

c-593

Request for Proposal for Selection of Service Provider for Implementation of Cloud Based Disaster Recovery Solution and Provisioning of Managed Disaster Recovery Services for MPCB (Tender ID : 2022_MPCB_862474_1)					
Minutes of Meeting of Pre-bid Conference held on 09/01/23 and MPCB response to the queries from Prospective Bidder					

Sr. No.	RFP Page No	RFP Clause No	Description in RFP	Clarification Sought	MPCB Response
1	21	3.25 Technical Bid Evaluation – Scoring	Completed Orders for managed services for value ≥ Rs. 2 crore p.a. in any of 5 years ending 31st March 2022 (Five (5) Marks per Order) Total = 20 Marks	Dear Sir Please reduce the POs numbers to 2 and please allot 10 marks to each PO.	No Change
2	20	EC 6 The bidder shall have at least ONE (1) office in the state of Maharashtra	GST Certificate / Shop Act License mentioning the address Annexure 1 – Document 11	Please amend this clause to read as GST Certificate / Shop Act License/ Rent Agreement mentioning the address Annexure 1 – Document 11	No Change
3	22	3.25 Technical Bid Evaluation – Scoring	No. of different Seismic / Earthquake Zones1 outside Mumbai where bidder is operating Tier-III or better DC having Uptime certification for Design + Build Self-Attested List of Data Centers with valid Address proof indicating Seismic Zone and valid Uptime certificate for Design + Build	This point should be changed to as per <b>MeitY</b> (Ministry Of Electronics & Information Technology ) Guidelines applicable for all empaneled CSPs	No Change
4	19	EC 1	The bidder should be "A Company registered in India under the Companies Act 1956 or 2013 or The LLP Act 2008, since last 5 years in business of Cloud Service Provider (CSP) or Managed Services Provider (MSP). The proposed DC and DR to have Jurisdiction in India ▪ Certificate of Incorporation / Partnership deed ▪ Copy of PAN Card ▪ Copy of GST Certificate with GST Number ▪ Copy of Power of Attorney Declaration on letterhead giving proposed Data Centre details and confirming the India Jurisdiction Annexure 1 – Document 1 to 6	Request you to kindly amend this to : Bidder must be a Legal Entity i.e. 1) A company incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013/ Partnerships Firm registered under the Limited Liability Partnerships or Partnership Act 2) Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status Supporting Documents: Certified by Authorized Signatory: 1. Copy of Certificate of Incorporation/ Registration 2. Copy of Registration Certificates with the GST & IT (PAN) Authorities	Request does not seem to make any material change except for change of words. NO CHANGE
5	78	Detailed COMMERCIAL Bid (PART A)	MPLS bandwidth of 30Mbps with 1:1 ratio along with installation	Please mention the exact address of the MPCB Data Center to estimate the technical feasibility from ISPs	Location is MPCB HO
6	82	Network	Cloud native/pre-integrated CDN service - 1 GB per month with a POP location at Chandigarh/Mohali	This seems to have been mistakenly printed Chandigarh/Mohali has no relevance to this RFP	Typo error. Bidders may please ignore

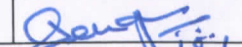
7	82	Commercial Bid Format – (PART B)	Dedicated Connectivity between DGR and Cloud DC - 200 Mbps - <b>to be verified by ISP</b>	This also seems to be misprinting, please clarify In Commercial Bid (Part A) it is stated 30 Mbps with 1:1 ratio and here it says 200 Mbps Please clarify and amend the geo-location also accordingly Who is the existing ISP of MPCB...?	30 Mbps is correct. Current ISP is AIRTEL
8	82	Commercial Bid Format – (PART B) Managed HSM	Managed HSM service for DGR	What is DGR...?	It is a typo error. Pls read as DR
9	44	6.1 Stakeholders and their responsibilities	The replication will be deemed complete and successful upon testing ALL the application of MPCB for their operations and by having printing of the test results and successful DR-drill.	How many DR Drills are expected in a year ?	TWO
10	46	6.4.1 Documentation:	d. Support matrix with escalation up to last level.	What are the levels of escalation required ?	Bidder may define. We need L3 Support and escalation up to resolution
11		General	Application Architecture	Need details of the application Architecture	some are 2 Tier and some are 3 Tier Application
12		General	Deployment Architecture	Need the specification of Deployment Architecture	Will be provided to the Successful Bidder
13		General	No of Concurrent Users	How many concurrent users are there	750 Approximately
14		General	Max Transaction per Day	What is the number of transactions per day	Avg transactions per day are @ 3000
15		General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	2GB per day
16		General	Any Document Upload Permitted	Is there any document upload required	Yes
17		General	Max Size of File in MB	What is the file Upload size in MB	10 MB
18		General	Max Files per User	What is the file upload per user required	No limitation
19		General	Database Backup Policy	What is the database back policy	Daily Incremental, Weekly full
20		General	Database Retention Policy	What is database retention policy	60 Days
21		General	DC - DR Policy	What is Data recovery policy	Recovery is already mentioned in RPO
22		General	Data Archival Policy	What is the Data Archival Policy	10 Years
23		General	What is Project Budget ?	What is the Project Budget ?	Not relevant

*Signature*  
10/1

*Signature*

c-395

24	20	EC 5	<p>The bidder should have an experience of having successfully completed similar work as defined below:  <b>Providing Managed IT Services on a Cloud Platform having minimum value of Rs. 3 Crores</b></p> <p>For the purposes of evaluation of responses to this RFP, similar work shall mean assignments in India (should have been completed within the past 5 years) which have been for central government/state government/national or international donor/PSU agencies.</p>	<p>Request you to modify the clause as :</p> <p><b>"Providing Managed IT Services on a Cloud Platform or On premises having minimum value of Rs. 3 Crores"</b></p>	No Change
25	22	2A. Organisation capabilities (3.25)	<p>No. of different Seismic / Earthquake Zones1 outside Mumbai where bidder is operating Tier-III or better DC having Uptime certification for Design + Build</p>	<p>Since the requirement is to use Cloud infrastructure as DR only then what is the need for the ask of more than 2 DCs in India?</p> <p>This helps only a specific CSP</p> <p><b>Request you to keep the option to 2 DCs separated by Seismic Zone that meets your DC and DR requirements for the business continuity.</b></p>	<p>This is not a restrictive criteria but a scoring. It gauges capabilities of the CSP. In future MPCB may look at DR from multiple locations</p>
26	22	2B. Organisation capabilities (3.25)	<p>Number of owned certified Tier-III Data Centers being operated in India</p>	<p>The requirement of DR is only more than 2 DCs in India, if you ask for ,</p> <p><b>Data Centers &gt; 3 but ≤ 5 options, this would disqualify majority of CSPs. Request you to remove this 3rd option (e.g. Data Centers &gt; 3 but ≤ 5) from the list and adjust the scoring accordingly</b></p>	<p>This is not a restrictive criteria but a scoring. It gauges capabilities of the CSP. In future MPCB may look at DR from multiple locations</p>
27	42	5.1.6 Management Requirements	<p>Managed Services Requirements - SIEM</p>	<p>There are many industry standard SIEM solutions from marketplace which are better in terms of features and cost.</p> <p>CSP native solutions will have vendor lock-in and restrictive assessments</p> <p><b>Request you to pls remove cloud native and allow marketplace solution so we can offer flexible solution that offer out of box integration features.</b></p>	<p>MPCB would like to have single point sourcing and hence everything from One Source. This will ensure single point responsibility. It will also be closely integrated with management console. Also MPCB need not invest in manpower for multiple tech domains</p>
28	57	7.6 Minimum Technical Requirements / Specifications / Services	<p>The proposed data centre must be Tier III or above for better availability of cloud services and certified under:</p> <ul style="list-style-type: none"> <li>o TIA 942/ Uptime Institute Certification</li> <li>o Data Centre should be either Seismic Zone-II or Seismic Zone-III only</li> </ul>	<p>The primary ask here is to have multiple DCs in separate seismic zones.</p> <p>Mentioning a few specific seismic zones provides benefit to only particular CSPs, there are many DCs in India in different Zone also. that can offer better DR options</p> <p><b>Request you change the point with specific Seismic zones and make it flexible saying different seismic zone so that all CSPs can comply</b></p>	<p><b>Clause is modified as follows</b></p> <p>The proposed data centre must be Tier III or above for better availability of cloud services and certified under TIA 942/ Uptime Institute Certification</p>

29	57	7.6 Minimum Technical Requirements / Specifications / Services	The CSP must provide the following services from both DC and DR proposed in this RFP o VM and dedicated physical server based compute services for x64 platform	Can we assume that the DR setup is only needed for the VMWare VMs ( <i>primary DC VMs</i> ) and NOT for the Physical servers/other Hypervisors? <b>Pls clarify if DC (Source VMs) are only VMware VM or Physical or other Hypervisor also?</b>	DC has only VMware VMs at the moment
30	58	7.6 Minimum Technical Requirements / Specifications / Services	The CSP should be a OEM of the following native services: SIEM & SOAR	There are industry standard SIEM/SOAR solutions from marketplace which are better in terms of features and cost. CSP native solutions will have vendor lock-in and restrictive assessments <b>Request you to pls remove cloud native and allow marketplace solution so we can offer flexible solution that offer out of box integration features.</b>	MPCB would like to have single point sourcing and hence everything from One Source. This will ensure single point responsibility. Also MPCB need not invest in multiple tech domains
31	58	7.6 Minimum Technical Requirements / Specifications / Services	The CSP should have minimum following experiences. o Providing the Public Cloud Services (PaaS, SaaS) in India for last 5 years o Should have minimum 10 Government / Private Customer reference/ PO in India o Should have minimum 05 reference of Government Entity in India for providing (PaaS, SaaS) Services.	This clause restrict many CSP, Pls modify the "Should have minimum 05 reference of Government Entity in India for providing (PaaS, SaaS) Services." as PaaS and SaaS services are very limited in the Govt sector. Govt, generally want full control and ask for IaaS, very limited to PaaS and SaaS. In this RFP, there is only IaaS req. hence, pls keep the Compliance limited to RFP Scope of work only. <b>Request you to remove "Should have minimum 05 reference of Government Entity in India for providing (PaaS, SaaS) Services"</b>	The Clause is in no way restrictive but asking for relevant experience. IaaS comprises of PaaS and SaaS. Hence there is a requirement. <b>We revise this to Minimum 02 references</b>
32	60	7.6 Minimum VM and Compute Requirements	Storage optimized – include very fast/large amount of local storage for NoSQL databases and Hadoop.	<b>NOSQL and Hadoop</b> are offered generally as managed PaaS services on cloud.  For running it on VMs, a Compute-Optimized machines or even a General-purpose machine with appropriate configuration can be a better choice. General-purpose machines on GCP can be customised to choose various type of configurations which would be better suited for NOSQL or Hadoop workloads.  This options benefits only a specific CSP. <b>Request you to remove the Storage-Optimized option and make it flexible. CSP general purpose machine are flexible, We can use General Purpose VM with any kind of combination.</b>	<b>Request accepted. This clause stands cancelled.</b>
33	62	7.6 Minimum Storage Requirements	Block Storage with minimum monthly uptime of 99.99% or higher (as published in the CSP's Public Portal)	Block Storage with minimum monthly uptime of 99.99% required Cloud Multi-AZs solution, RFP is asking DR which is limited to Single AZ only. <b>Request you to remove this clause.</b>	This is uptime requirement for MPCB. No change in the clause
34	37	4.2.4 Converged and Hyper Converged Infrastructure	Ecm PCB SQL DB VM LIMSS SQL DB VM	Would it be a new SQL server license for DR cloud or is there any enterprise agreement to be port existing licenses to cloud (BYOL)? <b>Pls confirm if SQL server Licenses to be provided by CSP (Cloud based licenses)</b>	The license has to be provided by CSP / MSP 

35				what type of SQL server tier is used now? Is it SQL server Standard or Enterprise? <b>Pls clarify if SQL is Standard or Enterprises edition?</b>	Standard version is being used by MPCB
36	37	4.2.4 Converged and Hyper Converged Infrastructure	Provisioned VSAN Storage Space	Can you please let us know the amount of Daily incremental Load of Data? <b>What is daily data growth, this will help us to size the DC to DR bandwidth.</b>	Approx 2 GB per day.
37	16	3.11 Earnest Money Deposit (EMD)	Bidders are required to submit an Earnest Money deposit (EMD) online for an amount of INR 5,00,000 (Rs. Five Lakh only).	Request MPCB to modify clause as Bidders are required to submit an Earnest Money deposit (EMD) online or in the form of a bank guarantee issued in favour of MPCB by any scheduled commercial bank in India. for an amount of INR 5,00,000 (Rs. Five Lakh only).	No Change
38	12	Performance Bank Guarantee (PBG) from Nationalized Bank	10% of the contract value valid up to 3 months post end of contract. PBG Should be only from Nationalised banks.	Referring to Govt Notification from Department of Expenditure - Office Memorandum No. F.9/4/2020-PPD of Ministry of Finance, Govt. of India dated 30th December 2021.  We would request MPCB to kindly revise the PBG as 3% of the contract value from any scheduled commercial bank in India.	Can be relaxed to 5% of the Contract Value
39	26	PBG	Within 15 days of MPCB issuing the Lol / LoA / Work Order, the Successful Bidder, at its cost, charges and expenses will submit a PBG for an amount equivalent to 5% of the value of the contract in favour of MPCB. The PBG shall be in the form of a guarantee/s of a Nationalised Bank acceptable to MPCB and shall be valid for 42 months from the date of issuance of LoA.	Referring to Govt Notification from Department of Expenditure - Office Memorandum No. F.9/4/2020-PPD of Ministry of Finance, Govt. of India dated 30th December 2021.  We would request MPCB to kindly revise the PBG as 3% of the contract value from any scheduled commercial bank in India.	Can be relaxed to 5% of the Contract Value
40	12	Bid Validity Period	120 days from the last date (deadline) for submission of bids.	Request MPCB to modify clause as 90 days from the last date (deadline) for submission of bids.	No Change
41	15	3.4 (3)	In case MPCB is not satisfied with the performance of the selected agency, MPCB reserves the right to terminate the contract with such agency.	we propose to modify this clause: In case MPCB is not satisfied with the performance of the selected agency, MPCB shall serve reasonable written notice to selected agency of 30 days to rectify the error and if the MPCB is not satisfied then the MPCB reserves the right to terminate the contract with such agency by serving further reasonable written notice of 30 days.	Can be accepted. However, if there are any financial losses, MPCB will recover the same from the Service Provider

42	28	3.33	<p><b>Indemnification:</b> The bidder, if selected as Successful Bidder, will agree and undertake that, during the Term of the Contract, it shall indemnify and keep indemnified and otherwise save harmless, MPCB from any third party suits instituted against MPCB which are proved to be because of a direct consequence of the installation and / or use of equipment &amp; services provided by the successful bidder.</p>	<p>we propose to modify this clause: The bidder, if selected as Successful Bidder, will agree and undertake that, during the Term of the Contract, it shall indemnify and keep indemnified and otherwise save harmless, MPCB from any suits instituted against MPCB which are proved to be because of a direct consequence of the installation and / or use of equipment &amp; services provided by the successful bidder.</p>	Accepted.
43			<p>We propose to incorporate Limitation of Liability clause in RFP.</p>	<p>Total liability of the Bidder shall be limited to the contract value. Neither Party shall be liable to the other Party for loss of profit, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party regarding this RFP.</p>	Accepted.
44	11	7. The summary of details regarding this invitation of bids are listed in the table below:-	<p>Last date (deadline) for submission of bids</p>	<p>Request you to kindly extend the last date of submission by minimum 3-4 weeks post sharing the queries. .</p>	No Change
45	19	3.24 Minimum Eligibility Criteria	<p>The bidder should be "A Company registered in India under the Companies Act 1956 or 2013 or The LLP Act 2008, since last 5 years in business of Cloud Service Provider (CSP) or Managed Services Provider (MSP). The proposed DC and DR to have Jurisdiction in India</p>	<p>Request to amend the clause as: The bidder/<b>or its group company/ affiliate company</b> should be "A Company registered in India under the Companies Act 1956 or 2013 or The LLP Act 2008, since <del>last 5 years</del> <b>last 3 years</b> in business of Cloud Service Provider (CSP) or Managed Services Provider (MSP). The proposed DC and DR to have Jurisdiction in India</p>	No Change.
46	20	3.24 Minimum Eligibility Criteria	<p>The bidder should have an experience of having successfully completed similar work as defined below: Providing Managed IT Services on a Cloud Platform having minimum value of Rs. 3 Crores. For the purposes of evaluation of responses to this RFP, similar work shall mean assignments in India (should have been completed within the past 5 years) which have been for central government/state government/national or international donor/PSU agencies.</p>	<p>Request to amend the clause as: The bidder should have an experience of having successfully completed similar work as defined below: Providing Managed IT Services on a Cloud Platform having minimum value of <del>Rs. 3 Crores.</del> <b>Rs. 2 Crores.</b> For the purposes of evaluation of responses to this RFP, similar work shall mean assignments in India (should have been completed within the past 5 years) which have been for central government/state government/national or international donor/PSU agencies/ <b>Private organizations / Enterprise.</b></p>	<p>No change for the Value. Orders Private Organisations / Enterprises will NOT be considered.</p>

*Sanjay*  
Fis.1.

*[Signature]*

c-399

47	21	3.25 Technical Bid Evaluation – Scoring	Organisation capabilities: No. of different Seismic / Earthquake Zones 1 outside Mumbai where bidder is operating Tier-III or better DC having Uptime certification for Design + Build No. of Seismic Zone = 1 5 Marks No. of Seismic Zone = 2 7 Marks No. of Seismic Zone = 3 10 Marks	Request to modify/change the clause from different Seismic Zone to minimum distance of 100 KM or different Geographical location. Suggested Clause : " <b>CSP should have at least two datacentres in different seismic zones OR should be minimum 100 KM apart &amp; where bidder is operating Tier-III or better DC having Uptime/TIA 942 certification.</b> <del>Also to Modify marking criteria suitably.</del>	No Change
48	26	3.32 Penalties	Infrastructure Availability / Uptime in percentage (%)	We request to amend this clause by relating the Service Credits instead of imposing any penalties	No change
49	57	7.6 Minimum Technical Requirements / Specifications / Services	Proposed Cloud Service Provider (CSP) should be STQC audited and MeITY empaneled and offer all services from India only as per guidelines of MeITY	Request you to kindly allow CSP who have applied for <b><u>MIETY Empanelment or Group company is MEITY Empanelled</u></b> . Suggested Clause is: "The Bidder must be MEITY empanelled public cloud service providers Or <b><u>have applied for MEITY Empanelment</u></b> - A valid Empanelment certificate issued by MEITY, OR Self-certified copy of the CSP empanelment web page of the MEITY website Or <b><u>Copy of Relevant document pertaining to Empanelment Application</u></b> "	NO CHANGE
50	57	7.6 Minimum Technical Requirements / Specifications / Services	The Primary and DR Data Centre (Cloud) shall be physically located in India. The proposed Datacentre to host the DR solution of MPCB o Should be at least 500 KM from current Primary Data Centre	We request to amend this clause by : The proposed Datacentre to host the DR solution of MPCB o Should be at least <del>500 KM</del> <b>100 KM</b> from current Primary Data Centre	No Change
51	57	7.6 Minimum Technical Requirements / Specifications / Services	CSP to have ISO-22301 certification for business continuity.	Request to Modify the clause as below: CSP to have ISO-22301 certification for business continuity/ <b>ISO 9001/ ISO 27001.</b>	NO Change
52	57	7.6 Minimum Technical Requirements / Specifications / Services	CSP should be a Leader in latest Gartner Magic Quadrant for "Cloud Infrastructure as a Service".	This criteria is specifically favouring one of Cloud Service Provider among other MeitY Empanelled CSPs. This is against CVC Guidelines and Public Procurement (Preference to Make in India) norms of Indian Govt. and extremely restricting the competition from other MeitY empanelled CSPs. Request to please remove this.	The Clause is modified to remove "Leader Quadrant". <b>The clause should be read as "CSP should be in any of the Quadrants in latest Gartner release for "Cloud Infrastructure as a Service"</b>
53	69	7.9 Format for Project Citation	Type of Client (Government (State or Central) or Semi Government or Corporation or PSU or ULB)	Request to Modify the clause as below: (Government (State or Central) or Semi Government or Corporation or PSU or ULB) / <b>Private organizations / Enterprise.</b>	No Change
54	81	Commercial Bid Format – (PART B)	Cloud native/pre-integrated CDN service - 1 GB per month with a POP location at Chandigarh/Mohali	Can a latency number be put in here instead of specifying a POP location please?	Pls ignore this clause. Typo error

55	37	Section 4.2.4- Converged and Hyper Converged Infrastructure	Below is list of Production Virtual Machines (VM's) which are hosted at DC over HCI infrastructure	The list of servers/apps provide in the related section i.e 4.2.4 are the only servers/App in scope of DR ? Are there any application that are IOT /IPV6 baased in this list?	Current list is based on current roadmap. Only the Servers / apps listed here will be the scope of DR currently. However, if there are any future apps, same should be supported.
56	37 and 61	Section 4.2.4- Converged and Hyper Converged Infrastructure 7.6 Minimum Technical Requirements / Specifications / Services	Below is list of Production Virtual Machines (VM's) which are hosted at DC over HCI infrastructure Cloud provider should offer license portability and support for IBM apps like DB2 and WebSphere.	Does the scope of DR include migrating DB2 Database and IBM Websphere as included in Section 4.2.4	This support is not needed at the current instance.
57	37	4.2.4 Converged and Hyper Converged Infrastructure Point 11	Tally on Windows Server 2008	There Are EOS/EOL s/w (Windows 2008/2012). Would they be migrated to higher version by MPCB before moving on Proposed DR	No. The upgrades, if any, may happen after migration to new DR setup.
58	61	7.6 Minimum Technical Requirements / Specifications / Services	Cloud provider should offer license portability and support for Oracle apps like Oracle Database 11g, 12c etc. • Cloud provider should offer license portability and support for IBM apps like DB2 and WebSphere.	Oracle APPs (11 G) is EOL /EOS. Will this be upgraded before migrating to proposed DR?	This support is not needed at the current instance.
59	61	7.6 Minimum Technical Requirements / Specifications / Services	Cloud provider should offer license portability and support for Oracle apps like Oracle Database 11g, 12c etc. • Cloud provider should offer license portability and support for IBM apps like DB2 and WebSphere.	Are Oracle Apps , IBM Wesphere and DB2 part of scope of Migration?	This support is not needed at the current instance.
60	61	7.6 Minimum Technical Requirements / Specifications / Services	Cloud provider should offer license portability and support for Oracle apps like Oracle Database 11g, 12c etc. • Cloud provider should offer license portability and support for IBM apps like DB2 and WebSphere.	What is the expectation from CSP as a part License portability pertaining to Oracle, IBM DB2, IBM websphere	This support is not needed at the current instance.
61	81	Commercial Bid Format – (PART B)	Monitoring - Cloud Native SIEM service	Can we deploy the existing SIEM tool for DR ? Can we get the name of the Existing SIEM ?	No. It may add to additional cost exponentially. Captive SIEM to be provided.
62	81	Commercial Bid Format – (PART B)	Managed HSM	What is the use case for HSM? Are there any PCI-DSS compliant applications part of scope	There is Payment Gateway and Third party industry data along with commercial transaction data.

*Qing*  
10/11

63	40	5.1.1 Objectives:	The DR solution along with necessary configuration and automation through required Orchestration has to be designed to give the required RTO and RPO. The same needs to be verified periodically by conducting DR Drills.	What should be the duration of DR Drills during each cycle?	Duration should be such that it should allow sufficient data to be generated at DR location during simulated Disasters. Ideally a 24 Hour window for generating such data.
64	42	5.1.6 Managed service requirement	1. Application Services 2. Database Services 3. Name Services (NS) and DNS Service 4. SIEM 5. Monitoring and Notification Services 6. WAF with Application Gateway and SSL Offloading	Can the scope of managed services be elaborated in detail when it comes to Application Services/Database Services?  1. Would the managed services be offshore or Onsite?  2. Does MPCB have software or would the CSP gets its own tool set to provide managed services in the DR environment?  3. Will the managed services include patching the VM's in the DR site?	1. All managed services are related to DR site only and hence should be Onsite ONLY 2. CSP to get their own tool set 3. Yes
65	41	5.1 .3 Security requirements at DR	The proposed DR must have a similar or as per sizing requirement NGFW which will be integrated with existing ATP device.	What is the current ATP Solution used in the DC?	SonicWall CSA 1000
66	41	5.1.2 The Solution Requirements	The DR infrastructure will be designed to 75% of capacity of the Data Centre. It is expected and accepted that the DR will work at a possible degraded performance while in the DR state.	What all resources as mentioned in page37 would be modified to make 75%, clarity needed for DR setup	Memory and Compute
67		6.5.1 Support	Support: 1. 24x7x365 support for Hardware, OS, Software used, Replication and restoration (from self and OEMs used), managed hosting support (including L1, L2, and L3 support), Up-time commitment up to OS levels, managed & monitored backup and backup retention as per period required by MPCB etc.	Manpower to be included to handle same as part of BOQ also	These are implicit requirement. The uptime requirement and RTO / RPO requirements are given. Resources may be provided to give these SLAs
68	59	7.6 Minimum Technical Requirements / Specifications / Services	CSP should support both BYOL (Bring your own license) as well as PAYG (Pay as you go). The OS offered should come with continuous updates and upgrades for the entire contract duration. • The CSP should support per hour, per month and options for long term (1 yr. & 3 yr.) reservation of compute VMs and DB as a service for MYSQL, PostgreSQL and Microsoft SQL servers.	Cost of these line items to be taken care while creating BOQ	These cost considerations are implicit to the requirement and hence to be built-in the given format

69	4.1 Background and Overview	33	Additional Query	Please provide details of the Backup tool being used at the DC site.	Irrelevant
70	5. Proposed DR Solution	39	Additional Query	Is the DR expected to be Active/Active or Active/Passive?	Active - Passive
71	5.1.3 Security Requirements at DR	41	Additional Query	What is the current Size of the SonicWall NGFW at DC?	Same as DR Requirement
72	6.3.2 Preparation of Cloud Based Recovery Site > 2.	44	Testing of the equipment before installation.	What is exactly implicated by this point? As this point stands invalid in the case of Cloud.	The Bidder is to test all the infra and its configurations so that there are no issues during active implementation.
73	6.3.3 Installation & Setup of Cloud Based Disaster Recovery Site	45	The MPLS bandwidth required for MPCB to use the applications from the DR site will be provided by the DR Service Provider as per the technical specifications. The DR Service Provider will be responsible for core infrastructure facility for provisioning of internet, MPLS/ point to point connectivity	MSPs and CSPs cannot resell MPLS connections. MPCB should be responsible for arranging the MPLS connectivity for the proposed site.	Successful Bidder MUST provide MPLS bandwidth from DR to DC and the costing should be part of the Bid
74	3.4	15	The Successful Bidder will have to complete the <b>one time supply</b> , installation, testing and commissioning of the cloud based Disaster Recovery Solution within THREE (3) months of LoA and seek a Certificate of Operation (CoOP) from MPCB.	Pls clarify: Do you want to opt for DR services on Subscription basis, If yes then how it can be One time Supply.	There is one component that needs to be supplied
75	3.24.EC1	20	The bidder should be "A Company registered in India under the Companies Act 1956 or 2013 or The LLP Act 2008, since last 5 years in business of Cloud Service Provider (CSP) or Managed Services Provider (MSP). <b>The proposed DC and DR to have Jurisdiction in India</b>	Pls clarify: It is mentioned that "The proposed DC and DR to have Jurisdiction in India" BUT do you need to shift DC also on Cloud. If not then kindly rectify this Clause.	Not at the moment. DC will remain at the current location, i.e. MPCB, HO
76	3.24.EC4	21	The Third Party Equipment / Software being quoted should be 100% compliant to the Minimum Technical Specifications / Requirement and the Bidder should be authorized by the OEM.	Pls clarify: Do you need authorization from each of OEM of Equipment/Software.	There is a specific component NGFW, which the Successful Bidder needs to supply. MAF is required from such OEM.
78	7.6	58	CSP should have data centres in 2 seismic zones and all DC services should be hosted in a river plain different from the DR itself for best continuity of service to the department.	Pls clarify: Do you need DC and DR both ? Or Only DR?	We need only DR

C-403

79	7.6	58	The CSP must provide the following services from both DC and DR proposed in this RFP	Pls clarify: Do you need DC and DR both ? Or Only DR?	This is a min requirement. Currently DR services only are required
80	7.6	58	PaaS services for analytics, AI, Kubernetes and container based offerings.	Kindly elaborate exact requirement in detail.	MPCB may build a container pipeline in near future. Looking for such scenario in near future. We need support for such services
81	7.6	59	The CSP should be a OEM of the following native services: o Layer 3 and Layer 4 Firewall o Layer 7 Firewall (WAF) o SIEM & SOAR o Vulnerability Scanner o Endpoint Security o Backup Tools o Disaster Recovery Tools	Please remove this the clause that "The CSP should be an authorized Partner/OEM of the following native services".	Clause revised as follows: CSP / MSP should be at least Authorised Partner for these services to ensure support.
82	7.6	59	The CSP should provide options for dynamic pricing as well as fix unit pricing of all the resources proposed under this RFP for a period of 5 years.	Kindly elaborate your understanding of dynamic pricing requirement. Is there any option in BOQ to quote for dynamic pricing.	Dynamic pricing means "Pay per Use"
83	7.6	62	Cloud provider should offer license portability and support for Oracle apps like Oracle Database 11g, 12c, etc.	Pls Clarify: Do you use Oracle DB? Do you need Oracle DB? If yes would you bring your own license of respsetive oracle DB or oracle apps (BYOL)?	This clause stands removed.

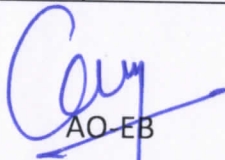
84	8.2	77	Cost of One Time Supply of Firewall	Pls Clarify: Where this firewall need to be supplied. If it is at DR (Cloud Site) then do you \ still want us to quote as One time cost.	YES
85	Commercial Bid Format – (PART B)	82	Managed HSM service for DGR	What is DGR? Kindly elaborate requirement.	This is a typo error. Should be read as DR
86		12	Tender fee	We are MSME. Can we get exemption	NO
87		12	EMD (mentioned Tender fee)	We are MSME. Can we get exemption	NO
88	3.4	15	Tenure of the Contract	Can the same be extended from 3 years to 5 years	At MPCB discretion depending on Service Quality
89	3,24 (E5)	20	Minimum Order value of Rs. 3 Crores	Can it be relaxed to Rs. 1 Cr	NO
90	3,24 (E5)	20	Completed works in past 5 years	Pls allow ongoing work also	50% or more work completion certified by Customer on their Letterhead will be accepted.
91	4.2.4	37	Converged and HyperConverged Infrastructure	Can we physically inspect this work	You can with prior appointment. However, the access will be limited as per decision of MPCB
92	3.24 Tech Bid Evaluation, Scoring Pt. 3 Past experience	22	Completed orders of Managed Services of Order value ≥ Rs. 2Cr p.a.	Can this be reduced to Rs. 1 Cr p.a.	NO
93	5.1.1	40	Required RPO: 30 Mins	Is the bandwidth sufficiently provisioned for?	YES. However, if you feel it is insufficient, pls suggest
94	5.1.1	40	Required RTO: 4 Hrs	Can you consider 6 Hrs RTO	No Change
95	5.1.3	41	WAF	Is this required	Yes.
96	5.1.5	42	Primary link for data replication MPLS 30 Mbps on 1:1	If this is not proving to be sufficient can MPCB think of upgrading the same	Yes

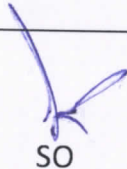
*Signature*  
10-1



C-405

97	22	3.25	Marking Matrix				<p>The marking matrix will have the following changes</p> <p>1. Reduction in Marks for Certified employees from 30 to 20</p> <p>2. Marks for CSP having DC in Leaders Quadrant of Gartner: 5</p> <p>3. Marks for Seismic Zone of the Proposed DC location (If in Zone II then 5 Marks, If in Zone IV then 2 marks and if in Zone III or Zone V then "0" marks. The revised table will be as per Annexure to these Minutes</p>
----	----	------	----------------	--	--	--	---

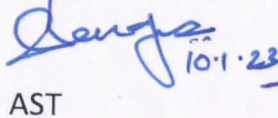
  
AO-EB

  
SO

  
LO-1

  
EE

  
RO-BMW

  
AST

  
CAO

JD-Water

JD-Air

PSO

**Revised Clause 3.25, Pg 21**

Sr. No.	Criteria	Graded Marks	Max. Marks	Testimonial to be presented
<b>1</b>	<b>Financial</b>		<b>5</b>	
	Annual Turnover (T) of the organisation for financial year 2021-2022			Certificate from CA
	T < Rs 10.00 Crores but ≥ 20.00 Crores	2		
	T < Rs. 20.00 Crores but ≥ 50.00 Crores	3		
	AT ≥ Rs. 50.00 Crores	5		
<b>2</b>	<b>Organisation capabilities</b>		<b>55</b>	
A	No. of different Seismic / Earthquake Zones outside Mumbai where bidder is operating Tier-III or better DC having Uptime certification for Design + Build	<b>10</b>		Self Attested List of Data Centers with valid Address proof indicating Seismic Zone and valid Uptime certificate for Design + Build
	No. of Seismic Zone = 1	5		
	No. of Seismic Zone = 2	7		
	No. of Seismic Zone = 3	10		
B	Number of owned certified Tier-III Data Centers being operated in India	<b>15</b>		Self declared List and Copies respective certificate with address and contact
	Data Center = 1	7		
	Data Centers > 1 but ≤ 3	12		
	Data Centers > 3 but ≤ 5	15		
C	Certified Resources on company roll for at least 6 months	<b>20</b>		List of resources and copies of certificates
	Certified OS Resources ≥ 5	2		
	Certified Virtualisation Resources ≥ 5	4		
	Certified Orchestration Resources ≥ 5	4		
	Certified DB (SQL) Resources ≥ 5	3		
	OEM Certified Network and Security Engineers ≥ 5	3		
	Certified Cloud Resources ≥ 5	4		
D	CSP being a Leader in latest Gartner Magic Quadrant for "Cloud Infrastructure as a Service".	<b>5</b>		Copy of Gartner Report
	Yes	5		
	No	0		
E	CSP's proposed DC for this project being in particular Seismic Zone	<b>5</b>		Bidder to mention Exact Location and Address of the Proposed DC along with necessary Certifications. This should be attached as documentary evidence along with Covering Letter. Bids without this information will NOT be considered for evaluation.
	DC in Seismic Zone II	5		
	DC in Seismic Zone IV	2		
	DC in Seismic Zone III or Zone V	0		
<b>3</b>	<b>Past Experience</b>		<b>20</b>	
	Completed Orders for managed services for value ≥ Rs. 2 crore p.a. in any of 5 years ending 31st March 2022	Five (5) Marks per Order		Self declared List and Copies of the orders in the format given
<b>4</b>	<b>Presentation on Implementation Methodology &amp; Support</b>		<b>20</b>	Write-up of the plan and actual presentation to be included in the Technical Bid
	<b>TOTAL MARKS</b>	<b>100</b>		