Pre-Bid Clarifications

Tender No. RECPDCL/IT/2019/3332 Dated 22.10.2019

Pre-Bid Meeting Date: 29.10.2019

S. No.	Section in RFP Document	Page No. & Clause No.	Clause as per RFP Document	Queries of the bidder / Other Requests	RECPDCL's Response
1.	SECTION-III: Schedule of Requirements	Page No. 9 Serial No. XVII	**Service Level Agreement (SLA):** The selected Vendor/Cloud Service provider (CSP) must ensure 99.5% uptime of the complete system on a 24x7x365 basis.	A higher uptime SLA can be asked by RECPDCL for superior SLA. Nowadays, industry standard is-99.9% uptime on a single VM, and 99.95% uptime on 2VMs put in HA mode.	No Change
2.	Annexure-B: Financial Bid	Page No. 23-24 Line items at S. No. 4,5,6	**Cloud Component:** Single Server Instance with 4 V Cores & 16 GB RAM	Line items 4,5,6 are the costs of one single virtual machine only. Please combine line item 4,5,6 to - ""Virtual server instance - 4 core, 16 GB"". For placing additional orders- you can refer pricelist of CSPs publicly available on their websites.	Tender/RFP is self-explanatory.
3.	Annexure-B: Financial Bid	Page No. 23 at S. No. 3	**Shared Firewall**	To modify this clause to - virtual dedicated web application firewall for enhanced security.	No Change
4.	SECTION- II Eligibility/Pre-Qualification Criteria	Page No. 5 at S. No. 5	Cloud Service Provider's Data Centres should be ISO 9001 : 2000, IS0 20000-1, ISO 27001, ISO 27017 & ISO 27018 certified and Certification under process will not be considered.	Cloud Service Provider's Data Centres should be ISO 9001 : 2000/ Above, IS0 20000-1, IS0 27001, ISO 27017 & ISO 27018 certified and Certification under process will not be considered.	Please refer Amendment-1 issued against this tender/RFP
5.	SECTION- II Eligibility/Pre-Qualification Criteria	Page No. 5 at S. No. 3	The Cloud Service Provider should be listed under Ministry of Electronics and Information Technology (MeitY), Govt. Of India Website (http://meity.gov.in/content/gi-cloud-meghraj) for Cloud Service providers (CSPs).	Please note that CSP and bidder can be separate entities as well. Therefore, you must ask for a minimum annual turnover of CSP to be at least 100 Crores from public cloud related services.	Please refer Amendment-1 issued against this tender/RFP
6.	SECTION- II Eligibility/Pre-Qualification Criteria	Page No. 5 at S. No. 5		1)The cloud should have ISO 9001:2015 certification international standard for a quality management system (QMS) 2)The cloud should have ISO/IEC 27001:2013 certification- Information Security Management System 3) The cloud should have ISO/IEC 27017:2015 Certification-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology 4)The cloud should have ISO 27018 certification -Code of practice for protection of personally identifiable information (PII) in public clouds	Please refer Amendment-1 issued against this tender/RFP

				5)The cloud should have ISO 20000-1:2011 certification – for Service Management System 6)The cloud should have PCI DSS level 1 version 3.2 -compliant technology infrastructure for storing, processing, and transmitting credit card-information in the cloud 7)The cloud should have ISO 22301 certification- Complying to Business Continuity Management standard requirements 8) The cloud should be audited for SOC – 1, SOC – 2, SOC – 3 9)CSP's both cloud facilities DC, DR should be within India, should be at least 800 Km apart to protect from earthquakes & should have a minimum capacity of 300 racks each deployed only for cloud services. 10)The CSP's cloud solutions should be listed as a leader in Gartner Magic Quadrant 2019 for the category of - cloud infrastructure as a service 11)The CSP's cloud solutions should be listed as a leader in Gartner Magic Quadrant 2019 for the category of - Disaster Recovery as a Service, Public Cloud Storage Services, Operational database Management 12)The CSP's cloud solutions should be listed as a leader in Gartner Magic Quadrant 2019 for the category of - Public Cloud Storage Services 13) The CSP's cloud solutions should be listed as a leader in Gartner Magic Quadrant 2019 for the category of - Operational database Management 14)The cloud should be certified by MEITY to provide DC & DR on cloud simultaneously to Government customers 15)The CSP should have an annual turnover of INR 200 crore for the last three consecutive financial years from public cloud related services 16)CSP should provide a self-service cloud portal and that allows customers to provision in near-real-time : virtual machines with any popular OS, RDBMS images from the cloud marketplace, configure storage & network environment	

				17)CSP should provide a self-service cloud portal that allows customers to provision managed database service on cloud for common DBMS like MS-SQL, MySQL, PostgreSQL – managed database should provide built in high-availability, automated backups, user configurable backup retention period, point in time database restore capability 18)CSP should provide a self-service cloud portal for Cloud Management, Monitoring and Compliance Services: Cloud Resource Monitoring 19)CSP should provide a self-service cloud portal for Cloud Management, Monitoring and Compliance Services: Cloud Health Dashboard 20)CSP should provide a self-service cloud portal for Cloud Management, Monitoring and Compliance Services: Cloud Advisor	
7.	**SECTION- II Eligibility/Pre-Qualification Criteria**	Page No. 5 Serial No. 6	The bidder must have successfully executed similar cloud project of following value for Government/ Semi Government/ Autonomous Organizations/ Public Sector Utilities/ Private Sector in India as main contractor during the last four financial years of either of the following: a) Single work order of value of Rs 4 Lakh OR b) Two work orders each of value of Rs 2.5 Lakh Bidder should submit (i) Copy of Work order (mandatory) & Any document out of the following: (ii) Payment receipts (iii) Proof of release of performance security after completion of the contract (iv) Proof of settlement/release of final payment against the contract (v) Certificate for successful completion of work/Performance report by the client.	The bidder must have successfully executed similar cloud project of following value for Government/ Semi Government/ Autonomous Organizations/ Public Sector Utilities/ Private Sector in India as main contractor during the last four financial years of either of the following: a) Single work order of value of Rs 4 Lakh OR b) Two work orders each of value of Rs 2.5 Lakh Documents required (i) Copy of Work order (mandatory) & Any document out of the following: (ii) Payment receipts / Invoice (iii) Proof of release of performance security after completion of the contract (iv) Proof of settlement/release of final payment against the contract (v) Certificate for successful completion of work/Performance report by the client.	No Change
8.	**SECTION- I Important Information**	Page No. 4	EMD (Earnest Money Deposit)	Do you allow EMD exemption for MSME ?	Please refer Amendment-1 issued against this tender/RFP

9.	**SECTION-III: Schedule of Requirements**	Page No. 9 Serial No. XVIII	**Disaster Recovery (DR) Solutions:** The Primary DC and the DRC should be in different seismic zones.	As per the latest MEITY guidelines, DC, DR center do not need to be in separate seismic zones.	No Change
10.	**Annexure-C: Technical Bid**	Page No. 28 Serial No. 3	**Note:-** The Primary DC and the DRC should be in different seismic zones.	Based on updated clause by Meity, can you consider to amend it as "The DC & DR sites shall be separated by a minimum distance of 100 kilometres."?	No Change
11.	**Annexure-B: Financial Bid**	Page No. 25 S. No. 11	**Managed Services:** 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 (SQLServer/Oracle etc.)	a) Kindly define exact scope of managed services. b) Which database server /application you will be using and what would be exact edition and version of DB? c) Who will provide license for Database?	Tender/RFP is self-explanatory.