Clarification to the Bidders Queries w.r.t the Bid Documents for Engagement of Agency for providing Cloud Hosting Space with Managed services, Operations & Maintenance support for hosting Application of Project Management, Monitoring & HRMS (Web Based) for one year.

Sl No	Reference Clause no.	Reference	Bidders Query	RECTPCL response
1	Section III Schedule of Requirements Sl No - 1	To provide Cloud Hosting Space as per RECTPCL requirement given below: - **Total No of Server: 02 Nos** **01 Nos of Application Server: (Cloud based dedicated server)** OS: Linux- Centos (6.7)/Ubuntu [14.04]/RHEL(6.5)/Windows- Windows's server 201-2 RAM: 32 GB RAM HDD: 500 GB ' Core: 8 core **01 Nos of Database (DB) Server: (Cloud based dedicated server]** OS: Linux- Centos(6.7JlUbuntu (14.04)/RHEL[6.5)/Windows- Windows's server 201"2 RAM: 32 GB RAM HDD: 500 GB Core: 8 core **SMS & Email:** The application has the facility to disseminate predefined SMS & Email to the defined users of the application. Hence, the specific services shall be provided by the bidder.	1. Kindly confirm the total No of Instances required ? 2. What OS (exact Edition) you require on Application server? Why three OS are Mentioned? 3. What Database (exact Edition) you require on Database server? Specify exact version/edition of Database? 4. What do you mean by Cloud based Dedicated server? 5. Do you want Bidder to provide SMS gateways services ? Can you keep this separately from this tender? 6. Kindly specify the No of Users who will get SMS and Email services?	1. To provide Cloud Hosting Space as per RECTPCL requirement given below: - **Total No of Server / Instances: 02 Nos only.** **01 Nos of Application Server: (Cloud based dedicated server)** 0S: Linux- Centos (6.7) vRAM: 32 GB RAM vHDD: 500 GB ' vCore: 8 core **01 Nos of Database (DB) Server: (Cloud based dedicated server]** OS: Linux- Centos (6.7J vRAM: 32 GB RAM vHDD: 500 GB vCore: 8 core The servers are required with cross feed connectivity mode to retain the backup of Application & Database. Database Server is not exposed to internet. 2. Linux- Centos (6.7). 3. PostgressSQL, Community Edition 9.3/9.4.

		All necessary Operations & Maintenance Support for RECTPCL deployed project from empaneled Cloud Service providers (CSPs) listed under Ministry of Electronics and Information Technology (MeitY), Govt. Of India website (http://meity.gov.in/content/gi-cloud-meghraj).		4. Provide Cloud based dedicated VM server as per RECTPCL Response Sl No 1. 5. The application has the facility to generate batches of predefined SMS & Email to the defined users. The services required to sent the SMS & Email to its destined user is within the scope of the bidder. 6. Provide facility for sending approx 30,000 Nos of SMS & 30,000 Nos of Emails yearly to predefined users from the server. (The provisions of Bid Documents shall prevail).
2	Section III Schedule of Requirements Sl No - 3	Provide firewall and IPS for enhanced security & privacy.	1. As per the Pre Bid Meeting, only Firewall is required and IPS is not required as of mow, Kindly acknowledge?	To be read as: **Provide firewall for enhanced security & privacy**. **IPS - Not Required.**

3	Section III Schedule of Requirements Sl No - 4	To capture and retain snapshot of the data and application. Facility of Point in time recovery of data and application from the snapshots.	1. What is snapshot retention policy? 2. What is frequency of snapshot capture?	**Not Required**
4	Section III Schedule of Requirements Sl No - 4	Install custom software/database software/ front end tool (if any) as per requirement of the portal	1. Specify exact custom software / database software / front end tool to be installed?	**Not Required**
5	Section III Schedule of Requirements Sl No - 18	**Future Updates:** The Bidder/selected vendor is required to provide, install and commission all software up gradations/ enhancements from time to time, during project duration, free of cost to Purchaser/RECTPCL. Any up gradation in application shall be made available to RECTPCL without any additional cost. All the incidental expenses for making systems operational will be the sole responsibility of select vendor without any additional cost.	1. In case in future you require different edition of database / software which may have higher cost, here why you are expecting vendor to provide without additional cost? 2. As per the Pre Bid - Meeting discussion only Patch Update of OS is required as per the given statement, Kindly acknowledge ?	It is hereby clarified that **any up gradation in application like patch update shall be made available to RECTPCL without any additional cost.**
6	Section III Schedule of Requirements Sl No - 19(C')	Support Services may be required for RECTPCL Office in India.	1. What Kind of Support Services may be required for RECTPCL Office in India? 2. Do you require it on-premise of RECTPCL OR it is about Remote support shared help desk?	It is hereby clarified that **the successful bidder shall support RECTPCL in case of any issues faced during the implementation & service period, over Phone/ Email.**
7	**FORM TECH-5**	Additional OS instance can be deployed within 15 - 30 minutes of receipt of request.	1) Time for provisioning of OS instance depend on configuration, OS, DB etc.	The provisions of Bid Documents shall prevail.

			installation. 15-20 Minutes time is too short.	
	TECHNICAL BID - PART 1 (BOTH - ONLINE and HARDCOPY) Sl No - 08			
8	**FORM TECH-5** TECHNICAL BID - PART 1 (BOTH - ONLINE and HARDCOPY) Sl No - 17	SSL & Digital Signature Certificate	1. Kindly elaborate (if required) ?	**Not Required**
9	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 8	Server Load Balance	1. Which Servers you would be connecting to load balancer?	**Not Required**
10	**FORM TECH-6** TECHNICAL BID - PART 2	Number of Instances (Production / Staging for Web Server/Application/Database/Development/Basic etc.)		It is hereby clarified that number of Instances - 2

	(BOTH - ONLINE and HARDCOPY) Sl No - 4			
11	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 9	OS Licenses for Windows with support for contract period	1. Kindly confirm the requirement ?	**Not Required**
12	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 10	OS Licenses for Linux (RHEL) with support for contract period	1. Kindly confirm the requirement ?	**Not Required**
13	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and	DB Licenses (Std. Edition) for SQL server with support for contract period		It is hereby clarified that PostgressSQL is required.

		HARDCOPY) Sl No - 12			
14	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 13	DB Licenses (Std. Edition) DB Licenses for Open Source DB with support for contract period		It is hereby clarified that Postgress SQL / Community Edition 9.3/9.4
15	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 15	Global Monitoring and Alerting for instances up to virtualization layer Instance, VM, N/w, Firewall, OS, DB, Security Management & Monitoring, troubleshooting and Management for Database (SQL Server/Oracle etc.)		**Not Required**
16	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 19	SSL & Digital Signature Certificate	1. Kindly elaborate (if required)?	**Not Required**

17	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 01	Premium Bandwidth DDoS Protected and Scalable as per requirement	1. Kindly confirm does the requirement is for clean DDos protected 2 Mbps Bandwidth ?	It is hereby clarified that **Dedicated Clean Internet Bandwidth 2 Mbps for Server is required.**
18	**FORM TECH-6** TECHNICAL BID - PART 2 (BOTH - ONLINE and HARDCOPY) Sl No - 14	Antivirus Security from reputed service provides (Trend Micro/Norton/Mcafee etc.)	1. As per PreBid Meeting, CentOS - Linus environment is required on required instances which do not need Anti-Virus on them. Kindly Confirm?	**Not Required.**
19	Section III Schedule of Requirements Sl No - 2	Configuring the server/virtual machines (VMs) as per RECTPCL requirement	1. Kindly Provide VM Quantity. 2. Kindly Share the Per VM configuration (vCPU, RAM, Disk, OS, DB, etc.)	Please refer reply at Sl No 1.
20	Section III Schedule of Requirements Sl No - 2	Configuring the server/virtual machines (VMs) as per RECTPCL requirement. (C') Provide Data transfer facility as per requirement / Dedicated Bandwidth	1. Kindly share the Daily Data generation to Size the Internet Bandwidth at the DC Site.	Internet Data Bandwidth shall be 2 Mbps dedicated. However, it shall have provision for scalabiility as per requirement post confirmation from RECTPCL.
21	Section III Schedule of Requirements	Configuring the server/virtual machines (VMs) as per RECTPCL requirement. (D') Provide Data transfer facility as per	1. Kindly confirm any MPLS link will be terminate at data centre site?	**Not Applicable.**

	Sl No - 2	requirement / Dedicated Bandwidth.			
22	General Clarifications			Kindly confirm if it is Green Field Project or Some existing data is there that needs to be migrated ?	It is hereby clarified that this is a Green Field Project.
23	General Clarifications			Kindly confirm expected daily data generation to size the internet bandwidth?	It is to clarify that, Internet Data Bandwidth shall be 2 Mbps dedicated.
24	General Clarifications			Kindly confirm concurrent no. of users?	Concurrent No. of users 30 Nos..
25	General Clarifications			Kindly confirm frequency and retention period of Backup?	**Not Required. As clarified in response at Sl No 1, t**he servers are required with cross feed connectivity mode to retain the backup of Application & Database. Database Server is not exposed to internet.