Pre Bid Query Response

RFP No. NRC / SPMU / Cloud Services /549/2018/1

Request for Proposal for Procurement of Cloud Services

S No	Section	Existing Clause	Revised Clause
1	Section 4 – Calendar of events	Last Date & Time for Bid Submission : 5th May 2018 : 3:30 pm or before	Last Date & Time for Bid Submission : 30th April : 4:00 pm or before

S No	Section	Existing Clause	Addendums/ Additional Information – To Be Read As
	Section 4.3 – Evaluation of Technical Bids	**Point 2 in the Table** CSP must have an annual turnover of not less than Rs 25 crore for the last three consecutive financial years from the Data Centre related services.	CSP must have an annual turnover of not less than Rs 25 crore for the last three consecutive financial years from the Data Centre related services. The Bidder (if the bidder is not CSP) should have an annual turnover of not less than INR 4 Crores for the last three consecutive financial years from IT Services.
	Section 4.3 – Evaluation of Technical Bids	New addition in Table – Point 9	The Bidder (if the bidder is not CSP) should provide Authorization Letter, duly signed in CSP Company Letter Head / Reseller Agreement from the CSP authorizing the bidder to act as an Authorized Partner to sell Cloud Services of the Meity empaneled & STQC Compliant CSP. *CSP shall provide Authorization to a single Bidder to participate in this bid in this tender reference number*
	POC		Interested bidders may perform POC to demonstrate their cloud service offerings from Monday onwards till 29th April

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			2018 Interested bidders may contact NRC in the number / email provided in the RFP document Non Participation in POC would not disqualify the CSP / Bidder from the Bid Process
	Disaster Recovery & Back Up		**DISASTER RECOVERY SITE AND BACK UP SERVICE ARE NOT REQUIRED**

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S No	Name of the CSP	RFP Document Reference Number	Content of the RFP requiring clarification	Query by Bidder	To Be Read As / Clarification
3	IBM India Limited	Point 3, Section 5.1/Page 14	The above environments of Virtual Private Cloud/Government Community	What is your definition of ' Virtual Private cloud'? Is hardware level isolation expected? Or secure logical isolation in separate networks?	As per MeitY Gudielines
		Section 5.4.4/ Page 18	Location of Data	Data residency is to be within India/ could be in Asia?	No Change as per content mentioned in section 5.4.4 Reproduced verbatim from the RFP

"The location of the data (text, audio, video, image files, drawing files, GIS files, pdf, and any compressed data and software (including machine images), that are provided to the CSP for processing, storage or hosting by the CSP services in connection with the Department account and any computational results that Department or any end user derives from the foregoing through their use of the CSP's services) shall |

				be as per the terms and conditions of the Empanelment of the Cloud Service Provider."
4	Cyfuture India Pvt Ltd	5. Scope of Work – Cloud Services 5.1. Cloud Services Requirements/ page 15	9. The database server storage has to be provided on high speed disks (SSD's) for better performance	Kindly share the IOPS (read/Write) required for the Database?	Traffic would be unpredictable. Screenshot of Traffic Spike is provided for reference
		5.4.2. Privacy and Security Safeguards	ii. CSP / Bidder to conduct vulnerability assessment scanning of the Portal/Website for every 1 hour till the website is LIVE for rendering services	Kindly share who will provide VA/PT testing. If CSP will provide the VA (Vulnerability Assesment) then please let us know Number of Domain /Website to be scanned? Number of VA/PT to be provided?	CSP shall perform VAPT VAPT shall be performed once before moving the application in the production servers.
5	Tata Communications Ltd	**Technical Queries**			
		5.1	Point 1	In the RFP there is no clear scope mentioned for PaaS service. Please let us know what you need under PaaS.	System Software as mentioned in the RFP along with upgrades and patches & SDKs
		5.1	Point 11	For management of any customer installed OS and shared security infrastructure will be based on feasibility and customer has to give Admin credentials to CSP and customer will have read only access	OS shall be provided by the CSP.

				as management is responsibility of the CSP. Hope this will be provided by customer. Also customer is not asking to manage any application which will be customer/customers application vendors scope.	
		5.1	Point 14	Please let us know if the training can be given online or in a specific venue, also mention the number of days training to be provided. Hope this will be a one time activity from the bidder.	Online Training. Till the nominated persons become competent
		5.4.8	Architecture, Auto Scaling & Performance	We are ok with scaling but just want to add the below clause "Vertical scaling with restart"	Auto Scaling is required. Bidder has to provide scaling Vertical or Horizontal or both. The quality of service should remain intact in case of increase in traffic to meet service requests
		General	General	Computes required like vCPU, RAM, HDD and number of VMs required	As per Commercial Bid format
6	ESDS	1.7. Online Publication of Final NRC (Complete) Page no 10	After online publication of Second Draft NRC, a comprehensive NRC is envisaged to be published as shown in the table above. The schedule of events, tentative time frame of the	As per mentioned page no 10 there are Three Phases at phase 1) " Online Publication of complete Draft NRC " it will be work only 1 Months or NRC need this VM's /server on further use kindly confirm 2) Online Application for Name	The timelines are tentative in nature and may undergo change. After using the Cloud environment, the same may be released

				service anticipated to be availed, is shown in the table below:	Correction:- it's start from 7th July 2018 to next 2 Months need to clerity after 2 Months NRC need to Utilize this VM's/ Server or bidder need to remove from cloud envirnments . 3) Online Publication of Final NRC (Complete): This enivinment need to used only 1 Months or NRC need to extande the subsecvent months or this project is only for 4 Months kindly clerifty on time line	The data should be secure in all cases.
					if infra will be live for only one month kindly confirm what does bidder need to perform with the proposed infra of phase 2 after completion of 1 month is it to be keep live up to the December 2018 or need to be shut down or scrap.	
		5. Scope of Work – Cloud Services Page no 15	The bidder will be responsible for provisioning of requisite network infrastructure (**including switches, router, firewalls, and load balancers**) to ensure accessibility of the servers as per defined SLA's. All the equipment's/Devices in the path have to be in HA mode.	kindly confirm the expected throughput for Load Balancer that will be proposed for the NRC infra hosted on cloud ?	Traffic would be unpredictable. Screenshot of Traffic Spike is provided for reference

				As per Mention VAPT is required every 1 hour till the website is LIVE. Need to clerity on numbers of VAPT scan required in a contract period.	VAPT shall be performed once before moving the application in the production servers.
				kindly clarify this clause, as per RFP page no 10 website/portal will be live in 3 different phase, does scanning is to be perform in all this 3 phases.?	VAPT shall be performed once before moving the application in the production servers.
				Kindly confirm the total number of Domain and subdomain that need to be scan for website portal ?	
		5.4.4. Location of Data: page no 18	The location of the data (text, audio, video, image files, drawing files, GIS files, pdf, and any compressed data and software (including machine images), that are provided to the CSP for processing, storage or hosting by the CSP services in connection with the Department account and any computational results that Department or any end user derives from the foregoing through their use of the CSP's services) shall be as per the terms and conditions of the Empanelment of the Cloud Service Provider.	kindly confirm is there any existing data that need to be migrated to new cloud infra? Kindly confirm who will migrate the data.	New application along with data would be ported in the CSP.
				Total amount/size of data that need to be migrated to new cloud infra ?	

		4.3. Evaluation of Technical Bids Page no 45	Copy of Client certificate, work order, completion Certificate or extract from the contract mentioning the scope of work.	Kindly confirm what document is expected from the bidder in case of copy of client certificate.	
		V. Form A.5: Commercial Bid Formats as per BOQ page no 75	V. Form A.5: Commercial Bid Formats as per BOQ	kindly confirm Linux OS Version and Edition ?	Linux
				kindly confirm Jboss Version and Edition ?	JBoss : EAP 6.4.0
				kindly confirm MYSQL Version and Edition ?	My SQL – Enterprise Edition Latest Version
		V. Form A.5: Commercial Bid Formats as per BOQ page no 75		As per RFP page no 76 NRC has asked for "Min Server Intel Xeon or equivalent Min 2.6 Ghz or more" but as per RFP page no 16 CSP must be MeitY empaneled and STQC audited. Under the Proposal for **Empanelment of Cloud Service Offering of CSPs under MeITY clouse 5.9** Virtual Machine Requirements the mandatory requirement for all cloud deployment model with reference to CPU processor speed is min. 2.4GHz With the mentioned compliance request modification of the said clause to "Processor as specified under MeITY guidelines for all cloud deployments to be min 2.4GHz and should be able to handle Application Deployment" Add to the clause	Processor as specified under MeITY guidelines

				that: As the CSP has already been STQC audited the infrastructure to be provisioned on cloud will be as per terms of the empanelment of cloud service providers for Meity.	
		General Queries			
		General	Duration of contract	What would be contract duration? How long contract would be valid for Successful bidder?	Contract duration would be minimum 1 year. The duration of the contract may be extended on mutual terms and conditions
		Page 16	CSP should provide training to NRC nominated minimum 3 officials/personnel on usage of the Console and any other technical aspect for monitoring of NRC project.	Can this training be arranged via Conference call /Online? If not then specify place of training, No. of days for training?	Online Training
		The charges of 3 Public IPs should be built inside the price bid.			