storing data in three different physical locations and leave it to the CSP to maintain the redundancy as per the data availability and durability SLAs given in the RFP.	DIC is selecting cloud provider through this RFP, DIC will decide for DC/DR later. This clause is RFP document (No Change)

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52	Bid Document Availing Cloud Services NLTM Project, Annexure - V, Page 28	Archival Storage with Redundancy across 3 different physical location	We understand that the data that is being stored in the platform is sensitive as well as financially impacting and department is asking for 3 copies of data to be stored in three different locations. So, it is critical to ensure that the second and third physical location should be at a safe distance. The distance cannot be so small that it lies in the same city. Some of wide range disasters which have struck India in past will give a good reference to our point of view here. Thus, we would specifications should clearly call out distance between all three different datacenter locations. As per Meity guidelines the minimum distance between two datacenter location is 100KM. If department doesn't want to specific the distance between physical locations of the datacenters then we request department to remove the requirement of storing data in three different physical locations and leave it to the CSP to maintain the redundancy as per the data availability and durability SLAs given in the RFP.	DIC is selecting cloud provider through this RFP, DIC will decide later. This clause is RFP document (No Change)
53	Bid Document Availing Cloud Services NLTM Project, Table 1; PQ Criteria, S. No - 3	CSP should have more than 1 Datacentres MEITY empanelled and STQC audit compliant	Please consider addition to existing clause: The CSP must be operating at least two (2) Data Centre / Disaster Recovery Centre Facilities in India at time of submission of the bid. Proposed DR site should be at-least 700 km. away than the DC site. CSP should be able to provide both DC & DR services together without any limitations as per Meity guidelines.	DIC is selecting cloud provider through this RFP, DIC will decide for DC/DR later. This clause is RFP document (No Change)
54	The Annexure – V ,Page 29	Is the data transfer out of CDN 10 TB?	Data transfer need to be specified	Transfer is specified in the RFP. Refer S.no 22,23 and 24 This clause is RFP document (No Change)
55	The Annexure – V ,Page 27	Line Item No. 15 "Storage Services Block Storage" is that a OS disk for VM and also is backup required for the same ?		No change. As defined in the RFP- "Storage Services Block Storage" is for VMs. Backup is defined in the specs.
56	The Annexure – V ,Page 30	For Massive Data processing (Line item No.36) will only data processing suffice the requirement or Data storage is also required for the same?	Is it just for the data processing and storage both	No Change. As defined in this RFP. Cost Only for Data Processing.
57	Bid Document Availing Cloud Services NLTM Project Table 6, Page 11 of 30	Overall Discount Calculation Methodology	There should be three categories for discounts 1. Pay as you go 2. 1 Year Price and 3. 3 year RI price and discounts varies on basis of model. Because RI prices are already discounted and same level of discounts which bidder can offer on PayG can't be offered on RI	Discount category as explained in the RFP document is applicable to all services of CSP This clause is RFP document (No Change)
58	Additional Point	Public and Static IP cost	You have not explored cost of Public and Static IP addresses. We request you to explore cost for IP address.	DIC May Choose as per the Requirement from Rate Card (No Change)