

Corrigendum and Minutes of of Pre-bid Meeting/Clarification to Pre-Bid Queries raised by prospective bidders in response to GEM/2024/B/5718396, dated: 18/12/2024

1. A Pre-Bid meeting was held on 23/12/2024 from 11:00 AM to 12:30 PM through Video Conference with respect to Bid regarding “Hiring of Cloud Services Provider for Data Migration of Copyright” invited on GEM portal for selection of agency to provide Cloud Services Provider for Data Migration of Copyright.

Thereafter, interested bidders were invited to raise their queries and necessary clarification has been provided on the spot accordingly.

2. The following Minutes of meeting/Clarification in response to queries raised by prospective bidders through GeM portal/email shall form an integral part of the bid document and it may amount to an amendment of relevant para/clause of the bid document. Wherever there is a conflict, the provisions herein shall prevail over the relevant para/clause of the bid document.

3. Following are the proposed amendments which are highlighted in RED colour :

In Attachment 1, Bid Document, in page 4,5,6,13,14, in technical specification table, Physical Core to vCPU Ratio 1:1 is changed to allow **1:1,1:2,1:4**

In Attachment 1, Bid Document, in page 13,14, in technical specification table, Managed Database As A Service (Basic) Enterprise Edition is changed to allow **Enterprise Edition, Standard Edition**

In Attachment 1, Bid Document, in page 10, in technical specification table, Firewall(Virtual/Physical) 1 Nos. Quantity is changed to **2 Nos.**

In Attachment 1, Bid Document, in page 4,5,6, in technical specification table, CPU Launch Year 2018 is changed to allow **2018 and above**

The DRASS quantity should be read as **1 Nos** instead of 2 Nos, in the bill of material document attached with the bid.

Further there are no changes and following replies are there for questions raised in The Pre-Bid meeting as follows:

S.No.	RFP Page No.	RFP Para Reference No.	Content of bid for which clarification sought	Clarification
1.	Page 10	Table S.No. 5	Query received on email : "The Bidder should hold valid Certifications for ISO27001, ISO27017, ISO27018, ISO 20000-1" in page 10 of RFP need to	The Bidder (which includes CSP or MSP) should hold valid Certifications for ISO27001, ISO27017, ISO27018, ISO 20000-1

			be revised.	
2.	Page 18, 36 and 67	Point no. 10, Table S. No. 13 and Table S. No. 20 respectively	Query received during Pre-bid meeting: What are the RTO and RPO requirements?	The RTO and RPO requirements are already mentioned in the RFP.
3.	Page 41	Table S. No. 16	Query received during Pre-bid meeting: Why are only 2 public IPs required instead of 4 ?	The public IP is required only for the application servers and further DB, staging, etc don't require public IP.
4.	Page 16	Point B	Query received during Pre-bid meeting: Since size of Database is nearly 10GB the same can be run on lower number of vcpu.	As per RFP, No change The configuration is drafted taking the existing infrastructure into account.
5.	-	-	Query received during Pre-bid meeting: Physical core to vcpu ratio can be changed from 1:1 to 1:4	Taken in consideration.
6.	Page 14	Section: Stage 2, Point no. 2	Query received during Pre-bid meeting: BOM do not have the GST related column are the value to be inclusive of GST?	Yes, it is inclusive of GST and the same is mentioned in RFP.
7.	Page 23	Point no. x	Query received during Pre-bid meeting: Do the licensing costs related to MS SQL, windows servers etc to be borne by IA?	RFP clearly mentions that the software related cost to be taken by IA.
8.	Page 41	Table S. No. 13	Query received during Pre-bid meeting: In BOM, point to site connectivity is mentioned can the same be updated to site to site connectivity.	The requirement is drafted as per existing infrastructure and in view of this, same cannot be updated due to our functional and architectural requirements.
9.	-	-	Query received during Pre-bid meeting: BOM should include Load balancer and NAT.	We are not taking multiple servers load balancer is not required for our architecture.

10.	Pages 26, 46, 56, 71- 75	Refer whole pages	Query received during Pre-bid meeting: GCC instead of VPC can be added.	This will reduce the number of eligible candidates for the instant bid and will be more costly. Considering the cost implications as per requirements, we have chosen VPC.
11.	Page 11	Table S.no. 6	Query received on email : Can the Pre-qualification criteria be amended as follows: “ the bidder should be valid partner for the proposed CSP for at least 5 year”	If we increase the bidder being valid partner for the proposed CSP for at least 5 year, then this will reduce competition. For the bid to be more open and competitive, the same can not be changed.
12.	Page 10	Table S.No. 5	Query received on email : Pre-qualification criteria Requirement is : The bidder should hold valid certifications for ISO 27001, ISO 27017, ISO 27018, ISO 20000-1. Query: We request you to kindly consider only ISO 27001 and ISO 20000-1 certifications for eligibility.	The Bidder or CSP or MSP should hold valid Certifications for ISO27001, ISO27017, ISO27018, ISO 20000-1.
13.	Page 10	Table S.No. 5	Query received on email : In continuation of query as raised in S. No. 12, We need to clarify that as per this point, the bidder can provide ISO 27001 and ISO 20000-1 certifications .	The bidder can provide ISO 27001 and ISO 20000-1 certifications .
14.	Page 15	Section : Payment Terms	Query received during Pre-bid meeting: We request to change the payment term from quarterly to monthly, as MSPs typically have monthly billing terms with CSPs. Quarterly billing could result in fund blockage for MSPs. Kindly consider revising this term.	No change. The payment terms are as per the established office norms.

15.	Page 11	Point no. 7	Query received during Pre-bid meeting: Must be OEM authorization required in this Bid	Yes.
16.	-	-	Query received during Pre-bid meeting: How you calculate the estimate cost ? kindly revise and check again.	The estimated cost is not the upper ceiling for the instant bid and hence the bidder can bid accordingly.
17.	Page 11	Point no. 6	Query received on email : With respect to RFP Document Pre qualification Criteria: point-6. We would request department to amend the clause as: The Bidder should have been valid partner for proposed CSP for at least 5 year as on 31st March 2024 and should have direct billing relationship/CSP billing with the proposed CSP in this bid. CSP Confirmation letter Justification : As different CSP's have different billing relationship with CSP and 5 years give more creditability of relationship with CSP. "	No change. Minimum requirement is already raised as per the requirements of the office.
18.	Page 10	Table S. No. 5	Query received on email : "RFP Document Page No. 11. (A) Pre qualification Criteria: point-5. We would request department to amend the clause as: The Bidder should hold valid certifications for ISO27001, ISO 20000-1. AND The CSP should hold valid certifications for	Certifications can be provided by the CSP or MSP.

			ISO27017, ISO27018 Justification: As the ISO 27017 and ISO27018 are the CSP Credentials, Bidders does not have these certifications as MSP."	
19.	Page 10	Table S. No. 5	Query received on email : "We need to clarify that as per this point, the Bidder can provide ISO 27001 and ISO 20000-1 certifications, but only a CSP (Cloud Service Provider) can provide ISO 27017 and ISO 27018 certifications. So, kindly request the CSP to provide ISO 27017 and ISO 27018 certifications." "This clause reduces competition, as bidders would need to involve a distributor to provide cloud services. As a bidder, we use a distributor to deliver cloud services to our end customers, and the distributor bills us solely based on the CSP's service consumption. Therefore, we request that this clause be either revised or removed to ensure fair competition and practical implementation."	The Bidder should hold valid certifications either by MSPO OR CSP.
20.	-	-	Query received during the Pre-bid meeting : Suggestion given by a bidder that specification should be 1:2 instead of 1:8	It is as per our existing system requirements.
21.	Pages 18, 26-	-	Query received during the Pre-bid meeting :	The high availability is based upon the RTO and RPO requirements as mentioned

	27, 36, 50 and 67		High availability requirements wrt RTO and RPO.	in the RFP.
22.	Page 16	Refer Tables, row 3	Query received during the Pre-bid meeting : High specification asked for the project like 16vcpu, 32 GB storage	The specification as mentioned in RFP are based upon the requirements of the office and taking the load considerations into account.
23.	Refer Section : Scope of Work	Pages 15-17 and 19	Query received during Pre-bid meeting: Is MSSQL Server 2017 is required ?	Yes, refer RFP.
24.	Page 11	Point 8	Query received during Pre-bid meeting: Clarification required : Bidder should have experience in supply of cloud services for data migration projects for at least one customer in Central government/ State government/ PSU is compulsory	Yes, refer RFP.
25.	Page 41	Annexure, Table S. No. 13	Query received during Pre-bid meeting: To clarify, for a VPN Gateway with Point-to-Site connectivity supporting up to 128 connections, we need confirmation on whether this setup is suitable for your needs. Alternatively, if you prefer using a Site-to-Site VPN, you will require a firewall at your location that supports the Site-to-Site feature. Please confirm your preference.	Due to our internal office structure and the network requirements of the office the same has been suggested.
26.	-	-	Query received during Pre-bid meeting: Clarification required: We recommend using an Application Load Balancer	As per our current scenario and architectural need the same is not required.

			(ALB) in front of the Application Server. Please confirm if this aligns with your requirements.	
27.	Page 18	-	Query received during Pre-bid meeting: If the database is hosted in a private subnet, a NAT Gateway service is required to enable outbound internet access for the database. Please confirm if this is acceptable.	In page 18 of RFP “(I) Responsibilities of Bidder” the point (iii) “Availability of PaaS offering for operating system and database with required upgrades and patches.”. Also, In BOM point 21 cost in “Managed Services and support” will be inclusive of various such activities.
28.	Page 18, 23, 26,50 , 66-67	-	Query received during Pre-bid meeting: Do you require an Active-Active Disaster Recovery (DR) setup? If not, please specify the desired Recovery Point Objective (RPO) and Recovery Time Objective (RTO).	The detail of RTO and RPO for the BCP is already defined in the RFP.
29.	-	-	Query received during Pre-bid meeting: Is there a need for any additional IP addresses? Please confirm.	As per our current architecture, only the IP addresses mentioned in the RFP are required.
30.	Page 18	Refer Section Detailed Scope of Work, Subsection :Responsibilities of Bidder”, Points vi and viii.	Query received during Pre-bid meeting: Clarification required: You have not specified any monitoring or logging services. Could you confirm if these are needed?	It is clearly mentioned in RFP that monitoring and logging services are required.
31.	Page 20	-	Query received during Pre-bid meeting: Clarification required: For vulnerability scanning, the cost of VAPT will need to be added separately. Please confirm.	In page 20 of RFP, Refer “(II) MSP responsibility” in point xii which mentions “...Performance and load testing on forecasted load for 3 years; security audit documents; configuration documentation; training need assessment, DR Drill process; documentation to be provided for SLA measurement; escalation matrix during and post execution of the project.” Also in respect of Point 21 of BOM the “Managed Services and support” will be

				inclusive of various activities.
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3. Also, there was one query related to whole BOM, which has been clarified as under:

Sr. No.	Bid Document Reference (Page No.)	Bid Document Reference (Section Number)	Content of the Bid Document requiring clarification (Original Clause)	Clarification Sought / Query
1	41	Annexure-1	Compute - vCPU - Production/DR	Query : Please specify the server and storage configurations of this specific server. Clarification : The same is mentioned in the point/row 5 of this table.
2	41	Annexure-1	Compute - vCPU - Staging	Query: Please specify the server and storage configurations of this specific server. Clarification: The same is mentioned in the point/row 6 of this table.
3	41	Annexure-1	Compute - Memory (in GB) - Production/DR	Query: Please specify the storage configurations of this specific server. Clarification: The same is mentioned in the point/row 5 of this table.
4	41	Annexure-1	Compute - Memory (in GB) – Staging	Query: Please specify the storage configurations of this specific server. Clarification: The same is mentioned in the point/row 6 of this table.
5	41	Annexure-1	Block Volume - Storage(HDD in GB) - Production/DR	Query: Please specify the storage configurations of this specific server. Clarification: This point in itself is storage configuration.
6	41	Annexure-1	Block Volume - Storage(HDD in GB) - Staging	Query: Please specify the storage configurations of this specific server. Clarification: This point in itself is storage configuration.
7	41	Annexure-1	Compute - Windows Server	Query: Please specify the

			OS - Production/DR/Staging	server and storage configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.
8	41	Annexure-1	Object Storage - Storage (Gigabyte Storage Per Month) - Production/DR	Query: Please specify the storage configurations of this specific server. Clarification: Refer BoM for the storage configurations of this specific server.
9	41	Annexure-1	Compute - vCPU - Production/DR Database	Query: Please specify the server and storage configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.
10	41	Annexure-1	Compute - Memory (in GB) - Production/DR Database	Query: Please specify the storage configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.
11	41	Annexure-1	Block Volume - Storage(SSD in GB) - Production/DR Database	Query: Please specify the storage configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.
12	41	Annexure-1	Virtual Network - (Including Subnet)	Query: Please specify the configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.
13	41	Annexure-1	VPN Gateway - Point to Site	Query: Please specify the storage configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.
14	41	Annexure-1	Firewall (100 Mbps) - Production/DR	Query: Please specify the storage configurations of this specific server. Clarification: Refer BoM for the configurations of this specific server.

	Page 41	Annexure-1, Table S.No. 15	Web Application Firewall (WAF 100 Mbps - Instance Per Month) - Production/DR	Query: Please specify the Number of Rules added per Web ACL Clarification: WAF rules are dynamic in nature. The rules need to be added or removed as per the security requirements.
16	41	Annexure-1	Public IP - static - Production/DR	Query: Please specify the total number of IP address. Clarification: Refer BoM
17	41	Annexure-1	Back up - Weekly - Full Backup - Production/Database	Query: Outline the configurations for this specific service. Clarification: Refer BoM
18	41	Annexure-1	Back up - Daily - Incremental Backup - Production/Database	Query: Please specify the configurations of this specific service. Clarification: Refer BoM.
19	41	Annexure-1	Disaster Recovery as a Service (DRaaS) - Production/Database	Query: Provide the setup details of this specific service. Clarification: Refer BoM
20	41	Annexure-1	Migration Activity - Production/Database (One Time Activity)	Query: Specify the details related to the migration activity. Clarification: Action plan will be created by the MSP to carry the activity.
21	41	Annexure-1	Part Qty	Query: Please specify the details mentioned in this column. Clarification: Refer BoM.