# Chhattisgarh State Co-Coperative Marketing Federation Limited. (MARKFED)

6 TH Floor,Tower "C", commercial Complex,CBD,sector-21, Block 'C', ,
Nava Raipur Atal nagar, Chhattisgarh-492002
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RFQ for submission of financial proposals to provide the Cloud Services by the MeitY empanelled Cloud Service Providers (CSP) for CG MARKFED

# CORRIGENDUM

RFQ for submission of financial proposals to provide the Cloud Services by the MeitYempanelled 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 ctrlroomraipur@nic.in

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The below corrigendum is issued by CGMARKFED in the response of pre-bid queries of perspective bidders with the reference of above mentioned project and the pre bid meeting held on dated 20.02.2024 at CGMARKFED ,Head Office ,6th floor, CBD building ,Nava Raipur Atal Nagar, Chhattisgarh .

## CORRIGENDUM

| Sl. No. | RFP Document Reference(s) | | Content of RFQ original clause | Change clause |
|---|---|---|---|---|
| | RFP Clause No. | RFP Page No. | | |
| 1 | 2) Scope of Work | 7 | 10. Nature of replication between the DC and DRC (For Database replication only) should be as per native technology of SQL server called " Always on" for the date replication between the database in DC & DR. | 10. Nature of replication between the DC and DRC (For Database replication only) should be as per native technology of SQL server called " Always on/ Log Shipping" for the date replication between the database in DC & DR. |
| 2 | 2) Scope of Work | 7 | New clause | 15.The DR site should not be in the same premises as the DC site. Both DR and DC sites should lie within India. The data hosted should never leave India under any circumstances |
| | | | New clause | 16.For all the cloud services being quoted, the CSPhas to ensure that all software being offered are genuine and comply with the licensing policy of the software OEM. No licence to be procured in the name of CG MARKFED. |
| | | | New clause | 17.All terms and conditions of the CSP's empanelment with MeitY are automatically applicable to this Tender and contract thereof. |
| | | | New clause | The CSP shall provide business continuity and disaster recovery services to meet the RPO and RTO as per the service levels. In case the primary environment goes down, the CSP shall scale up the DR environment for the services to be delivered without any effect on the performance. |
| | | | New clause | All legal disputes between the parties shall be subject to the jurisdiction of theCourts situated in Raipur Chhattisgarh only. |

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| | | | New clause | The CSP must allow and Support for IT audit &third party audits nominated by CGMARKFED: Enable the logs and monitoring as required to support for third party audits. |
| | | | | Dashboard/API which is used for billing purpose (utilization report), CSP must provide credentials for the same dashboard/API to MARKFED CG for direct monitoring. |
| 2 | Annexure-II | 20 | Bidder should not have been blacklisted or debarred by Govt. of India and/ or any State Government and/or any Central/State PSU at the time of bid submission date. | Self-certificate on company's letter head. |
| 3 | Annexure-III | 21 | Billing Quotation: | Object storage:**Specification**<br>Basic Features: PUT, HEAD,POST,COPY,LIST,DELETE and GET<br>1.Creating as many as bucket with full user access control<br>2.GUI portal for management<br>3. safely and securely store or retrieve data directly from the internet<br>4. Object Storage shall supports private access from Cloud Infrastructure through service gateway so Object Storage may be access from private IP addresses in private subnets.<br>5. Shall support version management.<br>6. Shall support encryption and decryption of data.<br>7. Shall be capable to use frequent update.<br>9. Shall support object life cycle management and should be visible to user GUI.<br>10. Shall support increase of resources as per the policy defined by Prasar Bharati based on time, volume etc. of existing storage.<br><br>Note : CSP must quote Price including all cloud services (scope of work & Roles and responsibilities of the selected CSP ) as mentioned below :<br>• All Disk Quoted Should NVME with High IOPS<br>• Core virtualization Ration - 1:1 |

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| | | | | • Dedicated Application load balancer and network load balancer with 1Gbps throughput for this Project<br>• Dedicated Firewall &Web Application Firewall with 1Gbps throughputfor this Project<br>• Dedicated Bandwidth 500 Mbps<br>• Auto scaling: ability to auto scale at least horizontally without bringing the virtual machine down |
| 4 | **Section 4 - Service level and Penalty Terms> Point 9** | 14 | 95% within 15minutes | Amended duration as below:<br><br>Critical (Severity 1) within 30minutes<br><br>Response Time> 15 Minutes AND Resolution Time >30Minutes<br><br>Response time: Penalty 5% of Periodic Payment value for every 15 minutes of delay beyond the timelines.<br><br>Resolution time: Penalty 5% of Periodic Payment value for every30Minutes of delay beyond the timelines.<br><br>High (Severity 2) within 60 minutes<br><br>Response Time >15 Minutes AND Resolution Time >60 minutes<br><br>Response time: Penalty 7% of Periodic Payment value for every 15 minutes of delay beyond the timelines.<br><br>Resolution time: Penalty 10% of Periodic Payment value for every60 minutes of delay beyond the timelines. |

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| | | | | Medium (Severity 3) within 90 minutes<br>Response Time >15 Minutes AND Resolution Time >90 minutes<br>Response time: Penalty 9% of Periodic Payment value for every 15 minutes of delay beyond the timelines.<br>Resolution time: Penalty15% of Periodic Payment value for every 90 minutes of delay beyond the timelines.<br>Low (Severity 4) within 120 minutes<br>Response Time >15 Minutes AND Resolution Time >120 minutes<br>Response time: Penalty11% of Periodic Payment value for every15 minutes of delay beyond the timelines.<br>Resolution time: Penalty20% of Periodic Payment value for every120 minutes of delay beyond the timelines.<br>Request for Service or Information (Severity 3) within 90 minutes<br>Resolution time Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of the Project |
| | **12 Security breach including Data Theft/Loss/Corruptionn** | 15 | No breach : For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 05Lakhs to 15Lakhs as per severity. 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. | No breach : For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 05Lakhs to 15Lakhs as per severity. 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 Misuse of data, stolen or corrupted, MARKFED CG reserves the right to terminate the contract. The CSP shall ensure data security and there shall be no unauthorized usage of Government data in any manner. |

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**Annexure –III Part B**

This is only for price discovery of additional requirement cloud services and not for commercial evaluation.

| Additional Details not part of commercial evaluation. | | | | | |
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| S.No. | **Additional CLOUD SERVICES** | **Description/Specification** | **QUANTITY** | **Unit** | **Unit Rate in Rs./per UNIT Excluding GST** |
| 1 | Additional HDD Storage Cost Per TB/ Per 1 Month 1TB Storage 1 | 1TB Storage | 1 | Per 1 Month | |
| 2 | Additional RAM Per GB/ Per 1 Month 1GB RAM 1 | 1GB RAM | 1 | Per 1 Month | |
| 3 | Additional 1 Core CPU / Per 1 Month 1vCPU 1 Core virtualization Ration - 1:1 | 1vCPU | 1 | Per 1 Month | |
| 4 | Additional Object Storage/ Per 1 Month Storage Amount: | Object Storage Storage Amount: 1000GB | 1 | Per 1 Month | |
| 5 | Additional RAM / Per 1 Month 16GB RAM 1 | 16GB RAM | 1 | Per 1 Month | |
| 6 | Additional RAM / Per 1 Month 32GB RAM 1 | 32GB RAM | 1 | Per 1 Month | |
| 7 | Additional RAM / Per 1 Month 64GB RAM 1 | 64GB RAM | 1 | Per 1 Month | |
| 8 | Additional RAM / Per 1 Month 128GB RAM 1 | 128GB RAM | 1 | Per 1 Month | |
| 9 | Additional RAM / Per 3 Month 16GB RAM 1 | 16GB RAM | 1 | Per 3 Month | |
| 10 | Additional RAM / Per 3 Month 32GB RAM 1 | 32GB RAM | 1 | Per 3 Month | |
| 11 | Additional RAM / Per 3 Month 64GB RAM 1 | 64GB RAM | 1 | Per 3 Month | |
| 12 | Additional RAM / Per 3 Month 128GB RAM 1 | 128GB RAM | 1 | Per 3 Month | |
| 13 | Additional RAM / Per 6 Month 16GB RAM 1 | 16GB RAM | 1 | Per 6 Month | |
| 14 | Additional RAM / Per 6 Month 32GB RAM 1 | 32GB RAM | 1 | Per 6 Month | |
| 15 | Additional RAM / Per 6 Month 64GB RAM 1 | 64GB RAM | 1 | Per 6 Month | |
| 16 | Additional RAM / Per 6 Month 128GB RAM 1 | 128GB RAM | 1 | Per 6 Month | |
| 17 | 1 VM with 02vCPU, 8GB RAM, 100GB Storage, Window 2022 Platform web server | 1 VM | 1 | Per 1 Month | |
| 18 | 1 VM with 04vCPU, 16GB RAM, 100GB Storage, Window 2022 Platform web server | 1 VM | 1 | Per 1 Month | |
| 19 | 1 VM with 04vCPU, 32GB RAM, 500GB Storage, Window 2022 Platform web server | 1 VM | 1 | Per 1 Month | |
| 20 | 1 VM with 08vCPU, 32GB RAM, 500GB Storage, Window 2022 Platform web server | 1 VM | 1 | Per 1 Month | |
| 21 | 1 VM with 08vCPU, 64GB RAM, 500GB Storage, Window 2022 Platform web server | 1 VM | 1 | Per 1 Month | |
| 22 | Pricing and licensing for Windows Server 2022 | 1 Core CPU | 1 | Per 1 Month | |
| 23 | Pricing and licensing for Windows Server 2022 | 2 Core CPU | 1 | Per 1 Month | |
| 24 | Pricing and licensing for Windows Server 2022 | 4 Core CPU | 1 | Per 1 Month | |
| 25 | Pricing and licensing for Windows Server 2022 | 8 Core CPU | 1 | Per 1 Month | |
| 26 | Pricing and licensing for Windows Server 2022 | 16 Core CPU | 1 | Per 1 Month | |
| 27 | Pricing and licensing for Windows Server 2022 | 32 Core CPU | 1 | Per 1 Month | |
| 28 | SQL Server 2022 pricing Enterprise | 2 core pack | 1 | Per 1 Month | |
| 29 | SQL Server 2022 pricing Standard - server | 2 core pack | 1 | Per 1 Month | |
| 30 | SQL Server 2022 pricing Developer | 2 core pack | 1 | Per 1 Month | |
| 31 | SQL Server 2022 pricing Web | 2 core pack | 1 | Per 1 Month | |
| 32 | 160 characters SMS Services per SMS with delivery | Per SMS | 1 | Per SMS | |
| 33 | Email Services Per user 5 GB / Per Month | Per user 5 GB / Per Month | 1 | Per 1 Month | |

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## Response to Pre-Bid Queries

**Company Name:** Sify Digital Services Limited (A Wholly Owned Subsidiary of Sify Technologies Limited)

| Sl. No. | RFP Document Reference(s) | | Content of RFQ Requiring Clarification / Additional Queries | Change Requested / Clarification required | Response of CGMARKFED |
|---|---|---|---|---|---|
| | RFP Clause No. | RFP Page No. | | | |
| 1 | 1.1 | 5 | Provisioning the optimal compute / memory / storage capacities to begin with and having the ability to quickly scale up / down the capacities as per the workload requirements | CPU scale up and down is possible but OS and DB licenses counts are function of CPU count. Please include these as a separate line item in the rate card so that wholistic price can be obtained. | Kindly refer corrigendum **Annexure –III Part B** |
| 2 | 1.1 | 5 | Cost efficiencies through the Opex pay-per-use// payment model | Payment Model: Generally the PO is issued to have additional workloads for smooth billing, in this case please advise how Markfed CG will accept the change in workload so that quarterly billing can be made without hassle of getting PO every time | The billing for a Cloud resource is to be done based on the duration for which the resource is active i.e. the Clientonly pays for the resources that are consumed. No charges would belevied by the CSP when the resources are inactive.The infrastructure provisioned by the CSP must be auto scalable.MARKFED CG will add/reduce cloud resources on demand basic through PO |

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| 3 | 6 | 7 | The infrastructure provisioned by the CSP must be auto scalable without extra cost ability to auto scale at least horizontally without bringing the virtual machine down. The CSP shall allow MARKFED CG to add/reduce cloud resources on demand basic through an user-friendly interface. | Auto Scale up and down can be configured based on the requirement. Please clarify what is the meaning of Extra cost. As per our understanding, any change in the VM configuration or additional VM spin off will be charged as per the rate card and the price quoted as per the quotation. | The infrastructure provisioned by the CSP must be auto scalable without extra cost ability to auto scale at least horizontally without bringing the virtual machine down. It means VM should not down any cost.CGMARKFED will add/reduce cloud resources on demand basic through PO |
| 4 | 14 | 7 | The Service shall provide auto-scalable, redundant, dynamic computing capabilities or virtual machines. | 1. For vertical scaling, VM reboot may be required, please clarify if Markfed CG will allow the same.<br>2. Please clarify what is meant and asked by redundant, dynamic computing capabilities | 1.As per RFQ<br>2. It means VM reboot may be not required while auto scaling the machine. |
| 5 | 11 | 8 | Scaling the server and storage infrastructure up or down based on the needs of MARKFED CG | Upscaling can be done as per the demand, however downscaling the storage infrastructure would require migration of data as per OS demand. Please clarify, who will migrate this data. | Auto scaling will be applicable for VM,Core,RAM,bandwidth and storage also.<br>If additional storage procured by CGMARKFED and not utilized or its empty after migration of data by CGMARKFED . |
| 6 | 20 | 8 | CSP should provide direct monitoring dashboard/API to access the procured servers and storage to MARKFED CG | In the multi-tenant cloud landscape, the virtual resource provision monitoring is limited to Markfed CG subscribed services | As per RFQ |

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| 7 | 33 | 9 | Additional Security Requirements : Security features like PCI – DSS, Data Encryption, Third Party Authentication Support etc. as per the requirements of the data handled by the CGMARKFED / Agency | While we consider Additional Security Requirements like PCI -DSS, Data Encryption, 3rd party authentication support, etc on the infrastructure layer, please confirm the compliance of the same by the application layer by Markfed CG.<br>Please be specific what kind of third party authentication you are referring to and which controls are required to meet compliances. | Yes , Security features like PCI – DSS, Data Encryption, Third Party Authentication not required right now but in future Additional Security Requirements for the payment purpose . |
| 8 | 34 | 9 | Auto Scaling Limit : This is a service that automatically monitors and adjusts compute resources to maintain<br>performance for applications | CGMarkfed had to define the Application performance matrix so that auto scaling can be configured. | Agreed |
| 9 | 47 | 9 | Data portability format : As provided by CGMARKFED. | We as CSP can provide any defined industry standard format. Please amend the clause to "Industry Standard Format" | Agreed |
| 10 | 21 | 21 | Dedicated Bandwidth 500 MBps | Is this 500 MBps or 500 Mbps. In our understanding, it should be 500 Mbps, please clarify. | Dedicated Bandwidth 500 Mbps |
| 11 | 21 | 21 | • Dedicated Application load balancer and network load balancer for this Project<br>• Dedicated Firewall for this Project | Please specify the throughput and sizing parameters to be considered for these components- No. of connection, Concurrency, load balancing contexts etc.. | 1 Gbps throughput and No. of connection- 5000 to 10000 |

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| 12 | | | Additional questions on Disaster recovery | DR is required but in BOQ, only 1 VM is asked, while DR requires many parameters, highlighting some of them as below to be clarified and included in the RFP.<br>1. There is no BOQ line item for replication of Apps Server, Replication tool and DRaaS Service.<br>2. RTO/ RPO is not defined clearly.<br>3. Rate of change of data to be replicated between DC-DR is not defined.<br>4. P2P link requirement for DC-DR is not defined. | 1. CSP must quote Price including all cloud services. As mentioned in RFQ : Annexure 3 Billing Quotation.<br>2. Already defined in SLA.<br>3. Aprox 2 GB per Day<br>4.YES |
| 13 | 4)Service level and Penalty Terms: | 12 to 16 | Penalty (Periodic Payment means Periodic Payment) | To align with the penalty related terms & conditions of similar projects, we would request MARKFEG CG to kindly amend the penalty section with the inclusion of the below mentioned suggested clause:<br>(a) The total deduction shall not exceed 10% of the total Work Order Value during the Implementation phase.<br>(b) The total quarterly deduction shall not exceed 10% of the total Work Order Value during Operational & Maintenance Phase.<br><br>Overall penalties including LD shall be deducted with a maximum capping of 10% of the Contract Value. Subsequently MARKFED CG reserves the right to forfeit the Performance Bank Guarantee. | As per RFQ |

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| | | **Company Name:** | Yotta Data Services Private Limited | | |
| **Sl. No** | **Clause No.** | **Pg. No.** | **Content of RFQ Requiring Clarification / Additional Queries** | **Change Requested/ Clarification Required** | **Response of CGMARKFED** |
| 1 | Section 2 - Scope of Work > Point 5 | 7 | The CSP shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. | Please suggest the incremental data size that should be considered as per the RPO/RTO so that the DC-DR replication bandwidth can be factored accordingly. | **2-5 GB per Day** |
| 2 | Section 2 - Scope of Work > Point 6 | 7 | The infrastructure provisioned by the CSP must be auto scalable without extra cost ability to auto scale at least horizontally without bringing the virtual machine down. | We interpret that auto scale feature should be without extra cost. However, any additional usage other than that requested in Annexure-3 will be chargeable. Is this understanding correct ? Please confirm. | The infrastructure provisioned by the CSP must be auto scalable without extra cost ability to auto scale at least horizontally without bringing the virtual machine down. It means VM should not down any cost.MARKFED CG will add/reduce cloud resources on demand basic through PO |
| 3 | Section 2 - Scope of Work > Point 12 | 7 | All the necessary certificates such as TSL/SSL, Network security tools such as VPN services, should be provided by CSP. | 1. For the SSL certificate, kindly provide with the count of FQDN that shall be factored.<br>2. For the SSL certificate, kindly confirm if the FQDN will be under one domain or multiple-domains.<br>3. Kindly provide the count of VPN connections that shall be factored for site-to-site and client-to-site. | 1. FDQN=2<br>2.Multi Domain<br>3.Both site-to-site and client-to-site. |

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| 4 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 6 | 8 | 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. | 1. With reference to the dedicated security services operations, we anticipate that the CSP should have capability of dedicated SOC. However, dedicated SOC services are not to be factored in the solution. Kindly confirm.<br>2. Please suggest, which of the below services are to be factored for SOC:<br>a. SIEM<br>b. DDOS<br>c. WAF<br>d. PAM | All terms and conditions of the CSP's empanelment with MeitY are automatically applicable to this Tender and contract thereof.<br>https://www.meity.gov.in/content/gi-cloud-meghraj<br>MeitY has empaneled the Cloud Service offerings of major Cloud Service Providers (CSPs) for ease of Cloud procurement for the Government Departments. Presently, Cloud Services from prominent CSPs have been empaneled by MeitY and a Bouquet of Cloud Services has been formed consisting of three categories of Cloud Services defined as under:<br><br>i. Basic Cloud Services consisting of Compute Service, Storage Service, Network Service, Database Service, Security Service, Support Service<br><br>ii. Advanced Cloud Services consisting of Container Service, Managed Database as a Service, Content Delivery Network, MPLS Connectivity, HSM, DDoS, TLS / SSL Certificate Management, Dual / Multi Factor Authentication, Monitoring Services, Office Productivity Suite, Analytics Services.<br><br>iii. Managed Services consisting of Disaster Recovery as a Service and Backup as a Service. |

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| 5 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 10 | 8 | The bandwidth required for MARKFED CG to use the applications from the Cloud site will be notified by the CSP | Does this interpret that of the 500Mbps bandwidth to be factored for this requirement, CSP shall notify the bandwidth utilized post deployment and go-live ? Kindly suggest. | 2.1) Roles and Responsibilities of the selected CSP<br>22.Unlimited bandwidth for access and uses of application including, uploading, downloading of files, media, etc. |
| 6 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 12 | 8 | 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 | These tasks are usually either a part of an application or Microsoft Active Directory. Is it expected from CSP to perform support activities for Microsoft Active Directory of on-premise AD objects ?<br>If yes, please provide the user count for which these activities are to be performed.<br>Are these activities expected remotely, or an on-site support is expected ? | 1. Yes.<br>2. 10 users.<br>3. Remotely. |

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| 7 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 18 | 8 | Any required version/Software **/Hardware**/ License **upgrades**, patch management etc. at the Cloud Site will be supported by the CSP for the entire contract period at no extra cost to MARKFED CG | Since the services are requested on IaaS/PaaS model, there is no dedicated hardware being allocated by CSP. Although CSP perform hardware upgrade as a part of our IT policy, We suggest to kindly exclude hardware upgrades from this scope. | As per RFQ and All terms and conditions of the CSP's empanelment with MeitY are automatically applicable to this Tender and contract thereof. |
| 8 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 23 | 8 | Ensure successful network connectivity is established between the User Department location(s) and Cloud DC-DR site. | Please provide the location count to factor the connectivity. Also please confirm if all these locations have VPN-supported firewalls. | 2 Location.<br>Yes |

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| 9 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 25 | 9 | Ensure data is successfully replicated between the Cloud DC and Cloud DR and as per the required RPO specified by the MARKFED CG | Please suggest the incremental data size that should be considered as per the RPO/RTO so that the DC-DR replication bandwidth can be factored accordingly. | As per RFQ in SLA |
| 10 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 27 | 9 | Disaster Recovery Plan and Implementation: **Setup and configuration of VMs**, Storage, Network, Database, etc. at DR site meeting RPO and RTO requirements of the MARKFED CG. | Since only Database server is factored in DR, is it expected from CSP to deploy all other application VMs and other solution components at the time of DR drill/actual DR ? | As per RFQ |

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| 11 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 29 | 9 | CSP conduct DR drill for two days (for the Department's environment) at the interval of every six months of operation wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. | Since only Database server is factored in DR, is it expected from CSP to deploy all other application VMs and other solution components at the time of DR drill/actual DR ? | As Per RFQ |
| 12 | Section 2.1 - Roles and Responsibilities of the selected CSP> Point 33 | 9 | Additional Security Requirements : Security features like **PCI – DSS**, Data Encryption, Third Party Authentication Support etc. as per the requirements of the data handled by the CGMARKFED / Agency | Although CSP is PCI-DSS certified, is it expected that the proposed solution should be validated for PCI-DSS ? | Yes , Security features like PCI – DSS, Data Encryption, Third Party Authentication not required right now but in future Additional Security Requirements for the payment purpose . |
| 13 | Section 4 - Service level and Penalty Terms> Point 9 | 14 | 95% within 15minutes | Request you to kindly allow the revised response duration as below:<br><br>Critical (Severity 1) within 30 minutes<br>High (Severity 2) within 60 minutes<br>Low (Severity 3) within 90 minutes<br>Request for Service or Information (Severity 4) within 90 minutes | Kindly refer corrigendum |

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| 14 | Section 4 - Service level and Penalty Terms> Point 10 | 14 | For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem reporting | Request you to kindly allow the revised resolution duration as suggested below:<br><br>For Severity 1, 98% of the incidents should be resolved within **4 hours** of problem reporting | As Per RFQ , This is the requirement of the Project. |
| 15 | Section 4 - Service level and Penalty Terms> Point 11 | 14 | 95% of Severity 2 within 4 hours of problem reporting AND 95% of Severity 3 within 16 hours of problem reporting | Request you to kindly allow the revised resolution duration as suggested below:<br><br>95% of Severity 2 within **8 hours** of problem reporting AND 95% of Severity 3 within **36 hours** of problem reporting<br><br>Further, we request you to include the below:<br>Request for Service or Information (Severity 4) within 36 Hours | As Per RFQ , This is the requirement of the Project. |
| 16 | Section 4 - Service level and Penalty Terms> Point 16 | 15 | Data Migration: Migration of data from the source to destination system | Does this interpret that the CSP has to migrate the data from existing site to the proposed solution ? If yes, can we consider that the current site has the VM count and size same as requested in this RFQ ? | YES.<br>3 VM and<br><br>1 TB – 2 TB |
| 17 | Annexure 3 - Billing Quotation>Sl. No. 1 | 21 | **Web Server** - 1 VM with 08vCPU, 32GB RAM, 500GB Storage, Window 2022 Platform web server web edition | Windows 2022 Platform has only 3 editions - essentials, standard and datacenter. Please help with the revised edition. | As Per RFQ |

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| 18 | Annexure 3 - Billing Quotation>Sl. No. 2 | 21 | **Application Server** - 1 VM with 16vCPU, 64GB RAM, 2TB Storage, Window 2022 Platform Application Server enterprise edition | Windows 2022 Platform has only 3 editions - essentials, standard and datacenter. Please help with the revised edition. | As Per RFQ |
| 19 | Annexure 3 - Billing Quotation>Sl. No. 3 | 21 | **Database Server** - 1 VM with 64vCPU, 128 GB RAM, 6TB Storage- Windows 2022 Platform and Microsoft SQL 2022 database Server enterprise edition | 1. Windows 2022 Platform has only 3 editions - essentials, standard and datacenter. Please help with the revised edition.<br>2. Please help with the count of databases (unique SID) that will be created in the Database server. | As Per RFQ |
| 20 | Annexure 3 - Billing Quotation>Sl. No. 4 | 21 | **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 | Please help with the count of databases (unique SID) that will be created in the Database server. | As Per RFQ |
| 21 | Annexure 3 - Billing Quotation>Sl. No. 6 | 21 | **Application + DB Server** - 1 VM with 16vCPU, 64GB RAM, 4TB Storage- windows 2022 Platform and Microsoft SQL 2022 database Server enterprise edition<br>Web and Application Server | 1. Windows 2022 Platform has only 3 editions - essentials, standard and datacenter. Please help with the revised edition.<br>2. Please help with the count of databases (unique SID) that will be created in the Database server. | As Per RFQ |
| 22 | Annexure 3 - Billing Quotation>Note: Bullet Point 3 | 21 | Dedicated Application load balancer and network load balancer for this Project | Please help with the concurrent connections and throughput that should be factored for sizing the load balancer. | 1 Gbps throughput and No. of connection- 5000 to 10000 |

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| 23 | Annexure 3 - Billing Quotation>Note: Bullet Point 4 | 21 | Dedicated Firewall for this Project | Please help with the throughput, concurrent connections, VPN count for IPSEC and SSL connections. | 1 Gbps throughput and No. of VPN : 20 , 2 SSL and may increse as requirement |
| 24 | Annexure 3 - Billing Quotation>Note: Bullet Point 5 | 21 | Dedicated Bandwidth 500 MBps | We believe that the MBps is a typo-error and it should be Mbps. Kindly confirm. | 500 Mbps. |
| | **Company Name:** | | Bharti Airtel Limited | | |
| **Sl.No** | **Clause No.** | **Pg No.** | **Content of RFQ Requiring Clarification / Additional queries** | **Change requested/Clarification Required** | **Response of CGMARKFED** |
| 1 | 2.1 (1) | 8 of 22 | The CSP must be its own managed service provider for the project. | In order to ensure wider participation Request termination of this clause provided No Hyperscalar would be able to participate with this. | As per RFQ |
| | **Company Name:** | | ESDS | | |
| **Sr.No.** | **Clause No.** | **Pg. No.** | **Content of RFQ Requiring Clarification/Additional queries** | **Change Requested/ Clarification required** | **CGMARKFED Response** |
| 1 | Scope of work (9) | 7 | The environment shall comply with the respective provisional Empanelment Compliance Requirements published by Ministry of Electronics Information and Technology (MeitY), Government of India. | As per RFP DC infrastructure has been demanded with MeitY empanelled CSP, So CSP will be providing hardware/software on a service model i.e. Iaas/SaaS/PaaS.Hence, All the Licenses (Operating System license) on cloud platform will be provided in SPLA model i.e. on subscription basis by us. Kindly Acknowledge. | Kindly refer corrigendum<br><br>Agreed |

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| 2 | Scope of work (9) | 7 | CSP should provide training to MARKFED nominated officials/personnel on usage of the Console and any other technical aspect for monitoring of hosted applications related projects. | Please clarify,<br>1. List of location for the training ?<br>2. Number of users need to be trained ?<br>3. Number of users in one batch ?<br>4. Number of Training sessions & days need to be conducted ?<br>5.Onsite/Offsite training ?<br>6.Training Infrastructure will be provided by department? | 1. One location CGMARKFED Head Office<br>2. Apox 20<br>3. All.<br>4. Till queries resolved.<br>5.Online through onsite.<br>6. Yes if Onsite |
| 3 | 2.1) Roles and Responsibilities of the selected CSP (31) | 8 | CSP must Provide relevant tools and services for backup, migration and replication of applications / data | If ESDS needs to migrate, kindly confirm the following: | |
| 4 | | | | Kindly confirm at which location existing system is currently hosted. | MeityEmpanneled Cloud services Provider. |
| 5 | | | | Kindly confirm the detailed exisiting system landscape. | not required |
| 6 | | | | Kindly confirm how many VM's needs to be migrated. | As per RFQ in Annexure 3 |
| 7 | | | | Kindly confirm the existing data size needs to be migrated.(eg. MB/GB/TB) | 1 TB – 2 TB |

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| 8 | | | | Kindly share the migration timeline for bidder, so that we can decide the proper migration approach for the same. | 10 Days. |
| 9 | 2.1) Roles and Responsibilities of the selected CSP (31) | 8 | CSP must Provide relevant tools and services for backup, migration and replication of application s / data | Kindly confirm Backup Policy (Daily incremental, Monthly Full) | Daily incremental, Monthly Full |
| 10 | | | | Accordingly kindly confirm on the backup space we need to consider in (GB,TB) or should we consider 25 GB as mentioned in RFP. | 25 GB as mentioned in RFQ that is the size of 1 Database (all database size aprox 500 GB) |
| 11 | | | | Please confirm where to add charges for Backup tool | As per RFQ in Annexure 3 |
| 12 | Scope of Work (12) | 7 | All the necessary certificates such as TSL/SSL, Network security tools such as VPN services, should be provided by CSP. | Kindly confirm whether SSL VPN connection required. If yes, confirm the count of users. | Yes, Aprox 20 it may increase |
| 13 | | | | Kindly confirm which type of SSL is expected? And how many domains/ subdomains need to secured. | Yes, 2 doiams and subdomain depends on conditions |
| 14 | 2) Scope of Work (5) | 7 | The CSP shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. | Kindly confirm the daily data generation at DC site or Kindly confirm the replication bandwidth required. | As per RFQ in 2.1 (22) |

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| 15 | 2.1) Roles and Responsibilities of the selected CSP(25) | 9 | Ensure data is successfully replicated between the Cloud DC and Cloud DR and as per the required RPO specified by the MARKFED CG | Kindly confirm where to add charges for DRM tool in BOQ | As per RFQ in Annexure 3 |
| 16 | 2.1) Roles and Responsibilities of the selected CSP(1) | 8 | The CSP must be its own managed service provider for the project | As per the BOQ, there is no provision to add the Managed service charges. Please confirm where to add the charges for the Managed Service in BOQ. | As per RFQ in Annexure 3 |
| 17 | 2.1) Roles and Responsibilities of the selected CSP (23) | 8 | Ensure successful network connectivity is established between the User Department location(s) and Cloud DC-DR site. | The required On-Prem(Field device connectivity) to ESDS DC & DR connectivity will be in client's scope. ESDS will only provide the port for link termination at ESDS DC and DR site.Kindly acknowledge. | As per RFQ |

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| 18 | 2.1) Roles and Responsibilities of the selected CSP (55) | 8 | The CSP shall be responsible for to provide infrastructure and platform service(s) (such as middleware) to run the applications created using programming languages, libraries, services, and\ tools supported by the CSP, on selection of PaaS Cloud Service Model by the MARKFED CG | Kindly confirm that any kind of Application integration with the new system will be in the scope of client. | As per RFQ ,<br>The CSP shall be responsible for to provide support in integration. |
| 19 | 3) Security and Statutory Requirements | 11 | The CSP/Service Provider shall comply or meet any security requirements applicable to CSPs/Service Providers published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP/Service Providers by MeitY as a mandatory standard | As per the BOQ, there is no provision to add the charges for Security Tools as prescribed in MeitY guidelines like Anti DDoS,WAF,HIPS etc. Please confirm where to add the charges for the Security Service in BOQ. | As per RFQ in Annexure 3 |
| 20 | 3) Security and Statutory Requirements(8) | 11 | CSP's should ensure protection from virus, malware, spams and other malicious activities for their systems interfaces. | Kindly confirm whether bidder needs to consider Antivirus for all VM's .Also as per the BOQ, there is no provision to add the Antivirus charges. Please confirm where to add the charges for the Antivirus in BOQ. | As per RFQ in Annexure 3 |
| 21 | Sizing | 21 | Dedicated Bandwidth 500 MBps | As per the BOQ, there is no provision to add the Bandwidth charges. Please confirm where to add the charges for the Bandwidth in BOQ. | As per RFQ in Annexure 3 |

# Chhattisgarh State Co-Coperative Marketing Federation Limited. (MARKFED)

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Phone: +91 (771) 2425400 /2425402 E-mail: mf_ctrlroom_raipur@gov.in


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| 22 | Sizing | 21 | Dedicated Application load balancer and network load balancer for this Project | As per the BOQ, there is no provision to add the LB charges. Please confirm where to add the charges for the LB in BOQ. | As per RFQ in Annexure 3 |
| 23 | Sizing | 21 | Dedicated Firewall for this Project | As per the BOQ, there is no provision to add the Firewall charges. Please confirm where to add the charges for the Firewall in BOQ. | As per RFQ in Annexure 3 |
| 24 | | | General | While opting for cloud services for DC and DR, it is assume that there will be no hardware transfer or assests /ownership transfer after end of contract period. Only the data will be handed over to Authority. Kindly acknowledge. | Agreed |
| 25 | | | General | Kindly confirm how many public IP's are requried at DC, DR site. Also confirm where to add the charges for the Antivirus in BOQ. | 10 public IP's are requried at DC, DR siteAs per RFQ in Annexure 3 |
| 26 | | | General | Kindly confirm who will be responsible for providing the OS, Database licenses and database management. Also Confirm on where to add charges for the same. | As per RFQ in Annexure 3 And refer corrigendum. |

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| Company Name: | | | Proteantech | | |
|---|---|---|---|---|---|
| **SI.No.** | **Clause No.** | **Pg. No.** | **Content of RFQ Requiring Clarification / Additional queries** | **Change Requested/ Clarification required** | **CGMARKFED Response** |
| 1 | 2) Scope of Work | 7 | 5. 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 | Please share the per day data growth at DC. | 2 to 5 GB per Day |
| 2 | 2) Scope of Work | 8 | 6. The infrastructure provisioned by the CSP must be auto scalable without extra cost ability to auto scale at least horizontally without bringing the virtual machine down. The CSP shall allow MARKFED CG to add/reduce cloud resources on demand basic through an user-friendly interface. | 6. The infrastructure provisioned by the CSP must be auto scalable with extra cost to customer with ability to auto scale at least horizontally/vertically without bringing the virtual machine down. | As per RFQ |
| 3 | 2) Scope of Work | 8 | 10. Nature of replication between the DC and DRC (For Database replication only) should be as per native technology of SQL server called " Always on" for the date replication between the database in DC & DR. | 10. Nature of replication between the DC and DRC (For Database replication only) should be as per native technology of SQL server called " Always on/ Log Shipping" for the date replication between the database in DC & DR. | Agreed |

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| 4 | 2.1) Roles and Responsibilities of the selected CSP | 9 | 4. Shall support the development teams (3rd party service provider) during the deployment of the applications at the Cloud Solution site. | 4. Shall support the development teams (3rd party service provider) during the deployment of the applications at the Cloud Solution site only for cloud services configuration. Application or any API configuration is in customer scope. | Agreed |
| 5 | | 10 | 22. Unlimited bandwidth for access and uses of application including, uploading, downloading of files, media, etc. | Bandwidth will be limited and the required sizing will be provided by the customer for access and uses of application including, uploading, downloading of files, media, etc. | As per RFQ |
| 6 | | 10 | 23. Ensure successful network connectivity is established between the User Department location(s) and Cloud DC-DR site. | Customer needs to specify what type of connectivity is required from their department locations to Cloud DC &DR .E.g like MPLS,Sit to Site VPN or using client side VPN. | P2P connectivity for DC-DR sites. |
| 7 | General Query | | | Please share the DC and DR Solution Diagram | The CSP will be share at the time of migration |
| 8 | General Query | | | Please Share RTO and RPO Details | As per RFQ in SLA |
| 9 | General Query | | | Please share DC and DR Cloud Services Qty like VM Qty, LB Qty , Storage Qty etc. | As per RFQ in Annexure 3 |
| 10 | General Query | | | Please share the existing OS and DB license details to evaluate BYOL on Protean Cloud. | As per RFQ in 2.1 (18) |

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| 11 | General Query | | | Please share Environment wise details like prod and Non Prod environment. | As per RFQ in Annexure 3 |
| 12 | General Query | | | Can we factor 12 Hours per day Uptime for Non Prod Environment ? | NO |
| 13 | General Query | | | What will be the tentative budget for this RFQ | Already mentioned at eprocurement Portal |

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| Company Name: | | | AWS | | |
|---|---|---|---|---|---|
| **Sr. No** | **Clause No** | **Pg. No.** | **Content of RFQ Requiring Clarification / Additional queries** | **Change Requested/ Clarification required** | **CGMARKFED Response** |
| 1 | 2.1 | 8 | The CSP must be its own managed service provider for the project | We are hyperscaler CSP and particpate through our authorised Managed Service Providers (MSP). Hence we request you to amend this clause accordingly. | As per RFQ |
| 2 | 1.2 | 6 | 3. The selected CSP shall be solely liable to and responsible for all obligations towards the performance of works / services / adherence to SLAs under the contract. | Pls amend clause as "The selected MSP shall be solely liable to and responsible for all obligations towards the performance of works / services / adherence to SLAs under the contract." | As per RFQ |
| 3 | 2.1 | 8 | Roles and Responsibilities of the selected CSP | Pls amend clause as "Roles and Responsibilities of the selected MSP." | As per RFQ |