CORRIGENDUM

RFQ for submission of financial proposals to provide the Cloud Services by the MeitY empanelled Cloud Service Providers (CSP)

for

MARKFED CHHATTISGARH

Chhattisgarh State Cooperative Marketing Federation Ltd.
6th Floor, Tower 'C', Commercial Complex, C.B.D.
Sector-21, Atal Nagar, Raipur (C.G.) 492002
Ph. No. - 0771- 2425402
E-mail-id - mf_ctrlroom_raipur@nic.in

RFQ for submission of financial proposals to provide the Cloud Services by the MeitY empanelled Cloud Service Providers (CSP) for CG MARKFED

The below Corrigendum is issued by CG MARKFED in response to the pre-bid queries of perspective bidders with reference to the above-mentioned project and pre-bid meeting held on dated 30/09/2019 at CG Markfed, Head Office, 6th Floor, CBD Building, Nava Raipur Atal Nagar.

CORRIGENDUM

Sl. No.	RFP Ref	Original Clause	Changed Clause
1	Annexure-III, Pg. no. 15	Bill of Material (Financial Quotation)	Refer to Appendix -1
2	Section 2.1, Pg. No. 6	Provide support to technical team of MARKFED CG or nominated agency for Optimization of resources in cloud environment for better performance and provide physical and virtual access to the technical team of MARKFED CG for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by MARKFED CG	Provide support to technical team of MARKFED CG or nominated agency for Optimization of resources in cloud environment for better performance and virtual access to the technical team of MARKFED CG for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by MARKFED CG. CSP portal should be intelligent enough to provide recommendations for the resources over a period
3	Section 1.3, Pg.no. 5	The purpose of this RFQ is to select the potential CSP based on financial quotation on L1 (lower financial quotation) method and to procure PaaS cloud services from the MeitY empaneled CSPs, initially for the 3 (three) years and can be extended on mutually agreed basis/ MARKFED CG requirement.	1. The purpose of this RFQ is to select the potential Cloud Service Provider (CSP) / Managed Service Provider (MSP) based on financial quotation on L1 (lower financial quotation) method and to procure PaaS cloud services from the MeitY empaneled CSPs, initially for the 3 (three) years and can be extended on mutually agreed basis/ MARKFED CG requirement. 2. The MSP must quote solution with any one MeitY empanelled CSP only. The MSP must submit the Authorization letter from the CSP as part of this bid. MSP are not allowed to change the CSP post bid submission. 3. The selected MSP/CSP shall be solely liable to and responsible for all obligations towards the performance of works/services/adherence to SLAs under the contract. 4. The Bidder (CSP/MSP) should be registered under Companies Act, 1956 or as amended or an LLP firm/Partnership firm under Partnership Act 1932. 5. The Bidder should not have been black-listed/debarred by any Central/State Government as on bid submission date(during last five (5) years).
4	Section 2.1, Pg. no. 7,	MARKFED CG wishes to engage a Cloud Service Provider (CSP)	MARKFED CG wishes to engage a Cloud Service Provider (CSP)/

	Sl.10	for providing PaaS Cloud Services for a period of 3 (three) years,	Managed Service Provider (MSP) for providing PaaS Cloud Services for a period of 3 (three) years
5	Section 2.1, Pg. no. 7	Nature of replication between the DC and DRC (For Database replication only) should be in real time	Nature of replication between the DC and DRC (For Database replication only) should be as per native technology of SQL Server called "AlwaysOn" for the data replication between the databases in DC & DR.
6	Section 2.2, Pg. No. 8, Sl.21	CSP should not disclose the user ID and password credentials of the dashboard, database access and MARKFED CG cloud environment	Only the customer should have the control over all the id & password credentials of the dashboard, database access and MARKFED CG cloud environment
7			Mandatory MAF to be submitted from all associated OEMs as per SDC OEM products mentioned and documentation on licensing policy for DR from all associated OEMs should be submitted.

Appendix-1

Sl. No	Items	Description/Specification	Qty	Unit Price per month (incl. of all taxes)	Total Price (incl. of all taxes)
			A	B	C
For Production Environment					
1	**Web- Server**	1 VM with 08vCPU, 32GB RAM, 250GB Storage, Window 2019 Platform web server web edition	1		
2	**Application Server**	1 VM with 08vCPU, 32GB RAM, 1TB Storage, Window 2019 Platform Application Server enterprise	1		
3	**Database Server**	1 VM with 16vCPU, 64GB RAM, 4TB Storage- Windows 2019 Platform and Microsoft SQL 2017 database Server (enterprise edition)	1		
4	**Web Server (GPU)**	1 VM with 08vCPU, 32GB RAM, 250GB Storage- Linux Platform-Ubuntu and PostgreSQL Database-Freeware and 1GPU Web Server, 12GiB, 24 max data disk, 1 max NICs	1		
For Staging Environment					
5	**Application + Web Server**	1 VM with 08vCPU, 32GB RAM, 2TB Storage- windows 2019 Platform Web and Application Server	1		
For Replication of Database at different location					
6	**Database Server**	1 VM with 16vCPU, 64GB RAM, 4TB Storage- windows 2019 Platform and Microsoft SQL 2017 Database Server (enterprise edition)	1		
TOTAL BID COST					
TOTAL BID COST (in words -with taxes)					

*** Unit has been amended to Per unit per month means, 24 hours per day multiply by number of days in a calendar month**

*The Bidder should quote the licenses based on the licensing policy of the Software OEM for Public Cloud

RFQ for submission of financial proposals to provide the Cloud Services by the MeitY empanelled Cloud Service Providers (CSP) for CG MARKFED

Responses to Pre-Bid Queries

Sl. No.	Clause No.	Pg. No.	Content of RFQ Requiring Clarification / Additional queries	Change Requested/ Clarification required	CG Markfed Response
1	1.2 PROJECT BACKGROUND	4	MARKFED CG is successfully implementing an integrated workflow application for paddy procurement and disposal process since the year 2007-08 and payment are disbursed through NEFT/cash payment from Rural DCCB bank towards the value of paddy supplied by the farmers. MARKFED CG currently using Paddy Procurement System for entire end to end operation of Paddy Procurement business developed by NIC CG.	1)Is Workflow application already live and running. 2)Who is managing the application and where it is hosted as of now.	1)Yes, application is developed and maintained by state NIC team. 2)MARKFED CG has hosted its servers at CHiPS Data Center, Raipur, Chhattisgarh. CHiPS are the state IT nodal agency which provides the core IT infrastructure for supporting e-Governance initiatives of the state government department in delivery of IT projects.
2	1.2 PROJECT BACKGROUND	4	MARKFED CG has currently hosted its Paddy Procurement Software in Public Distribution System (PDS) servers on shared basis collocated at State Data Center (SDC), Raipur, Chhattisgarh	1)Who is managing current software on SDC from application front. 2)Is application needs to get migrated from SDC to new Cloud Service provider infrastructure which will be Meity empanelled.	1)Yes, application is developed and maintained by state NIC team. 2) Yes
3	2.1 Scope of Work - Cloud Services	6	The CSP will be responsible for provisioning of required IT infrastructure as IaaS/PaaS for hosting (i) online paddy procurement application and databases	Please help with the name of application vendor who will be deploying new application/Migrating existing application to new CSP and will be managing it.	Application has been developed by NIC
4	2.1 Scope of Work - Cloud Services	6	Disaster Recovery (For Database replication only)	1)What will be the RPO and RTO for DR. 2) In DR as per BOQ only one DB server is required. At time of DR how application will be up and running. Please clarify.	1)RPO-15 min and RTO-30 min 2) Only DR server data backup is required. Incase of DR, NIC CG state team would assist in application recovery
5	2.1 Scope of Work - Cloud Services	6	The CSP shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. Geographical Location of the Disaster Recovery Environment shall be different location from the Data Center environment or at a different place other than the Primary DC	1)What is the Size of RAW data at DC that needs to be replicated at DR, accordingly replication bandwidth can be sized. 2)Also, what is daily rate of change of data with RPO and RTO.	1)10 TB 2)5GB

6	2.1 Scope of Work - Cloud Services	6	All the necessary certificates such as SSL, should be provided by CSP	1. How many SSL certificates needs to be deployed. 2. Same needs to be added as a line item in the BOQ.	1. No. of SSL-01 2.
7	2.2 Roles and Responsibilities of the selected CSP	7	CSP shall provide Single Point of Contact for all communication, resolution of issues and support required for smooth functioning of DC/ DR proposed cloud site	CSP can manage and provide resolution for issues and support at DC-DR site up to OS layer only. Who will be taking care of application layer and DB/Middleware management.	CG Markfed
8	2.2 Roles and Responsibilities of the selected CSP	7	9. Access to monitoring tools for measuring the service levels, application performance, server performance, storage performance and network performance	Application Performance should be under Application vendor scope of work.	Agreed
9	2.2 Roles and Responsibilities of the selected CSP	7	14. Regular backup of servers as per the backup & restoration policies stated by MARKFED CG from time to time	What is backup and restoration policy. Backup line item needs to be added as a part of BOQ.	As per native feature of SQL Server
10	Annexure	14	ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)	Following line items are missing from BOM 1) Firewall with throughput. 2) Replication Bandwidth between DC and DR. 3) Internet Bandwidth at DC and DR. 4) Security technologies, if any. 5) SSL certificates with quantity. 6) Backup at DC and DR. 7) Antivirus	As per RFQ
11	4 Service Levels& Penalty terms	9	Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components)	What are the security components customer is referring in this clause?	As per standard public cloud services platform
12	7 | P a g e	7	24x7x365 support for Hardware restoration (from self and OEMs used), managed hosting support (including L1, L2, and L3 support), Uptime commitment up to OS levels, managed & monitored backup and backup retention (as per period required by MARKFED CG), OS provisioning & management, dedicated security services operations, etc.	What are the security services customer is referring to include in Solution as no security component is mentioned in Price format	As per standard public cloud services platform
13	2.2 Roles and Responsibilities of the selected CSP	8	CSP notifies the MARKFED CG promptly in the event of security incidents or intrusions,	Does customer want to deploy any incident management tool to monitor the alerts for proposed infra. Please confirm	No separate tool is required, however CSP should notifies the MARKFED CG promptly in the event of security incidents or intrusions

14	4 Service Levels& Penalty terms	9	7. Security breach including Data Theft/Loss/Corruption For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 5 Lakhs. This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, MARKFED CG reserves the right to terminate the contract.	Bidder shall be liable only for security breaches attributable to bidder alone and not for any breach resulting due to user activity, which is beyond bidder purview. Moreover, liability shall be limited to recent 12-month charges paid for specific security control and not broad based.	Agreed, but with addition that "In case of serious breach of security wherein the data is stolen or corrupted, MARKFED CG reserves the right to terminate the contract."
15	General clause to be included		General clause to be included	NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY.	As per RFQ

16	1.7	5	Document cost (Non-Refundable) INR-5000(Five thousand only)	Kindly consider to wave-off this fee for MSME Bidder	As per RFQ
17	2.1 (5)	6	The CSP shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.	provide details on size of incremental data generated per hour.	1 GB
18	2.1 (12)	6	All the necessary certificates such as SSL, should be provided by CSP	For how many Domains you require SSL? Do you require SSL for sub-domains of domain?	Number of required SSL-01
19	ANNEXURE-III (Sr. No: 03)	14	For Production Environment, Database Server	What is exact edition of required Microsoft SQL 2017 database Server?	Enterprise edition
20	ANNEXURE-III (Sr. No: 04)	14	Web Server (GPU)	What flavour of Linux Platform required (CentOs/Ubuntu etc.? Kindly specify Regarding PostgreSQL Database, are you referring to Open sources and freeware edition? Kindly confirm. "GPU" is mentioned, pls provide exact details of GPU.	Ubuntu / Open Sources and Freeware edition GPU—1 GPU, 12GiB, 24 max data disk, 1 max NIC
21	ANNEXURE-III (Sr. No: 06)	14	For Replication of Database at different location, Database Server	(10) What is exact edition of required Microsoft SQL 2017 database Server?	Enterprise edition
22	ANNEXURE-III	14	Unit Rate in Rs.	(11) Is this annual Unit rate?	Refer to Corrigendum
23	ANNEXURE-III	14	General Query	(12) in BILL OF MATERIAL, line item is missing for other services like back-up, bandwidth and other services?	Refer to Corrigendum

24	2.1	6	Disaster Recovery (For Database replication only)	It is always advisable to have the DR for the entire application from both continuity as well as compliance perspective. Hence, request you to please add the DR for the application servers as well. This would make sure that you would be able to do DR drill every quarter to validate the application DR readiness. Also, since the VM's for the application would be running for the number of hours of the DR drill, so you only need to pay for the number of hours for the respective VM's. For continuous replication of the data, you would be only paying for the DR tool as well as the cost of the storage.	As per RFQ
25	2.1	6	The CSP shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site.	1. As both DC & DR would be hosted in cloud so request you to mention the minimum bandwidth both the DC & DR should be connected with each other and 2. Both DC & DR should be from the same CSP as per the norms mentioned by MeitY.	1. Responsibility of CSP/MSP 2. Agreed
26			The infrastructure provisioned by the CSP must be scalable and shall allow MARKFED CG to add/reduce cloud resources on demand basis through an user-friendly interface	Request you to add both horizontal & vertical scale of the VM's and addition of other required components from the portal without intimating the CSP's like provisioning of 1PB of storage from the portal without the interference from the CSP. This would allow to make sure that you get the required scaling which is required.	As per RFQ
27			Provide support to technical team of MARKFED CG or nominated agency for Optimization of resources in cloud environment for better performance and provide physical and virtual access to the technical team of MARKFED CG for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by MARKFED CG.	1. In cloud since everything is virtualized so the physical access to the underlying hardware is not shared. However, you have full access to the VM's which you have created. 2. Hence, request you to please clarify the ask for the physical access of the hardware. 3. Also, request you to add that the CSP portal should be intelligent enough to providerecommendations for the resources over a period of time.	1. Agreed 2. Physical access is not required 3. Agreed, refer to corrigendum
28			The CSP should provide 24*7 Helpdesk support	As in MNC's like Microsoft & AWS, so request you to change this from CSP to bidder.	Agreed, Refer to Corrigendum

29			Nature of replication between the DC and DRC (For Database replication only) should be in real time	As you are using SQL Server as the DB, so request you to use the native technology of SQL Server called "AlwaysOn" for the data replication between the databases in DC & DR. This would make sure that there is no data discrepancy between the data as the entire thing is taken care within the SQL engine without the intervention of third-party components. This would also reduce the cost of any third-party component for the data replication from DC to DR.	Agreed, Refer to Corrigendum
30			DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center (PDC) site (For Database replication only)	Request you to clearly mention to use the SQL Server native technology for the same which would take care of the desired outcome.	Refer to corrigendum
31		2.2	The CSP must be its own managed service provider for the project	1. MNC's like Microsoft & AWS can't provide the services directly and have to give the services through their partners called MSP's. Request you to please allow MSP's to bid by taking the MAF's from CSP for the bid and 2. Add stringent criteria for the same. Due to this reason, even the Meity empanelment talks about the empanelment of the services provided by the CSP's. Without the dilution of this clause, Microsoft would not be able to get the bids through its partners.	1. Managed Service Provided is allowed through submission of CSP approved MAF form. 2. As per RFQ
32			CSP shall provide Single Point of Contact for all communication, resolution of issues and support required for smooth functioning of DC/ DR proposed cloud site.	Request to please change the same from CSP to MSP, who would be owning the day-to-day operations.	Refer to Corrigendum
33			Necessary support during the recovery operations of data to and from DC-DR site	As you are looking for the recovery of the data on DR site, so it becomes crucial that you replicate even the application on the DR. For the DB data, if you go ahead with the SQL Server native technology then everything is automated and controlled by the SQL Server DB itself.	As per RFQ

34			Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services to MARKFED CG	Request you to add that all these administrations should be done by the end customer through the portal and no intervention by the CSP for the same should be required.	Administrative support to be provided by the selected CSP/MSP to the end user/customer
35			CSP should not disclose the user ID and password credentials of the dashboard, database access and MARKFED CG cloud environment	Request you to change this clause and mention that no one apart from the end customer should have the control of the id & password of the dashboards.	Agreed, Refer to Corrigendum
36		14	ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)	Request to clearly mention the edition of SQL Server as enterprise (which is currently used on-premise) to be mentioned. Enterprise have many features related to performance, security and compression which other edition doesn't have. Without the mention of the edition, different vendors would quote different versions.	Refer to corrigendum
37		14	ANNEXURE-III: BILL OF MATERIAL (Financial Quotation) Web Server (GPU)	1. The line item has both DB & Web mentioned in the single server. Request you to bi-furcate the same into two. 2. Also, GPU servers have very specific requirements and hence please mention the number of GPU's as well for the same. https://docs.microsoft.com/en-us/azure/virtual-machines/windows/sizes-gpu	1. As per RFQ 2. Refer to Corrigendum
38			ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)	The annexure only talks about the current requirement and doesn't talks about the future requirements and price discovery. Request to add line items for other items which would be required so that when they are required can be taken from the bidder when required. Request you to please have a look of a reference BOQ from Bihar/ Jharkhand which you can use for discovery. Without the price discovery, when you would like to add/delete the resources you would not have the price discovered and hence would become a challenge.	As per RFQ

39			ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)	The ask is for the storage only and doesn't mention about the IOPS or MBPS for the disk. Hence request you to add the same. Also, it doesn't talk about the other components, so it would be difficult at a later stage for using the same as they would be required for regular operations.	As per RFQ
40			ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)	Request you to ask for the DB licences in the name of the department so that at the time of the exit licences are owned by the department and no net new licences are required to be procured when changing the provider. Also, request to mention that the licences of the DB should give unlimited update rights to the newer versions for the entire duration of the project and at the end of the project, department should have the latest version of SQL Server. This would safeguard the department from future licence cost for the upgrades.	No licence to be procured in the name of CG markfed. The Bidder should quote the licenses based on the licensing policy of the Software OEM for Public Cloud.
41			ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)	Request to ask for the MAF from the bidders along-with the quantity for the softwares being used. This would ensure that department have the genuine licences produced and shown in the name of the department in the licencing portal of the respective OEM.	Agreed, Refer to Corrigendum
42				Request to add the availability of the VM's, storage, network etc. and the SLA's of all these should be published on the internet by the CSP for general visibility and should be financially backed.	As per RFQ
43				Request to add the technical evaluation where the MSP have to showcase the complete working of the solution along-with the capabilities of the CSP which he is bidding on.	As per RFQ

44			CSP eligibility criteria	Request you to please add the financial turnover criteria for the CSP. This would make sure that you have financially sound CSP's bidding for the coveted project. Most of the RFP's of cloud which have been floated till now have the financial criteria mentioned for the CSP. Request you to add 150 Cr. MAAT from last three financial years from the CSP with positive net worth of 50Cr. Request you to look for RFP's like Bihar (Beltron), MP Power, Jharkhand (JAPIT)	As per RFQ
45				The CSP must be operating at least **two (2)** Data Centre / Disaster Recovery Centre Facilities in India at time of submission of the bid. CSP should be able to provide both DC & DR service as per the guidelines of Meity and empanelled to give both of them at the same time from their DC in India	As per RFQ
				The CSP should possess all the below certifications which are valid as on bid submission date: - ISO 27001:2013 certification - ISO/IEC 27017:2015 - ISO 27018 - ISO 20000-1:2011 certification - ISO 22301 backup continuity certification -SOC1/2/3 compliance - PCI DSS -compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud - Conform to at least Tier III standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party	As per RFQ
				CSP should be a leader in providing the infrastructure services in Gartner's Magic Quadrant.	As per RFQ

46				Security Advisor- The CSP should have an in-built mechanism of notifying the security threats to the end user by continuously monitor the security of machines, networks, and 1services using hundreds of built-in security assessments or create customize policy. Use actionable security recommendations to remediate issues before they can be exploited. Public facing documents for the same should be shared.	As per RFQ
47				CSP should have capability to provide server/host, where customer can get the option to leverage its existing Microsoft, Oracle, software license to deploy. Customer should be able to provision servers/host from the same self-service portal which is offered by the CSP for provisioning all the other services related to compute, storage, network, security etc. The servers/host must be the part of the same Virtual Private Cloud in which all other application infrastructure is deployed.	As per RFQ
48				The CSP should provide financially backed SLAs.	As per RFQ
49				The CSP should provide all variants of cloud service as per MeitY guidelines – Infrastructure as a Service (IaaS), -- Platform as a Service (PaaS) -- (SaaS) Software as a Service	As per RFQ

50				Important Note: • The MSP must quote solution with any one MeitY empanelled CSP only. The MSP 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. • If the selected CSP cease to operate in India or is blacklisted by the government; MSP and DEPARTMENT shall mutually decide on any other CSP and the scope for migration will be with the MSP at a mutually agreed rate between DEPARTMENT and the MSP. DEPARTMENT may also go for tendering process to finalise the migration cost. • Managed Service Provider (MSP) and Cloud Service Provider (CSP) may be a single entity. In such case, Managed Service Provider shall qualify for both the Criteria i.e. “Eligibility Criteria for the Managed Service Provider” and “Eligibility Criteria for the Cloud Service Provider”. • Managed Service Provider (MSP) and Cloud Service Provider (CSP) may be different entity. In such case, Managed Service Provider shall qualify for “Eligibility Criteria for the Managed Service Provider” and Cloud Service Provider (proposed by MSP) shall qualify for “Eligibility Criteria for the Cloud Service Provider”. • In any of the cases above, Managed Service Provider shall be solely liable to and responsible for all obligations towards the performance of works/services/adherence to SLAs under the contract.	Refer to Corrigendum

51			MSP Eligibility Criteria	The Bidder should be registered under Companies Act, 1956 or as amended or a LLP firm/Partnership firm under Partnership Act 1932. The Bidder should have an average annual turnover of INR 20 Crores and positive net-worth for at-least three financial years in last 5 years as on bid submission date.	Refer to corrigendum
52				The Bidder should have experience in India of executing 2 projects (At least one (1) project should have been completed/ongoing for any State/PSU/Central Government Institution)	Refer to corrigendum
53				The Bidder should compulsorily possess following certifications: - ISO 27001:2013 for Information Security Management System - ISO 9001:2008 / ISO 9001:2015 for Quality Management System OR - ISO 20000:2011 for IT Service Management	As per RFQ
54				The Bidder should not have been black-listed/debarred by any Central/State Government as on bid submission date.	Agreed, Refer to corrigendum

55	Annexure-III BoM	14	OS - Win2019 which version	Kindly provide the detail specifications so that financial bid may be finalised.	latest version
56			DB - MS SQL, Postgre SQL & Linux which version	Kindly provide the detail specifications so that financial bid may be finalised.	MS SQL-enterprise edition, Linux-Ubuntu, Postgre-Freeware
57			App & Web server details at DR for production stage	Kindly provide the detail specifications so that financial bid may be finalised.	Refer to corrigendum
58			Internet BW at DC & DR	Kindly provide the detail specifications so that financial bid may be finalised.	Refer to corrigendum
59			DC - DR connectivity type & replication bandwidth	Kindly provide the detail specifications so that financial bid may be finalised.	Refer to corrigendum
60			Backup - Daily expected size	Kindly provide the detail specifications so that financial bid may be finalised.	Refer to corrigendum
61			Firewall - Specifications & version	Kindly provide the detail specifications so that financial bid may be finalised.	Refer to corrigendum