

Corrigendum – Tender Reference No.: DGRPG/PSDC_DR/2022/1

SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details / specification	Revised Clause
1	7.3.13 & 8.2	28 & 32	Delivery of DR Services & SLA and Penalties	Service Provider has to establish the DR services within 30 days of signing of the agreement.	Service Provider has to establish the DR services within 45 days of signing of the agreement.
2	7.5.2 & 8.3	30 & 32	Additional Requirements & SLA and Penalties	Service Provider has to establish DR services against such Work Orders within a week from the date of issue of the Work Order.	Service Provider has to establish DR services against such Work Orders within two weeks from the date of issue of the Work Order.
3	5.1.3.4	10	Eligibility / pre-qualification criteria	Bidder should have minimum average annual turnover of Rs. 15 cr. from similar work only, in the last three financial years (i.e. FY 2018-19, FY 2019- 20 & FY 2020-21) for which bidder's accounts have been audited.	Bidder should have minimum average annual turnover of Rs. 15 cr. in the last three financial years (i.e. FY 2018-19, FY 2019- 20 & FY 2020-21) for which bidder's accounts have been audited.
4	5.1.3.10	11	Eligibility / pre-qualification criteria	In case the bidder is authorized partner / MSP of a CSP, it must submit the Authorization letter from the CSP as part of Pre-qualification. Since the MSP will be evaluated on the proposed solution; they are not allowed to change the CSP post bid submission. Required Documentation - Authorization letter.	The bidder can be a MeitY empanelled Cloud Service Providers (CSP) or should have its own Data Center (Tier – III or Tier – IV) offering Public Data Centre services or an authorized partner of such CSP i.e. MSP. In case of an authorized partner, the MSP must quote solution with one CSP only. And the CSP should offer the authorization to one MSP only. Since the MSP will be evaluated on the proposed solution; they are not allowed to change the CSP post bid submission. Required documentation - MeitY Empaneled Certificate / Relevant Uptime / TIA-942 certification And authorization letter from the CSP in case of a MSP.
5	5.1.2	9	Eligibility / pre-qualification criteria	The bidder can be a Cloud Service Providers (CSP) having its own Data Center (Tier – III or Tier – IV) offering Public Data Centre services or an authorized partner of such CSP i.e. MSP. In case of an authorized partner, the MSP must quote solution with one CSP only.	This clause stands deleted.

6	5.1.3.11	11	Eligibility / pre-qualification criteria	Should be a Tier - III or Tier - IV Data Centre.	This clause stands deleted.
7	5.1.3.13	11	Eligibility / pre-qualification criteria	<p>a. ISO 27001:2013 for Information Security Management System and</p> <p>b. ISO 9001 for Quality Management System and</p> <p>c. ISO 20000:2011 for IT Service Management and</p> <p>d. ISO 22301 for Business Continuity Management System (BCMS) and</p> <p>e. ISO 27017 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology and</p> <p>f. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds and</p> <p>g. ISO 20000-1 – NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1.</p>	<p>a. ISO 27001:2013 for Information Security Management System and</p> <p>b. ISO 9001 for Quality Management System and</p> <p>c. ISO 20000:2011 for IT Service Management and</p> <p>d. ISO 27017 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology and</p> <p>e. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds and</p> <p>f. ISO 20000-1 – NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1.</p>
8	7.3.6	27	Delivery of DR Services	Service Provider shall be responsible for the security of the “guest” Operating System (OS) and any additional software including the applications running on the guest OS.	Service Provider shall be responsible for the security of the “guest” Operating System (OS) and any additional software including the applications running on the guest OS. For any non-genuine license used in the solution, service provider will be solely responsible. In such a case, DGRPG may take strictest possible action against the service provider which may lead to forfeiting the PBG and blacklisting the service provider.
9	10.2	40	Financial Bid Form	Table 2	Refer updated commercial sheet

10	10.2	40	Financial Bid Form	Additional point	As per the RFP, DR Solution is to be designed by service provider. If the solution requires OS or DB licences, the bidder should bid accordingly. In case, the licence will be required then the service provider should add the licence cost with the solution or VM cost. Further, service provider should ensure that all the tools / software / licenses to be used in the solution are genuine.
11	5.1.3.5	10	Eligibility / pre-qualification criteria	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be a profit making company for each of the last three audited financial years (i.e. FY 2018-19, FY 2019-20 & FY 2020-21).	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be a profit making company for any three consecutive audited financial years (i.e. FY 2017-18, FY 2018-19, FY 2019-20 & FY 2020-21).
12	5.11.3	17	Proof of Concept (PoC)	If the L1 bidder fails to offer the DR solution in the stipulated time OR fails the PoC thereafter, L1's bid would be rejected, its EMD would be forfeited and it would be debarred from participating in the Department's tender for procurement of similar solution for one year.	If the L1 bidder fails to offer the DR solution in the stipulated time OR fails the PoC thereafter, L1's bid would be rejected, its EMD would be forfeited.
13	7.2.4	25	Web-Based Dashboard (DRMS software)	DRMS software shall support disaster recovery capabilities at on premise, at on premise DR location and Public cloud like Azure, AWS and GCP.	This clause stands deleted.
14	7.1.2	24	Scope of Work - Overview	Primary DC and the DRDC would operate in an asynchronous mode with 100% storage replicated from primary to DR site and should be in different seismic zones.	Primary DC and the DRDC would operate with 100% storage replicated from primary to DR site and should be in different seismic zones.

15	7.3.8	27	Delivery of DR Services	Service Provider should ensure base minimum security at different layers of or likewise which shall include data & network security, Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting. Service Provider shall also be able to meet latest security requirements as per Gol, MietY & CERT-In guidelines.	Service Provider should ensure base minimum security at different layers of or likewise which shall include data & network security, Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting. Service Provider shall also be able to meet latest security requirements as per Gol, MietY & CERT-In guidelines. Bidder should propose OEM standard product for security solution. Security solution like NGFW, WAF should get regular updates, patches etc. from OEM. Bidder should submit vulnerability report for proposed security solution on quarterly basis.
16	Annexure - A	43	Annexure - A	Additional point	PSDC architecture is attached. Virtualization platforms are Hyper-V, Vmware, RHVM and Citrix
17	10.2	40	Financial Bid Form	The bidder should certify that they have not have offered lesser price for any of the line items to any government / semi-government organization of Centre or any State (of same specification as in tender).	This clause stands deleted.
18	7.3.2	26	Delivery of DR Services	Gold Applications: These are also critical applications but just below the Platinum category and constitute approx. 20% of applications hosted in PSDC. These applications shall be replicated to DR site with lesser compute and storage requirements . It shall be replicated with 1:1/2 resources at DR site during switch over from passive to active.	Gold Applications: These are also critical applications but just below the Platinum category and constitute approx. 20% of applications hosted in PSDC. These applications shall be replicated to DR site with lesser compute requirements . It shall be replicated with 1:1/2 resources at DR site during switch over from passive to active.

Response to Queries (RTQ) – Tender Reference No.: DGRPG/PSDC_DR/2022/1

SN	Firm's Name	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details/specification	Amendment Sought / Suggestion	Justification	PSeGS response
1	ESDS	6.2.4	20	Confidentiality	The Service Provider will maintain the confidentiality of the data stored on the computer systems of end customer.	The RFP Scope of work is DR Site on cloud, and no on premise hosting or support. Request you to kindly remove the said clause form the CSP scope of work.	-	As per tender document
2	ESDS	7.1.5	24	Scope of Work - Overview	The Service Provider shall conduct DR drill for a minimum 10 to 12 applications as per criteria defined by PSDC team for the duration of at least 10 hours for the interval of every six months of operation	Request you to kindly add the line item for DR drill in the financial format. As there is cost impact in the commercial.	-	As per tender document
3	ESDS	7.3.8	27	Delivery of DR Services	Service Provider should ensure base minimum security at different layers of or likewise which shall include data & network security, Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting. Service Provider shall also be able to meet latest security requirements as per GoI, MietY & CERT-In guidelines.	Kindly confirm number of admin user required the multifactor authentication.	-	40
4	ESDS	7.3.8	27	Delivery of DR Services		Kindly confirm number of user required the SSL VPN access.	-	300
5	ESDS	7.3.8	27	Delivery of DR Services		Kindly confirm number of main domain and Sub Domain required the SSL certificates. Based on which we can size the <u>required type of SSL certificate.</u>	-	Department will provide the SSL Certificate for (*.Punjab.gov.in)
6	ESDS	7.3.8	27	Delivery of DR Services		Kindly confirm which SSL certificates are required? E.g.. Domain SSL, Organizational SSL, Domain or Organizational Wildcard etc.	-	Department will provide the SSL Certificate for (*.Punjab.gov.in)
7	ESDS	7.3.8	27	Delivery of DR Services		Kindly confirm the VAPT audit frequency in the Year.	-	Quarterly Basis

8	ESDS, Airtel	7.3.4	27	Delivery of DR Services	Provision of network connectivity / bandwidth for DR operations shall be the responsibility of the Service Provider.	<p>ESDS Kindly confirm PSDC has the firewall/router at the DC location for the link termination.</p> <p>Airtel Request department to kindly add - Replication from DC to proposed DR to be in on dedicated MPLS link (on 1:1 basis). Traffic should not be routed through internet. Provision of network connectivity / bandwidth for DR operations shall be the Responsibility of the Service Provider. Minimum 2 Gbps Dedicated link from DC To DR to be provision of network connectivity at all time during the contract . certificate must be submitted.</p>	-	The Internet Provider is Punjab SWAN and the link can be terminated at WAN Switch / Firewall. Further, Per Day Data Growth is approx 60 GB, therefore, bidder to design the solution accordingly. Bandwidth and application details from 26.09.22 to 29.09.22 are attached.
9	ESDS	7.3.11	28	Delivery of DR Services	All the required installation, implementation, configuration & integration for DC- DR should be done & managed by Service Provider.	Bidder understand that application level support and required help for installation configuration and Integration will be provided by PSDC.	-	Application installation not required, only VMs are to replicate DC to DR
10	ESDS, IFI, Microsoft	7.3.13	28	Delivery of DR Services	Service Provider has to establish the DR services within 30 days of signing of the agreement.	<p>ESDS Request you to increase the time line for establishment of DR services Within 45 days of signing of the agreement. Because there multiple dependency on Vendor. E.g.. ISP needs to check feasibility etc.</p> <p>IFI, Microsoft The timelines for establishing DR services is very aggressive. Please change this to atleast 60 days.</p>	-	Refer Corrigendum
11	ESDS	7.4.2	29	RPO / RTO Requirements	There shall be asynchronous replication of data between Primary DC and DRDC and the Service Provider shall be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements.	Kindly share the peak hours and daily data generation size that need to replicated (For E.g.. 2 GB Daily) at DR site. Based on which we can sized the replication link and archive the required RPO.	-	Link can be terminated at WAN Switch / Firewall. The Internet Provider is Punjab SWAN. Per Day Data Growth is approx 60 GB. Bidder to design the solution accordingly.

12	ESDS, wwindia	7.4.1	29	RPO / RTO Requirements	<p>7.4.1 RPO/RTO requirement of application shall be as per following:-</p> <table border="1"> <thead> <tr> <th>Application Category</th> <th>RPO (in minutes)</th> <th>RTO (in minutes)</th> </tr> </thead> <tbody> <tr> <td>Platinum Applications</td> <td>15</td> <td>30</td> </tr> <tr> <td>Gold Applications</td> <td>15</td> <td>30</td> </tr> <tr> <td>Silver Applications</td> <td>30</td> <td>60</td> </tr> <tr> <td>Bronze Applications</td> <td>60</td> <td>120</td> </tr> </tbody> </table>	Application Category	RPO (in minutes)	RTO (in minutes)	Platinum Applications	15	30	Gold Applications	15	30	Silver Applications	30	60	Bronze Applications	60	120	<p>ESDS</p> <p>1) Kindly confirm the daily incremental size for platinum application server including log and flat files. 2)) Kindly Confirm the daily incremental size for gold application server including log and flat files. 3) Kindly confirm the daily incremental size for silver application server including log and flat files. 4) Kindly Confirm the daily incremental size for bronze application server including log and flat files.</p> <p>wwindia</p> <p>What will be the expected change in data size during the RPO time period. Please categorise the data size change rate as per the 4 categories of the applications</p>	-	Per Day Data Growth is approx 60 GB. Bidder to design the solution accordingly
Application Category	RPO (in minutes)	RTO (in minutes)																					
Platinum Applications	15	30																					
Gold Applications	15	30																					
Silver Applications	30	60																					
Bronze Applications	60	120																					
13	ESDS	7.4.5	29	RPO / RTO Requirements	During any failover or DR drill compute environment for the application shall be equivalent to DC & bandwidth at the DR shall be scaled to the level of data center requirement. Users of application should be routed seamlessly from DC site to DR site.	Kindly confirm the exiting DC bandwidth utilization. It will help bidder to size the required internet bandwidth at DR site.	-	As per tender document															
14	ESDS, IFI, Microsoft	7.5.2	30	Additional Requirements	Service Provider has to establish DR services against such Work Orders within a week from the date of issue of the Work Order.	<p>ESDS</p> <p>Request you to kindly amend clause as "Service Provider has to establish DR services against such work orders within a 5 Weeks from the date of issue of the Work Order." Because ISP Check the feasibility of Link it's take almost 2 to 3 Weeks of time so kindly accept change request.</p> <p>wwindia</p> <p>Request to consider "Service Provider has to establish the DR services within 60 days of signing of the agreement."</p> <p>IFI, Microsoft</p> <p>Please change this to two weeks</p>	-	Refer Corrigendum															

15	ESDS	8.2 & 8.3	32	SLA and Penalties	<table border="1"> <thead> <tr> <th colspan="3">Establishment of DR</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Establish the DR services in scope listed in Annexure - A.</td> <td>Within 30 days of signing of the agreement.</td> <td>2% of the quarterly cost of the services to be provided per day</td> </tr> <tr> <td>3</td> <td>Establish the DR services for additional requirements.</td> <td>Within a week from the date of issue of the Work Order.</td> <td></td> </tr> </tbody> </table>	Establishment of DR			2	Establish the DR services in scope listed in Annexure - A.	Within 30 days of signing of the agreement.	2% of the quarterly cost of the services to be provided per day	3	Establish the DR services for additional requirements.	Within a week from the date of issue of the Work Order.		<p>1) Feasibility check of site and establish the link connectivity, it's take almost 2 to 3 Weeks of time. Also bidder need to procure the server and deploy on the cloud which takes almost 4 to 5 weeks. So request you to kindly amend the target and services level as ->" Within 45 days of signing of the agreement".</p> <p>2) Request you to kindly amend the penalty clause as " 1% of the Monthly cost of the services to be provided per day"</p>	<p>1) Refer Corrigendum 2) As per tender document</p>
Establishment of DR																		
2	Establish the DR services in scope listed in Annexure - A.	Within 30 days of signing of the agreement.	2% of the quarterly cost of the services to be provided per day															
3	Establish the DR services for additional requirements.	Within a week from the date of issue of the Work Order.																
16	ESDS	8.4	32	SLA and Penalties	<table border="1"> <thead> <tr> <th colspan="3">Availability of passive DR services</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>RPO (VM, data & storage including all operations syncing during normal operation) to be measured on continuous basis.</td> <td>Availability as per the category mentioned at clause no. - 7.4.1:- a) >=99.9% b) Between 99.9% and 99% c) Less than 99%</td> <td>a) NA b) Penalty @1% of the payable amount for that VM is applicable. c) Penalty @1% of the payable amount for that VM for each %age fall is applicable.</td> </tr> </tbody> </table>	Availability of passive DR services			4	RPO (VM, data & storage including all operations syncing during normal operation) to be measured on continuous basis.	Availability as per the category mentioned at clause no. - 7.4.1:- a) >=99.9% b) Between 99.9% and 99% c) Less than 99%	a) NA b) Penalty @1% of the payable amount for that VM is applicable. c) Penalty @1% of the payable amount for that VM for each %age fall is applicable.	<p>Request you to kindly amend this clause as "</p> <p>a) NA b) Penalty @ 0.5% of the payable amount for that VM is applicable. c) Penalty @1% of the payable amount for that VM is applicable.</p>	<p>As per tender document</p>				
Availability of passive DR services																		
4	RPO (VM, data & storage including all operations syncing during normal operation) to be measured on continuous basis.	Availability as per the category mentioned at clause no. - 7.4.1:- a) >=99.9% b) Between 99.9% and 99% c) Less than 99%	a) NA b) Penalty @1% of the payable amount for that VM is applicable. c) Penalty @1% of the payable amount for that VM for each %age fall is applicable.															
17	ESDS	8.6	32	SLA and Penalties	<table border="1"> <thead> <tr> <th colspan="3">SLAs applicable in case of active DR</th> </tr> </thead> <tbody> <tr> <td>6</td> <td>Availability / Uptime of DRDC</td> <td>Availability of the DR services: a) >=99.9% b) Between 99.9% and 99% c) Less than 99%</td> <td>a) NA b) For every 0.5% degradation in the uptime there will be a penalty of 5% of QP. c) For every 0.5% degradation in the uptime there will be a penalty of 10% of QP.</td> </tr> </tbody> </table>	SLAs applicable in case of active DR			6	Availability / Uptime of DRDC	Availability of the DR services: a) >=99.9% b) Between 99.9% and 99% c) Less than 99%	a) NA b) For every 0.5% degradation in the uptime there will be a penalty of 5% of QP. c) For every 0.5% degradation in the uptime there will be a penalty of 10% of QP.	<p>Request you to kindly change the Penalty clause as "</p> <p>a) NA b) For every 0.5% degradation in the uptime there will be a penalty of 2% of Monthly Pay. c) For every 0.5% degradation in the uptime there will be a penalty of 5% of Monthly Pay.</p>	<p>As per tender document</p>				
SLAs applicable in case of active DR																		
6	Availability / Uptime of DRDC	Availability of the DR services: a) >=99.9% b) Between 99.9% and 99% c) Less than 99%	a) NA b) For every 0.5% degradation in the uptime there will be a penalty of 5% of QP. c) For every 0.5% degradation in the uptime there will be a penalty of 10% of QP.															
18	ESDS	8.7	32	SLA and Penalties	<table border="1"> <tbody> <tr> <td>7</td> <td>Response Time - Time taken to acknowledge a ticket/incident which is calculated for all tickets/incidents.</td> <td>Each ticket / incident to be responded in:- a) Less than 15 minutes. b) Between 15 to 45 minutes. c) Between 45 to 90 minutes. d) Each ticket / incident to be</td> <td>a) NA b) Penalty @ Rs 2,000/- is applicable. c) Penalty @ Rs 4,000/- is applicable. d) Penalty @ Rs 8,000/- is applicable.</td> </tr> </tbody> </table>	7	Response Time - Time taken to acknowledge a ticket/incident which is calculated for all tickets/incidents.	Each ticket / incident to be responded in:- a) Less than 15 minutes. b) Between 15 to 45 minutes. c) Between 45 to 90 minutes. d) Each ticket / incident to be	a) NA b) Penalty @ Rs 2,000/- is applicable. c) Penalty @ Rs 4,000/- is applicable. d) Penalty @ Rs 8,000/- is applicable.	<p>Request you to kindly reduce penalty from incident as below</p> <p>a) NA b) Penalty @ Rs 500/- is applicable. c) Penalty @ Rs 1000/- is applicable. d) Penalty @ Rs 2000/- is applicable.</p>	<p>As per tender document</p>							
7	Response Time - Time taken to acknowledge a ticket/incident which is calculated for all tickets/incidents.	Each ticket / incident to be responded in:- a) Less than 15 minutes. b) Between 15 to 45 minutes. c) Between 45 to 90 minutes. d) Each ticket / incident to be	a) NA b) Penalty @ Rs 2,000/- is applicable. c) Penalty @ Rs 4,000/- is applicable. d) Penalty @ Rs 8,000/- is applicable.															

19	ESDS	8.8	33	SLA and Penalties	<p>8 Time to Resolve - Time taken to resolve the reported ticket / incident from the time of logging.</p> <table border="1"> <tr> <td>Each ticket / incident resolved in:-</td> <td>a NA</td> </tr> <tr> <td>a Less than 1 hrs</td> <td>b Penalty @ 0.2% of QP is applicable.</td> </tr> <tr> <td>b Between 1 to 2 hrs</td> <td>c Penalty @ 0.4% of QP is applicable.</td> </tr> <tr> <td>c Between 2 to 3 hrs</td> <td>d Penalty @1% of QP is applicable for every hour.</td> </tr> <tr> <td>d More than 3 hrs</td> <td></td> </tr> </table>	Each ticket / incident resolved in:-	a NA	a Less than 1 hrs	b Penalty @ 0.2% of QP is applicable.	b Between 1 to 2 hrs	c Penalty @ 0.4% of QP is applicable.	c Between 2 to 3 hrs	d Penalty @1% of QP is applicable for every hour.	d More than 3 hrs		<p>Request you to kindly reduce penalty from incident as below</p> <p>a NA b Penalty @ 0.2% of MP is applicable. c Penalty @ 0.4% of MP is applicable. d Penalty @1% of MP is applicable for every day</p>	As per tender document
Each ticket / incident resolved in:-	a NA																
a Less than 1 hrs	b Penalty @ 0.2% of QP is applicable.																
b Between 1 to 2 hrs	c Penalty @ 0.4% of QP is applicable.																
c Between 2 to 3 hrs	d Penalty @1% of QP is applicable for every hour.																
d More than 3 hrs																	
20	ESDS	8.9	33	SLA and Penalties	<p>Security Incident and Management Reporting</p> <table border="1"> <tr> <td>9 Any security incident resulting in breach / loss / theft of information.</td> <td>No security incident should result in breach / loss / theft of information.</td> <td>Penalty @ Rs. 1 lakh per incident.</td> </tr> </table>	9 Any security incident resulting in breach / loss / theft of information.	No security incident should result in breach / loss / theft of information.	Penalty @ Rs. 1 lakh per incident.	<p>1) As per stated PSDC looking for data breach / loss/ theft protection but as per the security components Host level and Network level DLP is missing in the RFP scope of work. kindly confirm PSDC looking for the DLP solution. Without DLP solution this clause is very difficult to meet the criteria and penalty clauses.</p> <p>2) kindly request you to reduce the penalty as " @Rs. 10000 per incident.</p>	As per tender document							
9 Any security incident resulting in breach / loss / theft of information.	No security incident should result in breach / loss / theft of information.	Penalty @ Rs. 1 lakh per incident.															
21	ESDS	8.1	33	SLA and Penalties	<p>Service levels DR</p> <table border="1"> <tr> <td>10 Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.</td> <td>Availability as per clause no. - 7.4.1</td> <td> <p>Platinum - For every 10 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Gold - For every 10 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Silver - For every 30 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Bronze - For every 60 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> </td> </tr> <tr> <td>11 Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.</td> <td>Availability as per clause no. - 7.4.1</td> <td></td> </tr> </table>	10 Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1	<p>Platinum - For every 10 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Gold - For every 10 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Silver - For every 30 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Bronze - For every 60 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p>	11 Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1		<p>Request you to kindly amend the penalty clauses as below</p> <p>Platinum - For every 10 minutes delay or part thereof in RPO/RTO, 1% of Monthly Payment of the VM & its allocated storage shall be deducted.</p> <p>Gold - For every 10 minutes delay or part thereof in RPO/RTO, 1% of Monthly Payment of the VM & its allocated storage shall be deducted.</p> <p>Silver - For every 30 minutes delay or part thereof in RPO/RTO, 2% of Monthly Payment of the VM & its allocated storage shall be deducted.</p> <p>Bronze - For every 60 minutes delay or part thereof in RPO/RTO, 3% of Monthly Payment of the VM & its allocated storage shall be deducted.</p>	As per tender document				
10 Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1	<p>Platinum - For every 10 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Gold - For every 10 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Silver - For every 30 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p> <p>Bronze - For every 60 minutes delay or part thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.</p>															
11 Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1																

22	ESDS, wwindia, Oracle, Sify, IFI, Microsoft	Annexure -A	43	Annexure -A	<table border="1"> <thead> <tr> <th colspan="3">Service levels DR</th> </tr> </thead> <tbody> <tr> <td data-bbox="612 139 639 164">10</td> <td data-bbox="639 139 827 375">Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.</td> <td data-bbox="827 139 951 375">Availability as per clause no. - 7.4.1</td> <td data-bbox="951 139 1131 375"> Platinum - For every 10 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Gold - For every 10 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. </td> </tr> <tr> <td data-bbox="612 391 639 415">11</td> <td data-bbox="639 391 827 626">Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.</td> <td data-bbox="827 391 951 626">Availability as per clause no. - 7.4.1</td> <td data-bbox="951 391 1131 626"> Silver - For every 30 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Bronze - For every 60 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. </td> </tr> </tbody> </table>	Service levels DR			10	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1	Platinum - For every 10 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Gold - For every 10 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.	11	Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1	Silver - For every 30 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Bronze - For every 60 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.	<p>ESDS Kindly confirm requires IOPs per TB for the mentioned storage at annexure A: Total storage. Based on which bidder can sized the required type of storage.</p> <p>wwindia 1) Please brief the DC architecture and mention the virtualization platform to prepare the DR solution along with finalization the replication tool. 2) Do we need to consider the OS and DB licenses in the commercials</p> <p>Oracle 1) Kindly mention the edition of MSSQL i.e. Enterprise or Standard also kindly mention the versions of other software such as Apache, PostgreSQL, MySQL (Community or enterprise editions) etc. and kindly suggest if the procurement of the mentioned OS and Softwares will be undertaken by the department or it is envisaged that the same should be included by the bidder in their respective bids. 2) Number of Processor Cores</p> <p>Sify 1) PSP - Secondary_DB & Eoffice old Shared_DB Servers (Postgres, MS SQL) 2) Total Storage (GB)</p> <p>IFI, Microsoft Annexure A - Number of disks attached: Please specify the storage requirement for OS and Data Disc.</p>	<p>Oracle 1) This will help in preparation of the optimum commercials for DGR 2) Please confirm if these are physical or virtual cores, if virtual kindly confirm the Physical to virtual ratio</p> <p>Sify 1) We understand that you will provide all the Database licenses for DR setup. Pls. clarify 2) Pleae clarify the type of storage (SAS/SSD/NAS) this is required to include cost of storage basis on the type of storage.</p>	<p>As per the RFP, We have defined the storage Size for SSD & SAS. PSDC architecture will share with Corrigendum. Virtualization platforms are Hyper-V, Vmware, RHVM and Citrix . As per the RFP, DR Solution is to be designed by service provider. If the solution requires OS or DB licences, the bidder should bid accordingly. In case, the licence will be required then the service provider should add the licence cost with the solution or VM cost. Further, service provider should ensure that all the licenses to be used in the solution are genuine. MS-SQL -2014 & 2019 (STD/ENT), OS - Redhat- 7 & 8, WIN-OS- 2012 & 2019 (STD/DC), Ubuntu- 16,18 & 20 Centos- 7 & 8. Postgres -10 & 12 . Processor Cores details already mention in RFP. PSP- MS-SQL -2014 & E-office -Postgres - 12 Disk Details - As per tender document</p>
Service levels DR																			
10	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1	Platinum - For every 10 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Gold - For every 10 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.																
11	Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	Availability as per clause no. - 7.4.1	Silver - For every 30 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Bronze - For every 60 minutes delay or part-thereof in RPO/RTO, 5% of Quarterly Payment of the VM & its allocated storage shall be deducted.																
23	ESDS	10.2	40	Financial Bid Form	<p>In case of Passive DR (table - 1), "Fixed charges" shall include costs for all the items required to establish environment of DR / DRDC (i.e independent of a particular VMs / server) for eg. Firewall, SLB+WAF, Anti-DdoS, Public Static IP Address, IPSec VPN Connections. These charges shall not be impacted by addition / reduction in DR services.</p>	<p>PSDC need to add the Internet Bandwidth, Replication link, Multi -factor authentication etc. in the fixed charges column, as it is not possible for bidder to add in the per VM cost.</p>	-	<p>Sufficient provisions have been made in the financial bid. Bidder to proceed as per tender.</p>											

24	ESDS	10.2	40	Financial Bid Form	In case of Passive DR (table – 1), “VM charges” shall include costs for all the items that are specific to a single VM (except for that of storage) for e.g. replication / bandwidth, DRMS tool, Egress data transfer, Security Incident Monitoring Services.	1) Replication link, Internet Bandwidth etc. cannot be added in the Per VM cost. Request you to remove from the per VM cost. Kindly add the saperate line for Replication link, Internet Bandwidth, etc. 2) Request you to kindly add the remaning prodcute in VM cost as per the RFP sugested eg. DLP, AV, HIPS etc.		Sufficient provisions have been made in the financial bid. Bidder to proceed as per tender.
25	ESDS, wwindia, Sify	10.2	40	Financial Bid Form	Fixed charges As per the commercial format the DR solution has to be quoted as fixed price including all services cost to build the DR.	ESDS - As per the shared sizing in the RFP there are multiple types OS version and edition and each OS has different licensing and pricing policy. Due to which each VM charges will be different . So it will be difficult for bidder to share the unit price of total VM in the financial bid. Request you to kindly add all VM in the commercial bid format to get the per VM cost or amend the per VM per month column to total price per month. wwindia In view of the different pricing for Active resources and passive resources, are you looking for a Pay-As-You-Go billing model Sify We request you to ask the quote on the basis of Volumetrics / Sizing / Specs for all DR solution components should be baselined in the RFP, so that all bidders quote as per the defined baseline and don't make assumptions, eg. • Service Provider should ensure base minimum security at different layers of or likewise which shall include data & network security, Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting <sizing input for all these components should be provided e.g. throughput of FW, MFA for how many users, VA for how many IP's/hosts etc. • Size of connectivity Bandwidth between SDC & proposed DR Pls note:- If bidders quote as per their assumptions and compromise on the solution then it will be very difficult for you to evalute the quality bids. We request to amend this in Table – 1 (Financial Bid for Passive DR). Cloud DR Charges should be pay per use model. It should also have list all the components of the DR solution.		As per tender document
26	ESDS	10.2	40	Financial Bid Form	For the purpose of obtaining the prices of each individual item after Reverse Auction (RA), the “Total price including GST (in Rs.)” would be distributed in the same percentage as submitted by the bidder in their commercial sheet for individual items.	The participant bidders in cloud service category are already providing the best rates and the best possible discount with the best possible cloud service. Hence request to remove the reverse auction clause.		As per tender document

SN	Item Description	Quantity	Unit Price per month excluding taxes (in Rs.)	Taxes	Unit Price per month including taxes (in Rs.)	Total Price including taxes (in Rs.)
1	Fixed charges	1			0	0
2	Storage 1 GB – SAS	72,190			0	0
3	Storage 1 GB – SSD	62,354			0	0
4	VM charges	137			0	0
Total (A)						0

27	ESDS	General Queries	-	-	-	Kindly confirm the total concurrent user can access the DR site?	-	As per the proposed solution
28	ESDS	General Queries	-	-	-	Kindly confirm Existing DC site vFirewall throughput.	-	Firewall (NGFW) with 10Gbps throughput
29	ESDS	General Queries	-	-	-	Kindly confirm Existing DC site vWAF throughput	-	L4 Throughput -160 Gbps (SLB+WAF)
30	ESDS	General Queries	-	-	-	Kindly confirm Existing DC site vLoad balancer throughput	-	160 Gbps (SLB+WAF)
31	ESDS	General Queries	-	-	-	Kindly confirm MySQL database edition required.	-	As per the RFP
32	ESDS	General Queries	-	-	-	Kindly confirm MSSQL database edition required.	-	As per the RFP
33	ESDS	General Queries	-	-	-	Kindly confirm PostgreSQL database edition required.	-	As per the RFP
34	ESDS	General Queries	-	-	-	Kindly confirm the virtualization platform used at DC site.	-	Hyper-V, Vmware, RHVM and Citrix
35	ESDS	General Queries	-	-	-	Kindly confirm how many public IP's are required at DR site for the given sizing.	-	As per RFP
36	ESDS	General Queries	-	-	-	Kindly confirm the administrative users (IAM) for cloud portal at DR site.	-	As per the proposed solution
37	ESDS	General Queries	-	-	-	How many VPN users shall access the system. Please provide breakup of Windows VPN user and Linux VPN users respectively.	-	As per the proposed solution

38	Netcon , Airtel, Uncloud, IFI, Microsoft	5.1.3.4	10	Eligibility / pre-qualification criteria	Bidder should have minimum average annual turnover of Rs. 15 cr. from similar work only, in the last three financial years (i.e. FY 2018-19, FY 2019- 20 & FY 2020-21) for which bidder's accounts have been audited.	<p>Netcon Bidder should have minimum average annual turnover of Rs. 15 cr. in the last three financial years (i.e. FY 2018-19, FY 2019-20 & FY 2020-21) for which bidder's accounts have been audited.</p> <p>Airtel Turn over (i.e. FY 2019-20, FY 2020-21 & FY 2021-22)</p> <p>Uncloud Sir, in the other govt. tenders now all the departments have been asking for the turnover for the FY 19-20, 20-21 & 21-22. request you to please consider 21-22 turnover criteria.</p> <p>IFI As we are MSME bidder, we request you to kindly provide exemption for the turnover and amend the clause as mentioned below:- "Bidder should have average turnover of Rs.8 Crore during the last three financial years (i.e., FY 2018-19, FY 2019-20 & FY 2020-21)</p>	<p>Netcon To have better competition and allow more Bidders</p> <p>Airtel As current FY Audit balance sheet is published</p>	Refer Corrigendum
39	Netcon	9.1.2	35	Payment Terms - General	Payments shall be made on quarterly basis and shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/ taxes.	We request you to change the payment term as Monthly basis to avoid cash flow issues.	To avoid cash flow issues within the system	As per tender document

40	Netcon, RailTel, Unicloud, IFI, Microsoft	2.10	5	Document control sheet	Earnest Money Deposit (EMD) through online mode - Rs. 6,00,000/- (Rs. Six Lakh Only)	<p>Netcon We request to allow EMD exemption for Micro, Small & Medium category companies with the valid MSME certificate.</p> <p>RailTel RailTel is Government of India Undertaking and hence EMD is not payable as per latest guidelines of GeM and Gol. It is hence requested to kindly relax this criteria for RailTel considering our PSU credentials.</p> <p>Unicloud Sir as per the OM, published by Department of Expenditure having F.No. 20/2/2014-PPD(Pt.). Department should provide the provision of EMD exemption on submission of valid Certificates. Request you to please. Add the exemption in the tender.</p> <p>IFI We would like to request you to kindly provide exemption of EMD amount for MSME Bidder's..</p>	Allow MSME Bidder to qualify	As per tender document
41	wwindia, Airtel, Sify, SISL, IFI	5.1.3.3	9	Eligibility / pre-qualification criteria	<p>Bidder should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) during the last five years ending 31.03.2022 as per following details:-</p> <p>a One similar work costing not less than the amount equal to Rs. 2.40 crore. OR</p> <p>b Two similar works each costing not less than the amount equal to Rs. 1.80 crore each. OR</p> <p>c Three similar works each costing not less than the amount equal to Rs. 1.20 crore</p>	<p>wwindia We are assuming "Similar Work" means Providing DC/DR cloud Services for any government (departments/ boards/ corporations/ PSUs/ Societies) during the last five years ending 31.03.2022. Please confirm the clause?</p> <p>Airtel Request department to kindly consider "Similar Work "as Cloud Business as its not possible to get the Financial document stating Disaster Recovery services through Data Center or cloud.</p> <p>Sify We understand reference to "similar work" means providing cloud services. Kindly confirm.</p> <p>SISL Bidder should have successfully completed "Cloud Services" in government (departments/ boards/ corporations/ PSUs/ Societies) during the last five years ending 31.03.2022</p> <p>IFI As we are MSME bidder, we request you to kindly provide exemption for the work order value. Also, we are Gold Partner of Microsoft and having advanced specialization in Cloud Services. We have also done lots of businesses for various cloud projects in Public Sector & Private Sector.</p>	-	<p>Refer clause no. - 3.1.1.2 of tender document</p> <p>As per tender document</p>

42	wwindia	5.11	16	Proof of Concept (PoC)	_	What will be the time period for running the PoC	_	7 working days
43	wwindia, oracle	7.1.8	24	Scope of Work - Overview	Service Provider should offer switchover and switchback of individual applications instead of entire system and carry out the same as per requirement of DGRPG.	<p>wwindia System would be required for running the application</p> <p>Oracle Service Provider should offer switchover and switchback of individual applications based on their dependencies instead of entire system and carry out the same as per requirement of DGRPG.</p>	Oracle - Individual applications are either independent or integrated (loosely or tightly) and that should be clarified by DGRPG prior to DR to ensure seamless failover	Requirements would be clarified to service provider prior to establishment of DR.
44	wwindia	7.4.5	29	RPO / RTO Requirements	Users of application should be routed seamlessly from DC site to DR site	What will be the process of seamlessly routing the traffic from DC to DR	_	In case of DR, all traffic will be received from internet. In case of DR Drill, internal traffic will be received from MPLS (For PAWAN user) /Public internet for external user.
45	wwindia	8.2	32	SLA and Penalties	Establish the DR services in scope listed in Annexure - A	1% of the quarterly cost of the services to be provided per day	_	As per tender document
46	wwindia	8.5	32	SLA and Penalties	Penalty on Availability of Web-Based Dashboard	Request to consider Rs. 100/- per hour or part thereof	_	As per tender document
47	wwindia	8.9	33	SLA and Penalties	Penalty on security incident	Request to amend as Penalty @ Rs. 50000 per incident	_	As per tender document
48	wwindia, Sify	8.Note. 1	33	SLA and Penalties	Maximum penalty	<p>wwindia Request to change the clause 1 Maximum penalty shall not exceed 30% of the contract value</p> <p>Sify We request to amend the clause as: Maximum penalty shall not exceed 10% of the contract value.</p>	_	As per tender document

49	wwindia, searce	10.2	40	Financial Bid Form	The bidder should certify that they have not have offered lesser price for any of the line items to any government / semi-government organization of Centre or any State (of same specification as in tender).	wwindia What will be the benchmark of the certification Searce The offered pricing is controlled directly by CSP. Prices proposed to different undertakings (government or semi-government) are done based on the CSP pricing at that moment. Pricing is also a factor of the currency exchange rate, which is variable in nature	–	Refer Corrigendum
50	searce, Sify, Unicloud	9.1.2	35	Payment Terms - General	Payments shall be made on quarterly basis and shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/taxes.	Searce Request you to please change the clause to "Payments shall be made on monthly basis and shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/taxes." Sify We request to amend the payment terms from quarterly to monthly. Unicloud Sir, MSP's need to pay to the CSP on monthly basis and you have put the payment terms on Quarterly basis we request you to please change the clause and make the payment on Monthly basis so that MSP's have some relaxation in regards of payments.	–	As per tender document
51	searce	–	35	Payment Terms - General	–	Request you to please add "Payment will normally be made within 30 days from the date of submission of invoice."	–	As per tender document
52	searce	8.8	33	SLA and Penalties	Time to Resolve - Time taken to resolve the reported ticket/incident from the time of logging.	Resolution of an incident depends on many things related to solution, architecture, type of workloads deployed and hence we can only propose a response time SLA of 15 mins Managed Services. For CSP, SLAs will be handled directly by the CSP.	–	As per tender document

53	Google , Oracle, Airtel, AWS, SISL	5.1.2	9	Eligibility / pre-qualification criteria	The bidder can be a Cloud Service Providers (CSP) having its own Data Center (Tier – III or Tier – IV) offering Public Data Centre services or an authorized partner of such CSP i.e. MSP. In case of an authorized partner, the MSP must quote solution with one CSP only.	<p>Google Request you to please change the clause to " The bidder or the CSP of which the bidder is an authorized partner should be empaneled with MeitY for providing cloud services."</p> <p>Oracle The bidder can be a Cloud Service Providers (CSP) having its own Data Center (Tier – III or Tier – IV) offering Public Data Centre services or an authorized partner of such CSP i.e. MSP. In case of an authorized partner, the MSP must quote solution with one CSP only and the CSP should offer the authorization to one MSP only</p> <p>Airtel Request to kindly consider MeitY CSP only Request department to amend the clause as In case of an authorized partner, the MSP must quote solution with one CSP only and also One CSP with One MSP only CSP Datacentre/Data Recovery Center should conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party Documentary Evidence - Self Certificate/Declaration signed by the Authorized Signatory of the CSP</p> <p>AWS - The Cloud Service Provider (CSP) must be empaneled with the Ministry of Electronics & Information and Technology, Government of India, and has been audited by STQC. Documentary Evidence - MeitY Empaneled Certificate</p> <p>SISL - Request you to please change the clause to " The bidder or the CSP of which the bidder is an authorized partner should be empaneled with MeitY for providing cloud services."</p>	<p>Airtel - Any Data Centre operation will come & participate if its open . Meity has audited the CSP data centre & accordingly MeitY Empaneled the CSPs . So request to allow only Meity CSP's only to participate .</p> <p>AWS - MeitY has empanelled multiple CSP providers after setting stringent guidelines and standards. We request that DGR should only ask for Meity empanelled so that DGR gets high standard of services as per MeitY guidelines.</p> <p>As per MeitY RFP for empanelment of CSP " Inviting Application for Empanelment of Cloud Service Offerings of Cloud Service Providers" - Please refer to Section 6.2.1 Point III, page 25 of the MeitY website. https://www.meity.gov.in/writereaddata/files/Application_Empanelment_CSPs_June_2021.pdf</p> <p>"Conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party AWS operates our data</p>	Refer Corrigendum
----	------------------------------------	-------	---	--	---	---	---	-------------------

54	Oracle, RailTel, Sify, SISL	5.1.3.1 3.d	11	Eligibility / pre-qualification criteria	ISO 22301 for Business Continuity Management System (BCMS)	<p>Oracle - We request DGR to kindly revise this to "Copy of ISO 22301 certification or the plan should be submitted during detailed engineering."</p> <p>RailTel - Kindly relax the criteria seeking ISO 22301 for Business Continuity Management</p> <p>Sify - We request to amend the clause as: a ISO 27001:2013 for Information Security Management System and b ISO 9001 for Quality Management System and c ISO 20000:2011 for IT Service Management and d ISO 27017 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology and e ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds and f ISO 20000-1 – NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1.</p> <p>SISL The proposed CSP should possess all the below certifications which are valid as on bid submission date – - ISO 27001:2013 certification - ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC - ISO 27018 - Code of practice for protection of personally, identifiable information (PII) in public clouds - ISO 20000- 1:2011 certification for DC Service Management System - PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud - SOC-1, SOC-2 and SOC-3 compliant.</p>	<p>Oracle Either of ISO 22301 certification (Complying to Business Continuity Management Standard Requirements) or having a business continuity plan in place protects against and reduces the likelihood of occurrence of disruptions and helps in preparation for response mechanism to recover from disruptive incidents when they arise. ISO 22301 is specific to few CSP only. Request you to please relax this clause for larger participation</p> <p>RailTel System (BCMS) in the pre-qualification criteria as this is restricting our participation. We have all other ISO certifications asked in the tender except ISO 22301. We would like to inform that ours is MeITy empanelled and Tier III uptime certified data centre complying with all Government guidelines. Hence it is requested to kindly relax the clause for RailTel.</p>	Refer Corrigendum
----	--------------------------------------	----------------	----	--	--	---	--	-------------------

55	Oracle	7.3.2	26	Delivery of DR Services	Gold Applications: These are also critical applications but just below the Platinum category and constitute approx. 20% of applications hosted in PSDC. These applications shall be replicated to DR site with lesser compute and storage requirements. It shall be replicated with 1:1/2 resources at DR site during switch over from passive to active. DR Database/Storage shall be replicated on an ongoing basis and shall be available in full for the applications in scope as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Centre site at all times.	We request DGR to kindly confirm which of these approach is to be followed as one clause talks about reduced storage while the other talks about 100% storage capacity	Ideally a 100% storage capacity is deployed at the DR for syncing the data between DC and DR	Refer Corrigendum
		7.4.3	29	RPO / RTO Requirements				
56	Oracle	7.3.6	27	Delivery of DR Services	Service Provider shall be responsible for the security of the “guest” Operating System (OS) and any additional software including the applications running on the guest OS.	Kindly confirm if the guest operating system and any additional software i.e. Database etc. has to be offered by the bidder or the same will be provided by DGR and procured separately by DGR	This will help in preparation of the optimum commercials for DGR	Refer Corrigendum
57	Oracle	10.2	39	Financial Bid Form	VM charges	Kindly confirm if the cost pertaining to guest operating system and any additional software i.e. Database etc. has to be added under this head. Kindly confirm how do we derive unit rate as the configuration of each VM is different. Also kindly mention the full list of the services that are envisaged as part of the fixed cost. To have more clarity on this, we would request DGR to kindly showcase an example citing the calculation method for fixed cost. Also kindly mention if the quantity 137 has been linked to the infrastructure details shared in the Annexure A	This will result in a clear comparison as every bidder will have a benchmark around the cost heads that needs to be included	Bidder to use the information available in Annexure - A.
58	Oracle	10.2	39	Financial Bid Form	Application Migration & Implementation	We assume that this is in the scope of the application vendor and not in the scope of the bidder.	-	As per tender document

59	Oracle	7.3.7	27	Delivery of DR Services	In case, the Service Provider provides some of the System Software as a Service for the project, Service Provider shall be responsible for securing, monitoring, and maintaining the System and any supporting software at DR sites. PSDC shall be responsible for securing and maintaining the department applications in DC sites.	We request DGR to kindly modify the clause as stated below: In case, the Service Provider provides some of the System Software as a Service for the project, Service Provider shall be responsible for securing, monitoring, and maintaining the System and any supporting software at DR sites. PSDC shall be responsible for securing, Monitoring and maintaining the department applications in DC sites.	Kindly confirm if DGR will take up the responsibility of Monitoring the DC site	As per tender document
60	Oracle	7.1.5	24	Scope of Work - Overview	The Service Provider shall conduct DR drill for a minimum 10 to 12 applications as per criteria defined by PSDC team for the duration of at least 10 hours for the interval of every six months of operation, wherein the Primary DC has to be deactivated and complete/partial operations shall be carried out & managed from the DR Site without any failure or lagging. However, during switch over from Primary DC to DRDC or vice-versa (including regular planned changes), compliance with RTO and RPO requirements are to be met else penalty as per SLAs will be applicable, preferably there should be no data loss. Service Provider shall submit report of DR drill to DGRPG.	Kindly confirm the exact timeframe during which DR will be operational at full capacity in an year's timeframe. Also kindly confirm if the capacity for each VM to be deployed on DR has to be scaled as per the categories and capacity mentioned in the RFP i.e. 1:1 capacity provision for Platinum and 1:1/2 capacity for Gold while the state of DR changes from passive to active. Out of 10-12 applications to be migrated how many will belong to : - Platinum -Gold -Silver -Bronze	This will help the bidders in estimating the revenue to be generated due to the DR operations	The compute ratio referred here is related to Physical and Virtual cores. Refer clause no. - 7.3.2

61	Oracle	7.3.2	26	Delivery of DR Services	<p>PSDC has categorized applications into four categories which is to be used by the bidders for DR planning as well as Financial bidding:-</p> <p>Platinum Applications: These are the most critical applications which constitute approx. 35% of applications hosted in PSDC. These applications need an active/passive DC/DR configuration with same replica on DR site. These applications shall be configured with 1:1 resources at DR site during switch over from passive to active.</p> <ul style="list-style-type: none"> • Gold Applications: These are also critical applications but just below the Platinum category and constitute approx. 20% of applications hosted in PSDC. These applications shall be replicated to DR site with lesser compute and storage requirements. It shall be replicated with 1:1/2 resources at DR site during switch over from passive to active. 	<p>Kindly confirm if the Platinum and other class apps will operate at a bare minimum capacity in DR during the passive state and platinum apps will scale up in the ratio of 1:1 viz. a viz. the capacity of VM at DC once the failover happens to DR and the state of DR changes to Active similarly for Gold post the changes of state to active the capacity will be scaled up in the ratio of 1:1/2 viz. a viz. the capacity setup on DC</p> <p>Kindly confirm if our understanding is correct</p>	-	<p>The applications may operate at bare minimum capacity in DR. Rest any working solution meeting the RPO / RTO requirements will be acceptable to department.</p>
62	Oracle	10.2	39	Financial Bid Form	<p>Fixed Charges, VM Charges and non computation charges per VM</p>	<p>We would request DGR to kindly explicitly mention the set of services to be segregated and included as per the stated cost heads.</p> <p>Regarding the VM cost a fixed configuration should be offered by the department for fair computation as the VM configurations in the Annexure A has huge variance.</p> <p>Also an example of calculation for each cost head will remove any ambiguities and will lead to a fair comparison between the solutions offered by various vendors</p>	-	<p>As per tender document</p>

63	Oracle	10.2	40	Financial Bid Form	Monthly charges calculations in Table 2	Please confirm the formula for the monthly charges calculation in Table 2 as it is calculating the same by multiplying the quantity along with the hourly charges	-	Refer Corrigendum
64	Oracle	7.1.10	25	Scope of Work - Overview	Service Provider must comply to security regulations defined by Gol or authorized agencies CERT-In / MHA / MeitY / SOC / State etc.	Request to kindly consider Meity CSP	Meity has done the required STQC and other audits of CSP's datacenter and have also listed the approved list of CSP's on the public website	As per tender document
65	Airtel	5.1.3.5	10	Eligibility / pre-qualification criteria	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be a profit making company for each of the last three audited financial years (i.e. FY 2018-19, FY 2019-20 & FY 2020-21). Certificate duly signed by statutory auditor of the bidder confirming the net-worth and profit after tax.	positive net worth- (i.e. FY 2019-20, FY 2020-21 & FY 2021-22). As Audit balance sheet is published. Please consider CA certificate	As current FY Audit balance sheet is published	Refer Corrigendum
66	Airtel, Sify	5.1.3.4	10	Eligibility / pre-qualification criteria	Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover requirements.	Airtel Please consider CA certificate Sify We request to amend the clause as Certificate duly signed by statutory auditor / practising Chartered Accountant	-	As per tender document
67	Airtel	5.11.3	17	Proof of Concept (PoC)	If the L1 bidder fails to offer the DR solution in the stipulated time OR fails the PoC thereafter, L1's bid would be rejected, its EMD would be forfeited and it would be debarred from participating in the Department's tender for procurement of similar solution for one year.	Request Department to kindly do the POC before opening of Financial bid and if Bidder fails Financial bid should not be opened or If the L1 bidder fails to offer the DR solution in the stipulated time OR fails the PoC thereafter EMD should not be forfeited & would not be debarred from participating in the Department's tender for procurement of similar solution for one year.	-	Refer Corrigendum
68	Airtel	General Queries	-	-	-	Last mile connectivity should also be on Optical fiber at DC & proposed DR. certificate must be submitted.	-	As per tender document

69	Airtel	General Queries	-	-	-	For Network Connectivity The ISP should be a National Long Distance (NLD) . certificate must be submitted.	-	As per tender document
70	Airtel, AWS	7.1.3	24	Scope of Work - Overview	The Disaster Recovery Site shall remain on standby based on Active Passive configuration. The compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR. The application environment shall be installed and ready for use.	We request that bidder should be allowed to provision the DR resources as per RPO/RTO requirement.	Keeping minimum possible compute resources always available will increase the overall cost. So we request that provisioning of DR compute resources should be allowed as per RPO and RTO mentioned in the RFP.	Working solution meeting the RPO / RTO requirements will be acceptable to department.
71	Airtel, AWS	7.2.4	25	Web-Based Dashboard (DRMS software)	DRMS software shall support disaster recovery capabilities at on premise, at on premise DR location and Public cloud like Azure, AWS and GCP.	We request that clause to be modified as DRMS software shall support disaster recovery capabilities from on premise to public cloud , public cloud to public cloud and between different regions of public cloud. Public cloud like Azure, AWS and GCP.	This clause is restrictive in nature and restricts the broader participation from multiple OEMs	Refer Corrigendum

72	Airtel, AWS, IFI, Microsoft	7.2.6	25	Web-Based Dashboard (DRMS software)	<p>Airtel, AWS DRMS software shall provide automated failover and failback after initiating the DR execution as per defined policies.</p> <p>IFI, Microsoft Dashboard should have capability to send automated emails to respective authorities and assigned roles.</p>	<p>Airtel, AWS We request that clause to be modified as DRMS software shall provide automated failover and automated/manual failback after initiating the DR execution as per defined policies.</p> <p>IFI, Microsoft Please elaborate the requirement whether the alerts asked are incident or service related or both. Kindly include the cost of such notification services in the commercial template</p> <p>The requirement provided for Web-Based Dashboard (DRMS software) is not standard and SI/MSP has to develop the asked requirement as part of DRMS software. Therefore, request you to kindly review this requirement. Also, since this is a custom development, DGR also need to evaluate on the capabilities of relevant SI/MSP and include the development cost in commercial template</p>	This clause is restrictive in nature and it points to specific OEMs in the DRMS domain. The clause is restricting the broader participation from multiple OEMs. As RPO and RTO is already mentioned, it should be left to bidder to decide on how to do the failback whether automated or manual.	As per tender document
73	Sify	7.4.3	29	RPO / RTO Requirements	DR Database/Storage shall be replicated on an ongoing basis and shall be available in full for the applications in scope as per designed RTO/RPO and replication strategy	We understand the you will provide all the Database licenses for DR Database level replication.	–	As per the RFP, DR Solution is to be designed by service provider. If the solution requires OS or DB licences, the bidder should bid accordingly. In case, the licence will be required then the service provider should add the licence cost with the solution or VM cost. Further, service provider should ensure that all the tools / software / licenses to be used in the solution are genuine.
74	Sify	5.14.1	18	Performance security	As soon as possible, but not more than 20 days following receipt of Letter of Intent (LoI), the successful bidder shall furnish performance security amounting to Rs. 30 lakh to DGRPG as performance security	We request you to change this clause. Kindly keep the PBG 3% instead of fixed 30 Lacs.	–	As per tender document

75	Sify	8.4	32	SLA and Penalties	Availability of passive DR services Availability as per the category mentioned at clause no. - 7.4.1:- a) >=99.9% b) Between 99.9% and 99% c) Less than 99%	We request you to change this clause. And keep DR resource availability 99% only.	-	As per tender document
76	Sify	8.10	33	SLA and Penalties	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) - Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	We request to amend the clause as: Platinum - For every 10 minutes delay or part thereof in RPO/RTO, 1% of Quarterly Payment of the VM & its allocated storage shall be deducted. Gold - For every 10 minutes delay or part thereof in RPO/RTO, 1% of Quarterly Payment of the VM & its allocated storage shall be deducted. Silver - For every 30 minutes delay or part thereof in RPO/RTO, 0.5% of Quarterly Payment of the VM & its allocated storage shall be deducted. Bronze - For every 60 minutes delay or part thereof in RPO/RTO, 0.5% of Quarterly Payment of the VM & its allocated storage shall be deducted.	-	As per tender document
77	Sify	8.7	32	SLA and Penalties	Response Time - Time taken to acknowledge a ticket/incident which is calculated for all tickets/incidents.	We request to amend the clause as: Penalty should not be imposed on ticket/incident basis and Response & resolution times should vary depending on the Priority of the ticket P1, P2, P3 & P4 2) Penalty should be e.g. if 95% of the P1 ticket cumulatively not addressed in a quarter within the defined SLA then 0.1% of the QP payment / Monthly payment.	-	As per tender document
78	Sify	8.Note.4	34	SLA and Penalties	Penalties shall be recovered from pending payments or from PBG	We request to amend the clause as: Penalties shall be recovered from pending payments till only the contract validity.	-	As per tender document
79	Sify	5.10.1.3	16	Financial bids evaluation	The remaining bidders shall proceed to the reverse auction stage. The start and end date / time of the reverse auction shall be specified post opening of the financial bid.	We request to remove this clause and make selection based on the overall L1 criteria, public cloud solution does not have flexibility for reverse auction where the charges in public cloud is basis on the usage model.	-	As per tender document

80	Sify	7.1.2	24	Scope of Work - Overview	Primary DC and the DRDC would operate in an asynchronous mode with 100% storage replicated from primary to DR site and should be in different seismic zones.	We request to update clause as "storage/tool based replication from primary to DR Site and should be in different seismic zones"	-	Refer Corrigendum
81	Sify	7.4.2	29	RPO / RTO Requirements	Service Provider shall meet the above mentioned RPO/RTO for entire contract duration. However, during the change from Primary DC to DRDC or vice-versa (regular planned changes), there should not be any data loss or transaction loss. There shall be asynchronous replication of data between Primary DC and DRDC and the Service Provider shall be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements.	In order to size the replication link we will require the daily data change rate and percentage of data change growth over the period of contact period to estimate the bandwidth to meet expected RPO & RTO.	-	Per Day Data Growth is approx 60 GB. Bidder to design the solution accordingly
82	Sify	10.2. Table - 2	40	Financial Bid Form	VM – 2vCPU/2GB RAM	In order to prepare the cost for this line item we need to have the Operating system name as well. Please help provide the same.	-	As per tender document
83	Sify	10.2. Table - 2	40	Financial Bid Form	Non-computation cost per VM	Need more clarity on this line item, what prices need to be quoted.	-	As per tender document
84	SISL	5.1.3	11	Eligibility / pre-qualification criteria	Eligibility criteria for Data Centre site(s) in which DR is to be established	The CSP should be Listed in the leaders section of Gartner Quadrant as on bid submission date as per latest available report under IaaS.	-	As per tender document
85	SISL	5.1.3	11	Eligibility / pre-qualification criteria	Eligibility criteria for Data Centre site(s) in which DR is to be established	The CSP must be operating at least two (2) Data Centre / Disaster Recovery Centre Facilities in India located in different seismic zones, to withstand natural disasters.	-	As per tender document
86	SISL	5.1.3	11	Eligibility / pre-qualification criteria	Eligibility criteria for Data Centre site(s) in which DR is to be established	CSP should have native tool for Disaster recovery and should be able to integrate with third party DR tool vendors.	-	As per tender document
87	SISL	5.1.3	11	Eligibility / pre-qualification criteria	Eligibility criteria for Data Centre site(s) in which DR is to be established	CSP should be able to provide customize VM sizes (e.g. 6vCPU/16GB, 10vCPU/22GB) and should be able to give unit price for vCPU and RAM for x86 platform	-	Customized VMs would be sought from service provider as per rates discovered in its financial bid.

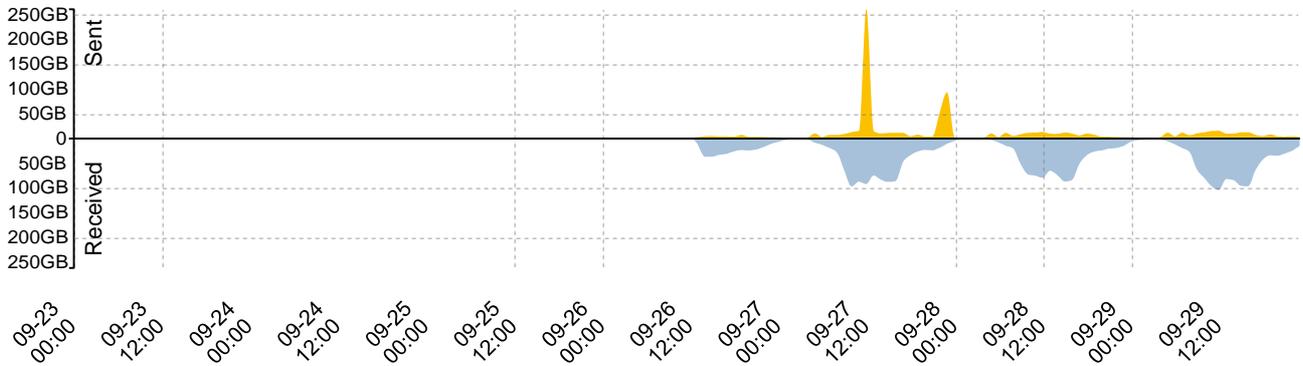
88	SISL	5.1.3	11	Eligibility / pre-qualification criteria	Eligibility criteria for Data Centre site(s) in which DR is to be established	CSP should have the public pricing for the CSP native services which are used in the project.	–	As per tender document
89	Sify	7.3.8	27	Delivery of DR Services	Service Provider should ensure base minimum security at different layers of or likewise which shall include data & network security, Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting. Service Provider shall also be able to meet latest security requirements as per Gol, MietY & CERT-In guidelines.	We request to amend / added the clause as:- we suggest that Bidders should propose commercial product for security solution. Security solution like NGFW, WAF should get regular updates, patches etc. from OEM. Bidder should submit vulnerability report for proposed security solution on quarterly basis.	–	Refer Corrigendum
90	IFI, Microsoft	5.1.3.2	9	Eligibility/ Pre-Qualification Criteria	The bidder should be in operation for at least the last three years as on 31st March, 2022 in doing "Similar Work".	As we are MSME bidder, we request you to kindly provide exemption for the experience. Also, we are Gold Partner of Microsoft and having advanced specialization in Cloud Services. We have also done lots of businesses for various cloud projects in Public Sector & Private Sector.	–	As per tender document
91	IFI, Microsoft	5.11.2	16	Proof of Concept (PoC)	All necessary services for PoC of DR solution has to be provided by the bidder within 15 days of intimation failing which it would be deemed that the PoC has been unsuccessful and the bid would be rejected.	Request to increase the duration of POC to 45 days as this is a complex process and requires full testing followed by stabilization	–	As per tender document

92	IFI, Microsoft	7.3.2	26-27	Delivery of DR Services	<p>These applications shall be configured with 1:1 resources at DR site during switch over from passive to active.</p> <p>It shall be replicated with 1:1/2 resources at DR site during switch over from passive to active.</p> <p>It shall be replicated with 1:1/3 resources at DR site during switch over from passive to active.</p> <p>It shall be replicated with 1:1/4 resources at DR site during switch over from passive to active.</p>	Please clarify whether 1:1, 1:1/2, 1:1/3 and 1:1/4 refer to Physical vs Virtual cores or it is related to sizing considerations w.r.t. DC and DR. For eg. If DC is 100%, DR has to be 50%.	–	Related to Physical and Virtual cores
93	IFI, Microsoft	10.2	40	Financial Bid Form	Additional single core computation (1vCPU)	This requirement can be sufficed by selective CSP's only. Request you to kindly remove this requirement to ensure technically and commercially competitive bid	–	As per tender document
94	IFI, Microsoft	Additional query	–	–	–	Please elaborate on the exact requirement for security, bandwidth etc. and include the same in commercial template	–	Per Day Data Growth is approx 60 GB. Bidder to design the solution accordingly

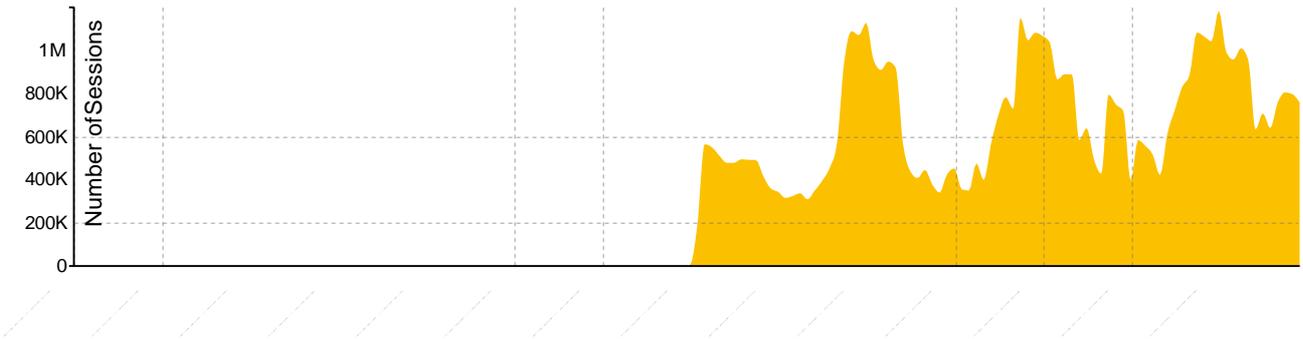
Bandwidth and Applications details from (26/09/2022 to 29/09/2022)

Bandwidth and Applications

Traffic Bandwidth



Number of Sessions



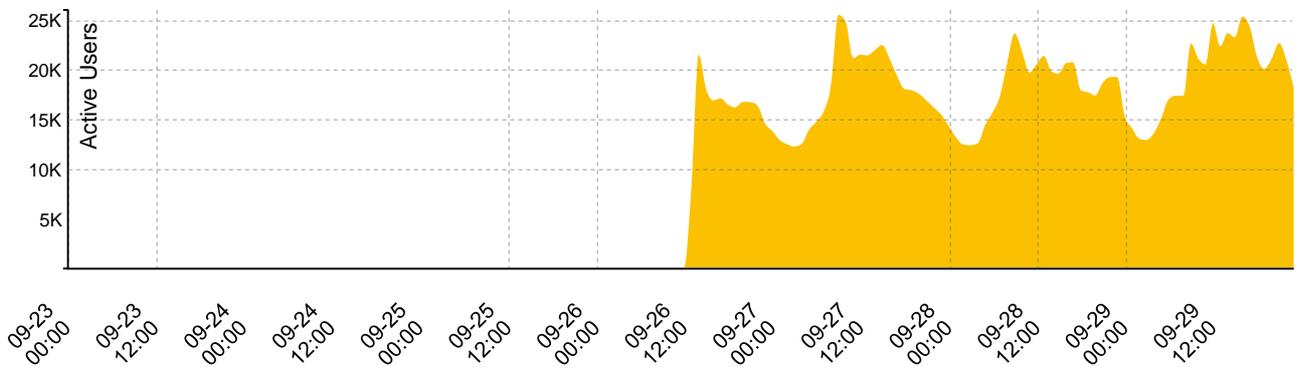
Top Applications by Bandwidth

#	Application	Bandwidth	Sent Received
1	HTTPS		5.45 TB
2	HTTP		1.19 TB
3	tcp/8408		476.67 GB
4	TCP-2425		165.45 GB
5	MS-SQL		49.44 GB
6	DNS		9.89 GB
7	TCP-8081		3.11 GB
8	tcp/1521		1.34 GB
9	MYSQL		1.23 GB
10	TCP-8080		786.01 MB

Top Applications by Sessions

#	Application	Sessions
1	HTTPS	42,452,144
2	HTTP	42,135,094
3	DNS	15,794,552
4	Domain Name Server	4,386,008
5	Console Management(Telnet)	1,293,989
6	TELNET	1,025,959
7	TCP-8081	534,751
8	PING	484,142
9	SMB	456,796
10	tcp/6379	418,063

Traffic History by Number of Active Users



PSDC ARCHITECTURE

