Response to queries regarding RFP for Cloud Services: PseGS/Cloud/2018/1

S No.	Page No.	RFP Clause	Clarification Sought	Response
1	9	4.2.4.1: Windows Based VM	Kindly Clarify the SQL Version ie. Enterprise, Standard, Web, Express. The Price Schedule calls for the different version to be quoted	For calcaulating indicative order value, SQL Standard edition would be used
2	9	4.2.4.2: Linux (Cent OS / RHEL)	Kindly clarify on the Linux Distro CentOS or RHEL that would be evaluated as both come different price points & Price schedule calls separate price for the both	For calcaulating indicative order value, CentOS would be used
3	25	5.19.2: An example of how L1 would be decided: Suppose, the Client needs a "Windows VM – 1 Core, 2 GB RAM" with 100 GB of "Premium Block Storage". For this requirement or item(s), the total cost of each of the "Empaneled Service Provider" will be calculated based on the prices identified in the financial bid. The "Empaneled Service Provider" offering lowest prices for the Client's requirement would be termed as L1 (Least Cost) bidder for that particular requirement. Similarly, L1 would be identified for each subsequent requirement of the Client. In case the cost for a particular requirement comes out to be same for two or more "Empaneled Service Provider", then the firm having higher total turnover for the financial year 2017-18 will be declared as the L1 bidder / Supplier for that particular requirement.	Request to kindly ammend this clause as " In case the cost for a particular requirements comes out to be same for two or more " Empaneled service provider" then the firm having oldest date of incorporation in India shall be declared as the L1 Bidder/ supplier for that particular requirement."	As per RFP
4	28	6.1.3: The proposed application cloud environment should provide flexibility to scale the environment horizontally by adding more Virtual Machines of the same configuration to a load balanced pool. It should be possible to scale the solution horizontally at any time, without prior notification to the Supplier or its CSP. It should be possible to automate this process of scaling up and down automatically.	Horizontal Scalability is a traditional form of scaling whereas the due to technological advances scalability can be ensured at VM level as well. Request you to kindly ammand this existing clause so that PSeGS benefits more out of scalability "The proposed application cloud environment should provide flexibility to scale the environment Vertically (as the first step) and after that horizontally (in case the capacity of individual VM is exhausted and load is still be put onto the system) by adding more Virtual Machines of the same configuration to a load balanced pool. It should be possible to scale the solution Vertically and horizontally at any time, without prior notification to the Supplier or its CSP. It should be possible to automate this process of scaling up and down automatically. Therby PSeGS benefitting from Multi-dimensional Scaling	As per RFP

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5	28	6.1.6: The Supplier must provide the complete services within 24 hours of placing of work order.	Request you to kindly ammend this clause as "The Supplier must provide the compute services within 24 hours of placing the work order. PaaS requirements are deployment specific and hence may need further drill down to provide the same."	As per RFP
6	29	6.1.9: There should be minimum 99.75% up time measured monthly for availability on 24 x 7 basis of the virtual machines and related services at the respective Data Center site.	There should be minimum 99.75% up time measured monthly for availability on 24 x 7 basis of the virtual machines and related services at the both Primary & DR (if opted) Data Center site.	As per RFP
7	29	6.1.10: The Supplier would be required to create and maintain a Helpdesk / telephonic number and email based ticketing system that will resolve problems and answer queries related to the work order. The help desk support to users shall be provided on 24 x 7 x 365 basis over telephone, chat and ticketing system.	Request addition of toll-free number for customers to contact the Service Provider.	As per RFP
8	29	6.1.15.7:. Infrastructure as Code including post deployment scripting, service start-up and shut-down [based on tagging framework], etc.	kindly amend the clues as "The Bidder should provide flexibility for the users to automate processes with a script such as designing a script for startup and shutdown of Virtual Machine."	As per RFP
9	30	6.1.16.4. The Supplier should provide the marketplace where the department can pick up 1st party & 3rd party applications for ready deployment.	Kindly relax this clause	As per RFP
10	31	6.1.18: For all the cloud services being quoted, the bidder has to ensure that all software being offered are genuine and comply to the licensing policy of the software OEM	To ensure that the CSP complies to the licensing policy of Software OEM it is required that CSP should be an Active Partner to major OEM's like RHEL, Microsoft, IBM, Oracle, CentOS, Ubuntu. So kindly add "The CSP should submit a copy of partnering confirmation on letter Head/ certificate with major OEM's like RHEL, Microsoft, IBM, Oracle, CentOS, Ubuntu"	As per RFP
11	31	6.1.19.5. In case of higher configuration instances (4vCPU and above), the processor should be "Intel Xeon Platinum" or equivalent or higher.	Request you to kindly specify the exact requirement from Intel Xeon Platinum processors - what features from the underlying processor set is expected for the deployment. In case no specific features are required, Cloud Service Provider which are Meity empaneled have their infrastructure already audited by STQC for Public Cloud, Virtual Private Cloud and Government Community Cloud deployment models. As per MeITY Guideline, CPU (Central Processing Unit) - CPU options shall be provided as follows: a. A minimum equivalent CPU processor speed of 2.4GHz shall be provided. b.The CPU shall support 64-bit operations. Hence CSP infrastructure is already in place to support the requirements of PSeGS. So request you to kindly remove this clause.	As per RFP

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12	31	6.1.20.1. For "Premium Block Storage (SSD) for Database – Production Environment", the provisioned storage should provide minimum 3 IOPS per GB per volume.	Tender ask for Premium Block Storage SSD with 3 IOPS per GB which is actually this IOPS is relevant for Standard SSD instead of Premium. For Premium SSD IOPS requirement should be 4.8 Per GB As on DB server you will be needing Premium storage with atleast 4.8 IOPS per GB and the same is already being used in existing application for the desired performance. There could be Performance challenges later in case the same is not corrected, request you to look at it	As per RFP
13	34-35	6.5: The supplier shall provide business continuity and disaster recovery services to meet the RPO and RTO as per the service levels. In case the primary environment goes down, the Supplier shall scale up the DR environment for the services to be delivered without any effect on the performance	Tender calls for the bidder to be MIETY emplaned Cloud Service provider & calls for both the DC & DR Services to be provided, we hope our understanding that the bidder need to empaneled for offering both the services.	Yes
14			Since for offering the DR Services CSP should have automated tool's for on premise data replication to Cloud or Between DC to DR (if Opted), same is not mentioned in the RFP. Request you to kindly specify the same	As per RFP
15	40	7.3.2.5: The revised price format shall be made available by PSeGS/ DGR on or before 1st of January and 1st of July of each year.	We request you to kindly make this time line as 1st February & 1st August, as December end & June end are year ending / New year for most of the OEM & they are unavailable so there could be delay, request you to kindly look into the same .	As per RFP
16	59	8.6 Annexure B - Capabilities requirement for Cloud Services 1.2 SOC Certifications	We suggest that another clause be kept as an OR to the clause given in the Annexure as follows: "The Managed Services for the project shall be provided by the Cloud Service Provider - 05 Marks The Managed Services for the project are provided by a third party provider - 02 Marks"	As per RFP
17	Price schedule	Database - Oracle standard Edition	For Managed and Normal Database mentioned in the commercial bid format kindly confirm on the Operating System to be installed on the Database VMs.	As per RFP
18			Kindly specify the detailed edition and version of the database to be installed on Database VM.	As per RFP
19	Price schedule	Application Load Balancer	The throughput requirement for the Application Load Balancer shall vary with the requirement of the project. Hence request you to kindly specify the expected throughput for Application load balancer as benchmark for pricing or provide multiple line items for Application Load Balancer with different throughput requirements..	As per RFP
20			Kindly specify the expected throughput for a network load balancer. It shall vary with respect to the deployment architecture and project requirement.	As per RFP

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21	Price schedule	Network Load Balancer	Pricing for the Network load balancer depends on the number of concurrent users and throughput which is project specific hence request you to kindly provide more details as to how the Cloud Service Provider should provide the pricing for the Network Load Balancer.	As per RFP
22	Price schedule	Web application Firewall	Kindly confirm the number of VMs which are public facing for which we'd be able to suggest pricing for the WAF?	As per RFP
23			Kindly confirm the number of web servers?	As per RFP
24			Kindly specify the throughput for WAF.	As per RFP
25	Price schedule	Network and security services	For the IPS/IDS requirement the sizing of vCPU is mentioned. Kindly elaborate on what is the configuration for? The feature of IPS/IDS are dependent on throughput requirement and accordingly the facility can be provisioned.	As per RFP
26			The SIEM requirement depends on the EPS requirement for the setup along with the pricing can be based on the number of instances. Kindly elaborate on why vCPU have been provided for pricing and how bidder is supposed to quote for the price accordingly.	As per RFP
27	Price schedule	Vulnerability assessment Tool	The pricing for VA depends on the number of devices, IP's for which the assessment needs to be performed. Hence is depends on case to case and can be priced only when the scope of work is clear.	As per RFP
28	Price schedule		Kindly confirm how should the bidder quote for % in the given excel sheet.	Please refer to revised commercial bid format

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29	Price schedule	DR as a service to meet RTO and RPO (includes cost of VM, storage, replication, connectivity between DC & DR and any other requirement to get functional DR) Applicable when the Client is taking both DC and DR from the Cloud Service Provider. The pricing below is for the DR envrionment in cloud while the primary environment is functional. In case a DR is declared and the DR is scaled-up to become the new functional environment within the RPO/RTO, the Supplier will be paid for the resources provisioned as per the unit pricing of VMs for that duration.	This Clause has contradiction, kindly clarify if the bidder need to quote for the VM & Storage Cost or not. (Line 1 mentions that it includes Cost of VM, storage, replication, connectivity between DC & DR and any other requirement to get functional DR) where as last line mentions as the Supplier will be paid for the resources provisioned as per the unit pricing of VMs for that duration. We suggest that it should be changed as only cost of replication & cost of connectivity between DC & DR.	Please refer to revised commercial bid format. DR as a service to meet RTO and RPO **(includes cost of replication, connectivity between DC & DR and any other requirement to get functional DR)** Applicable when the Client is taking both DC and DR from the Cloud Service Provider. The pricing below is for the DR envrionment in cloud while the primary environment is functional. In case a DR is declared and the DR is scaled-up to become the new functional environment within the RPO/RTO, **the Supplier will be paid separately for the resources provisioned as per the unit pricing of VMs, storage and any other service for that duration.**
30	Price schedule	DR as a service to meet RTO and RPO (includes cost of VM, storage, replication and any other requirement to get functional DR) Applicable when the Client is taking only DR from the Supplier for a primary environment running within Client's premises / State Data Center. The pricing below is for the DR envrionment in cloud while the primary environment is functional. In case a DR is declared and the DR is scaled-up to become the new functional environment within the RPO/RTO, the Supplier will be paid for the resources provisioned as per the unit pricing of VMs for that duration.	This Clause has contradiction, kindly clarify if the bidder need to quote for the VM & Storage Cost or not. (Line 1 mentions that it includes Cost of VM, storage, replication and any other requirement to get functional DR) where as last line mentions as the Supplier will be paid for the resources provisioned as per the unit pricing of VMs for that duration. We suggest that it should be changed as only cost of replication .	Please refer to revised commercial bid format. DR as a service to meet RTO and RPO **(includes cost of replication and any other requirement to get functional DR)** Applicable when the Client is taking only DR from the Supplier for a primary environment running within the Client's premises / State Data Center. The pricing below is for the DR envrionment in cloud while the primary environment is functional. In case a DR is declared and the DR is scaled-up to become the new functional environment within the RPO/RTO, **the Supplier will be paid separately for the resources provisioned as per the unit pricing of VMs, storage and any other service for that duration.**
31	Price schedule	Additional Point	DNS Service is required in case Department want to host Web Services, same would be required, request you to kindly add the same	As per RFP
32	Price schedule	Premium Block Storage (SSD) for Database - Production Environment (Rate to be quoted for usable capacity configured on RAID1+0)	Request you to specify the minimum provisioned dedicated IOPS per 512GB / TB of SSD storage in order to quote for the same	As per RFP
33	Price schedule	Database - Open Source (Postgres / MySQL / etc)	Un-managed instance of open source Database you have given VM size, however when we are providing unmanaged database in open source is at no cost. You want us to mention Zero or Only VM Cost? If only VM cost which VM to quote here –Linux variant VM/windows VM.	As per RFP

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34	Price schedule	Database - Open Source (Postgres / MySQL / etc)	Managed database instance – Postgre/mysql /MS SQL There is no option to select RAM. We can only select no of cores, how you want us to price this?	As per RFP
35	Price schedule	Containers	When we say Container instances, what the instances, is it Kubernetes from Google or Service fabric from Microsoft etc	As per RFP
36	Price schedule	Database – Oracle	Most of the Cloud service providers, does not provide Oracle as Pay-as-you-go Model, is the license provided by	No clarification sought

NOTE: The interested bidders are requested to fill the the revised commercial format only. Any bids in the older commercial format will be rejected. In case a bidder has already submitted their bid before release of the latest commercial bid format, the concerned bidder should withdraw their older bid and re-submit as per the latest commercial bid format.