CORRIGENDUM - 1

CLARIFICATIONS ON QUERIES ON REQUEST FOR PROPOSAL FOR EMPANELMENT OF SERVICE PROVIDERS FOR PROVIDING CLOUD SERVICES FOR E-AUCTION SERVICES OF TEA
TENDER ID: 2019_TBI_510430_1
Tender Notice No. 6(29) /LC/2019/ PCS dated 11.10.2019

S. No.	Section	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remarks- If Any	Reply of Tea Board
1	Minimum Eligibility Criteria	24	1	The bidders shall mandatorily be empanelled under Ministry of Electronics and Information Technology (MeitY) for providing cloud service for hosting auction platform of tea and shall have valid STQC audit certificate.	Can a CSP authorize a MSP- Managed Service Provider to participate in this opportunity	Please Confirm	As per the bid document, MeitY empaneled and STQC audit compliant CSPs can participate in this RFP.
2	Minimum Eligibility Criteria	24	1	The Bidder should have successfully implemented/commissioned at least 1 (one) government/PSU projects of DC/DR with Cloud deployment with an order value of minimum Rs. 35.00 lakhs per project hosted at the proposed DC and DR facility in India.	Most of the Customers never mentioned the word DC/DR in the Work Order, but it is defined by the components and its usage .i.e., enterprise class software/hardware Infrastructure and also by the quantity, defining Size	Please confirm if the PO submitted as a proof will be having enterprise class software/hardware and quantity will be acceptable or not	As per RFP deployment in the Cloud environment is essential.
3	Minimum Eligibility Criteria	24	1	The Bidder should have successfully implemented/commissioned at least 1 (one) government/PSU projects of DC/DR with Cloud deployment with an order value of minimum Rs. 35.00 lakhs per project hosted at the proposed DC and DR facility in India.	We request to allow experience from the NGO/Education/Large Enterprises also	As this will also enable lot of perspective bidders to particiapte in this opportunity, resulting in healthy competition and better pricing for Tea Board	As per RFP.
4	Minimum Eligibility Criteria	24	1	The Bidder should have successfully implemented/commissioned at least 1 (one) government/PSU projects of DC/DR with Cloud deployment with an order value of minimum Rs. 35.00 lakhs per project hosted at the proposed DC and DR facility in India.	We request to change this clause as "The Bidder should have successfully implemented/commissioned at least 1 (one) government/PSU projects of DC/DR with Cloud deployment with an order value of minimum Rs. 35.00 lakhs per project hosted at the DC and DR facility in India."	There are 10+ CSPs listed in the MEITY and bidders work with all of them depending on the project requirement and price vaibality. Amending this clause will allow bidders to explore more with different CSP and not restricting them to one with whom they have specified experience.	As per RFP.
5		8	16 i	MPLS connectivity will be provided by the ISP selected by Tea Board. The cross connect charges has been mentioned for two MPLS connectivity. However, the Bidder shall be responsible for provisioning of adequate Internet Bandwidth (minimum of 2 ISPs) and connectivity at the DC & DR, including termination devices, for end users to access Tea Board auction platform.	We would request Tea Board to clarify the capacity of MPLS bandwidth required at the DC & DR.		Providing MPLS connectivity is not included in the scope of this RFP. However, cross connect facility needs to be provided by the successful bidder.
6		8	17 n	The Bidder shall be responsible for provisioning of adequate Internet Bandwidth (minimum of 2 ISPs) and connectivity at the DC & DR, including termination devices, for end users to access Tea Board auction platform.	We would request Tea Board to clarify the capacity of Internet bandwidth required at the DC & DR.		Please refer to Annexure E-1 of the RFP.
7		8	17 r	The infrastructure provisioned by the Bidder must be scalable and shall allow Board to add / reduce cloud resources on demand basis through an user-friendly dashboard. Optimization of resources shall be in the scope of the bidder. The bidder should evaluate the requirement and provide an optimized and cost effective solution in response to the RFP.	Please confirm if Tea Board will follow the standard practice of raising a support ticket with the 24*7 support team for the needful.		As per the RFP the dashboard utility has to be provided by the successful bidder. Provision of raising support ticket may also be provided.

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8		8 18	s	The Bill of Materials provided above is only indicative. Over a period of time Tea Board might decide to optimize the application further due to which the components in the Bill of Material can undergo changes. It is expected that the price payable by Tea Board to the successful vendor will accordingly be changed with mutual consent of both the parties in writing.	Need clarification on the time frame to change the instance type and the possible estimated frequency of undertaking this activity.		On-demand self service, scalability and elasticity are features of cloud computing. As per RFP.
9		8 18	x	Proposed DR shall be of 50% capability in terms of computing resources compared to the DC.	The tender document has a complete BoQ. Do we need to follow the BoQ provided in the RFP or prepare a new BoQ as per the "DR = 50% of DC" guideline.		As per RFP.
10	B. Security and Statutory Requirements:	21	f(ii)	The Audit, Access and Reporting Requirements shall be as per the terms and conditions of the Provisional Empanelment of the Cloud Service Provider.	Please confirm if Tea Board intends to have physical access of the Data Centre.		Tea Board may seek physical access to the DC, if required. As per RFP.
11	Annexure – E	55	Connectivity	Port to terminate existing MPLS links (from two different service provider) in high availability configuration 2 Nos. each for DC and DR	We would request Tea Board to clarify if the requirement is for providing Cross Connect charges .		Please refer to the reply at Sl. No. 5 above.
12		18 30	Liquidated Damage	The service shall be made available within two (2) weeks from the date of the work order issued by the Board. Any time beyond the scheduled period may call for penalty.	We would request Tea Board to increase the timeline to provide the ILL , P2P links to 4 weeks. For 3rd party links we would request the deployment time to be extended to 8 weeks. For cloud infrastructure we would request the timeline for delivery to be extended to 6 weeks.		The timeline has been revised to 5 weeks.
13		18 32	3	Availability of the network links at DC and DR (links at DC / DRC, DC-DRC link)	Industry standard uptime for links in ring architecture is 99.5% monthly . Hence request Tea Board to amend the SLA accordingly. Also the penalty associated with deviation is very high . Hence request Tea Board to reduce the SLA penalty to half of what is currently reflected in the RFP.		As per RFP, the high availability is required for providing end users access to Tea Board electronic auction platform.
14		8 17	q	Bidder shall have to provision the bandwidth between DC and DR accordingly to meet the RPO and RTO requirements. The Bandwidth shall be dedicated and shall meet the SLA as mentioned in the RFP.	As per commercial bid the bandwidth mentioned is 50 Mbps P2P link between DC and DR. We understand that the bandwidth sizing has been done according to the desired RPO and RTO requirements and the bidder needs to provide only 50 Mbps link between DC and DR. Please confirm our understanding is correct.		Please refer to Annexure E-1 of the RFP for details regarding connectivity to be provided at DC, DR and between DC nad DR.
15				General Query	We understand that Tea Board will provide all the licenses necessary to implement the required solution. Please confirm our understanding. In case the bidder is expected to provide the licenses then please provide the clarification in terms of software licenses BoQ.		Successful bidder need to provide the licenses.
16		8 16	h	The bidder shall be responsible for provisioning of requisite network infrastructure (including switches, router, firewalls, and load balancers) to ensure accessibility of the servers as per defined SLA's. All the equipment/Devices in the path have to be in HA mode.	Please confirm if Network/Security has to be dedicated, since the requirement is for GCC cloud wherein Network / Security can be designed from shared model within GCC cloud. Please confirm on the same.		As per RFP.
17		8 16	k(i)	Disk to Disk to tape will be preferred for database backups. The bidder may propose cost effective solution as per RFP and abiding by the policy of MeitY.	In GCC cloud Disk to Disk backup is provided and for longer retention a 2nd copy of the backup can be provided in different seismic zone hence there won't be any requirement of tape backup. Request you to remove the clause for tape backup.		Please refer to the reply at Sl. No.33 above.

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18		8	16 i	The Bidder shall be responsible for provisioning of adequate Internet Bandwidth (minimum of 2 ISPs) and connectivity at the DC & DR, including termination devices, for end users to access Tea Board auction platform.	Please provide required Internet bandwidth to ensure each bidder quote same size and should not make conflicting proposals. Also for DC & DR replication please share daily delta data to factor relevant bandwidth between DC & DR to meet RPO/RTO.		As per RFP.
19	B. Security and Statutory Requirements:	19	b. Privacy and Security Safeguards	CSP/Bidder shall ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options. The bidder shall ensure data encryption for both data in transit and data at rest.	Please confirm if KMS (Key Management System) is also required in the solution. If yes, please share the number of devices /account required for KMS solution.		As per RFP.
20		20	ii	CSP / Bidder shall notify Tea Board promptly in the event of security incidents or intrusions, or requests from foreign government agencies for access to the data so as to enable the Board to manage these events proactively.	Please confirm if this is related to SIEM solution? If yes please confirm if SIEM is only required for Production environment or the entire proposed infrastructure. Also, please confirm if there is any requirement of VAPT? If yes, please confirm if this is require only for production environment or the entire setup.		As per RFP.
21		8	15 A	Scope of Work- Cloud Services	Who is responsible for Migration of existing data center data to cloud		The selected bidder along with the existing service provider shall facilitate in the matter.
22		8	15 A	The proposed landscape for the deployment of auction solution is i. Staging ii. Production iii. Disaster Recovery	Please provide Configuration of staging environment		As per RFP.
23		8	15 A	The e-auction application shall be deployed on the virtual Government Community Cloud.	With global players hosting multiple secure and sensitive applications on AWS, Azure etc, request Tea Board to permit a proven secure cloud which may not be a part of Government Community Cloud in India?		As per RFP.
24		8	16 A	MPLS connectivity will be provided by the ISP selected by Tea Board. The cross connect charges has been mentioned for two MPLS connectivity. However, the Bidder shall be responsible for provisioning of adequate Internet Bandwidth (minimum of 2 ISPs) and connectivity at the DC & DR, including termination devices, for end users to access Tea Board auction platform.	Who is responsible to transfer MPLS link traffic from DC to DR incase of DR announcement		As per RFP, MPLS connectivity will be provided by the ISP selected by Tea Board.
25				In view of the upcoming holidays extend the bid submission date by at least 15 days.			Last date of submission of bid has been extended till 4 P.M. on 8th November, 2019 Date and time of opening of technical bid: 11th November, 2019 at 4 P.M.
26				Make suitable changes in the RFP to allow the successful bidder at least 8 weeks from receiving the PO to deliver the project.			Please refer to the reply at Sl. No. 12.
27		8	17 A	The data centre and DR shall be minimum of Tier III classification (Valid Copy of the Tier III Certification, certified under TIA 942 or Uptime Institute certifications to be enclosed). Both the DC and DR sites should be owned by the bidder.	Our understanding is bidder means consortium partners and one of the partners should have DC and DR with required certificates. Please confirm.		No consortium is allowed.

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28	9	24		The bidders shall mandatorily be empanelled under Ministry of Electronics and Information Technology (MeitY) for providing cloud service for hosting auction platform of tea and shall have valid STQC audit certificate	1. Our understanding is the cloud provider (for eg: AWS, Azure etc) should be empanelled withMeitY and their cloud infrastructure should be STQC audit certified- is our understanding correct?If we provide on AWS which has successfully completed the STQC (Standardization Testing and Quality Certification) audit from the Indian Ministry of Electronics and Information Technology (MeitY) for cloud services, would that be OK? 2. We request you to remove requirement of "having hosted auction platform for tea" as a requirement as it is too specific and may eliminate quality cloud providers without good reason as hosting any application on the cloud will require similar skills.		Please refer to point No. 1 above.
29	9	24		The Bidder should have successfully implemented/commissioned at least 1 (one) government/PSU projects of DC/DR with Cloud deployment with an order value of minimum Rs. 35.00 lakhs per project hosted at the proposed DC and DR facility in India.	Request Min Order Value to be reduced to 10 Lakhs		As per RFP.
30	8. Brief Scope of Work A. Scope of Work-Cloud Services	17	Clause No. m	The data centre and DR shall be minimum of Tier III classification (Valid Copy of the Tier III Certification, certified under TIA 942 or Uptime Institute certifications to be enclosed). Both the DC and DR sites should be owned by the bidder.	Kindly amend the clause as : The data centre and DR shall be minimum of Tier III classification (Valid Copy of the Tier III Certification, certified under TIA 942 or Uptime Institute certifications to be enclosed). Both the DC and DR sites should be owned by the bidder or on lease.		As per RFP.
31	8. Brief Scope of Work	19	B. Security and Statutory Requireme nts b. Privacy andSecurit ySafeguar d (i)	CSP/Bidder shall ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options. The bidder shall ensure data encryption for both data in transit and data at rest	Request you to kindly amand this clause as " CSP/Bidder shall ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application The bidder shall ensure data encryption for both data in transit and data at res		As per RFP.
					As per page no. 19, Key Management is mentioned but in commercial format there is no line item mentioned for same. Kindly confirm if is it requried?		As per RFP.
					If yes kindly add the dedicated line item for key management in commercial format		As per RFP.
32	Annexure E Commercial Template	56	6. Security and Managem ent Compone nts	Firewall Management Servicesincluding IPS/IDS: Sonicwall E5500 compatible firewall in high availability mode (1 each for DC & DR) SSL certificate Anti-virus	As per PRF commercial format in security tab only 3 line items are mentioned kindly confim apart from these any additional seciurty components are required eg.WAF, SIEM etc.		As per RFP.
					Kindly confirm does Tea Board is having any dependencies on the mentioned firewall or bidder can propose the alternative firewall with the same features as that of the mentioned firewall.		This is only for reference as per existing infrastructure.
33	8. Brief scope of work A. Scope of Work-Cloud Services	16	k	Backup solutions shall be the responsibility of the bidder for Production, DR and Staging in the form of disk to disk to tape or latest generation LTO	As per RFP page no. 16, Backup required on Disk and Tape but in commercial for there is no provision for Tape Backup kindly confirm is it requried?		Disk to disk backup will be sufficient as per the backup policy mentioned in the RFP.
					If Yes, kindly add the same in commercial format along with respected quantitiy of Tape.		As per RFP.

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34	8. Brief scope of work A. Scope of Work- Cloud Services	17	K (v)	Monthly full backup with retention period 6 Years.	As per RFP page no.17, if backup need to be retain for 6 Years but as per RFP contract period 3 years. Kindly confirm the time line for backup retantion period.		Retention of data for 3 years 6 months may be considered. If the contract is renewed, the data retention period will be completion of renewal period plus 6 months.
35	8. A. Scope of Work-Cloud Services	18	t	The successful Cloud Service provider is also expected to provide: i. SSL Certificate–Security Site SSL certificate	Please mention the type of SSL certificate to be provided? Domain or Organisational?		SSL certificate is required for the Domain.
					kindly confirm the No. of domain and subdomains to be covered?		only one domain.
36	5.4. Exit Management/ Transition-Out Responsibilities	21	b	The CSP shall mandatorily facilitate the data migration	Kindly confirm which type of support required from CSP or Tea board will provide the whole data in USB media and bidder need to help for restoration?		As per RFP.
					Kindly cofirm who will perform the migration activity with detailed scope?		Please refer to the reply at point No. 21 above.
					If it is under the bidder's scope kindly confirm the total data size need to be migrated from existing Netmagic premise to bidder's premise.		Approx. 600 GB data needs to be migrated.
					If data migration activity under the Bidder scope. Kindly add same line iteam in commercial templet.		Please refer to the reply at point No. 21 above.
37	Annexure E Commercial Template	50	1. DC Compute 1.7	Application Deployed: 3. Snorkel	Please provide whether these applicatons are to be provided by bidder or it will be under Tea Board scope?		It is not in the bidder's scope.
38	Annexure E Commercial Template	51	2. Additional Storage & Backup	Monthly backup for database backup files and documents uploaded by users with 10 years retention	As per the RFP page no 17 and commercial format page 51 both the sentences are contradictory kindly specify the required retetion period for the same ?		Please refer to the reply at Sl. No.34 above.
					As per RFP Page no 6 contract period is of (3) years so how the bidder can maintain the data for 6 or 10 years kindly elaborate on the same?		As per RFP.
39	Annexure E Commercial Template	55	5. Network & Security Network	Internet Bandwidth at DR site Unlimited data usage with 100 Mbps speed in high availability configuration	The clause contradicts with caluse from Section 2. 8. A. x. Page No. 18 which states "Proposed DR shall be of 50% capability in terms of computing resources compared to the DC." According to above clause DR should 50% of DC resources hence DR bandwidth should be 50Mbps. Kindly clarify.		As per RFP.
40	General				Kindly confirm concurrent users for the application?		Average number of concurrent users: 2000-3000

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41	Annexure – E	57	7	Operating System -18 & Data base management Services -03	DC Operating System Count is 13 & DR is 8 which become total 21 which should be 21 Total Operating System to be managed . Same way DB count at Dc is 3 and at DR is also 3 so Total qty has to be 6 in number compared to 02 which is being mentioned .		Under Row no. 7.1 , the quantity specified in the BoQ for Operating System Management Services has erronneously been recorded as 18 nos., which will actually be read as 21 nos. Therefore, it is requested to put total cost devided by 18 as unit cost, i.e., if the price to be quoted by the bidder for 21 nos. is x then the unit cost to be quoted by the bidder is equal to x/18. Similarly, under Row no. 7.2 , the quantity specified in the BoQ for Database System Management Services has erronneously been recorded as 3 nos., which will actually be read as 6 nos. Therefore, it is requested to put total cost devided by 3 as unit cost, i.e., if the price to be quoted by the bidder for 6 nos. is y then the unit cost to be quoted by the bidder is equal to y/3. This is being done as the BoQ format cannot be amended at this stage. But, the actual requirement is 20 nos. in place of 18 nos. in respect of Operating System Management Services and 6 nos. in place of 3 nos. in respect of Database System Management Services. Hence, It has been requested above to use the formula so that there shall not be any loss to the firm while quoting.
42	Annexure – E	57	7	Storage ,Network & Security Management Job quantity is being asked as only one	Storage , Network, Security will be managed at DC & DR at both site so Job Quantity has to be 2 considering each at DC & DR .		The services need to be provided for DC and DR.
43	Annexure – E	56	5	Load balancer : Qty-2 Application Load Balancer; L4 (TCP) & L7 (HTTPS) traffic 3 VIP for L4 (TCP) load balancer & 1 VIP for L7 (https) load balancer	Load Balancer is being asked only at DC - No Load Blancer is being asked at DR - Hope No Load Balancer is required at DR end and these two Load Balancer has to be configured at DC in High availability , Pls confirm throughput required at LB Level .		One Load balancer for DC and one load balancer for DR is required.
44	Annexure – E	56	5	Unlimited data usage with 100 Mbps speed in high availability configuration	100 Mbps Internet Bandwidth at DC & DR . Is this bandwidth Pipe requirement at DC & DR is 100 Mbps or you wanted to calculate 100 Mbps pricing both side at DC & DR , If this is not the case pls confirm actual bandwidth requirement at DC & DR .		As per RFP.
45	Annexure – E	56	5	DC & DR Connection link - 50 Mbps high availability link between DC & DR	50 Mbps is being asked between Dc & DR for replication - It should be on single connectivity or dual Connectivity between Dc & DR . It is again pipe requirement or actual replication bandwidth is something else as replication bandwidth is calculated based on data which is going to be replicated from DC to DR .		As per RFP.
46	Annexure – E	56	5	Firewall Management Services including IPS/IDS: Sonicwall E5500 compatible firewall in high availability mode (1 each for DC & DR)	Pls confirm Firewall throughput requirement , MIETY guidelines do say that sonic firewall is to be implemented . As per Industry standard Sonic firewalls are not industry or Data Center grade . It should Fortinet /Cisco like Gartner Listed hardware only .		The firewall specification provided in the RFP is the minimum requirement and as per the existing scenario. However, the bidder is advised to propose latest tecnically suitable firewall solution.
47	Annexure – E	54	4	Monthly - 800 GB Data base Backup ----For database backup files and documents uploaded by users with 10 years retention	10 Yrs. Retention is being asked hope this retention period backup requirement is only 800 GB which is mentioned in Commercial format . Pls confirm 10 Yrs. data backup size if requirement is otherwise.		Please refer to point No. 34 above.

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48	Annexure – E	54	4	Daily Backup - 160 GB For database backup files and documents uploaded by users with 7 days retention	Pls confirm actual requirement for 7 days retention hope 160 GB space suffix the requirement of 7 days daily retention .		As per RFP.
49	Brief Scope of Work	15	8	Proposed DR shall be of 50% capability in terms of computing resources compared at Dc	We see that Server sizing is at same capacity at DR - it should be same as in Commercial format or on 50% Capability .		Server sizing of DR is not similar to DC.
50	MPLS Network	14	7	Mpls Connectivity	As per MPLS Connectivity - 7 Mpls are there for TBI - so if TBI is planning to have connectivity at DC and DR than Port Connectivity requirement has to be 7 at DC and 7 at DR or TBI will have 2 Mpls connectivity to DC 7 DR from their Office with 7 Mpls .		The CSP needs to provide a solution for transferring the MPLS data traffic from DC to DR at the time of DR announcement.
51	A	17	l	DC/ DR - two different Geographic location or at a diff place	This has to be mentioned DC&DR should be in a two different seismic zone		The DC & DR sites shall be separated by a minimum distance of 100 kilometers.
					Actually Near DR happens to be different location		As per RFP.
52	A	17	m	Both the DC and DR sites should be owned by the bidder.	It is about building or if someone has taken colocation space & had tied up with third part or Govt Data center will be considered .		The data centre has to be owned by the service provider.
		17	m	Tier III Certification, certified under TIA 942 or Uptime Institute certifications to be attached	Certification should be updated & should be reflected without any expiration date on Uptime Institute and TIA 942 Portal		As per RFP.
53		17	m	Tier III Certification, certified under TIA 942 or Uptime Institute certifications to be attached	Both DC & DR Data center has to be certified by TIA 942 or Uptime Institute by both .		As per RFP.
54		17	m	Tier III Certification, certified under TIA 942 or Uptime Institute certifications to be attached	These DC has to be certified operationally not just on design . As per Uptime – It has to be on Operation level and for TIA – It has to be with site Certification not just on Design Document .		As per RFP.
55		14	b	Security and Statutory Requirements; Certification/Compliance:	ISO 27001		As per RFP.
					ISO 20000		As per RFP.
					ISO 27017		As per RFP.
					ISO27018		As per RFP.
					Uptime & TIA DC Certification		As per RFP.
56		14	b	Security and Statutory Requirements; Certification/Compliance:	ISO 22301 is not asked for DR Services		As per RFP.
57		14	b	Security and Statutory Requirements; Certification/Compliance:	PCI DSS - compliant technology infrastructure for storing, processing, and		As per RFP.
					transmitting credit card information in the cloud.		
					Pls conform on PCI & DSS whether it is required		
58				Requesting you to extend the bid submission till 07th November 19, as it's a long weekend due to Kalipuja and Depabali.			Please refer to the reply at Sl. No. 25
59		4, 5 & 29	Section-1, Clause 2; Section - 2, clause No. 16	EARNEST MONEY DEPOSIT (EMD) An EMD amount of Rs. 1,25,000/- (Rupees One Lakh Twenty Five Thousand only) shall be deposited			The amount of EARNEST MONEY DEPOSIT (EMD) has been revised as Rs. 3,75,000 (Rupees Three Lakh Seventy Five Thousand only)