

Response to Queries & Corrigendum

29th July 2021

Bid No: GEM/2021/B/1369909

S. No	Page No.	RFP Document Reference & Section No.	Clause as per RFP	Query	Response
1	"11/12" and 27	Section 4.1.2 : Table 3 and Section 9.1 Table 5: S.no 19 and 20 : Storage Services- Block Storage	IOPS 3000/volume	The pricing for 3000 IOPS/50 GB or 3000 IOPS/100 GB is different. Request to <u>define the minimum size of volume (50 GB/100 GB/200 GB etc.) to meet 3000 IOPS requirement?</u>	Bidder has to quote the per GB price for 3000 IOPS. Successful Bidder will be paid as per the actual usage based on the conditions as mentioned in Clause 9.2 of the Bid.
2	"11/12" and 27	Section 4.1.2 : Table 3 and Section 9.1 Table 5. S.no 19 : Storage Services- Block Storage	Storage Services: Block Storage : Note: 10 TB is estimated full requirement. Storage may be availed in smaller instances.	To be read as " 10 TB is estimated full requirement. Storage may be availed in minimum increments of 10GB volume or lower so that charges are for the actual usage. The Managed Storage should offer the ability to increase the size of an existing block storage volume without having to provision a new volume and copy/move the data	No change.
3	"11/12" and 27	Section 4.1.2 : Table 3 and Section 9.1 Table 5: S.no 20 : Storage Services- Block Storage	Storage Services: Block Storage : Note: 5TB is estimated full requirement. Storage may be availed in smaller instances.	To be read as " 5TB is estimated full requirement. Storage may be availed in minimum increments of 10GB volume or lower so that charges are for the actual usage. The Managed Storage should offer the ability to increase the size of an existing block storage volume without having to provision a new volume and copy/move the data.	No change.

4	11 and 26	Section 4.1.2 : Table 3 and Section 9.1 Table 5. S.no 17:Storage Services Object Storage (Standard)	Storage Services Object Storage (Standard)-	Kindly clarify- if the cost is to be quoted to be inclusive of the clause mentioned for Service: Object Storage: Point 23 "It should provide high redundancy, durability and storage of data across a minimum of two distinct Data centres with 99.90% uptime SLA.	1. Point No. 23 in Table 3, specifies the capability of the CSP. 2. Cost for this capability should not be quoted against this line item.
5	'12-14 and 27-29	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2, S.no 21-29 (Database as a Service - On Demand, 1 Year and 3 Year)	Managed Database Service: Availability: High Availability with 2 nodes	Kindly clarify whether 2 nodes means (1 Master and 1 read replica) of Managed Database Service in same or different datacentre ?	For the purpose of quotation, 2 nodes means 2 instances (1 Master and 1 Read Replica) in the same Datacenter. However, depending on the requirements different data center deployments may be done.
6	36	Section 92 (v)	The price applicable for any service in any month would be equal to Published/Listed Rates as declared by respective CSP adjusted by the discount for that particular service.	We understand that "If the published prices are in USD, RBI reference rate for USD- INR conversion as on the date of invoice submission will be taken into consideration for payments. (1USD = xx INR)	Yes. RBI reference rate for USD – INR conversion as on the Date of Invoice submission will be considered for payments.
7	16 and 31	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2, S.no 50:Certificate Manager	Certificate Manager: Details :SSL Certificate etc.	Kindly clarify whether SSL Certificate should support wildcard (*) names as well, which means www.umang.gov.in, bot.umang.gov.in, app.umang.gov.in and other subdomains can all be supported with 1 Certificate? This will reduce the No of certificates required for each subdomain and its associated cost. Please clarify	It should support wildcard

8	16 and 31-32	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2. S.no 52, S.No 53, S.No 54- Caching Framework Memcached or equivalent 36 months, 12 months, on-demand	Caching Framework Memcached or equivalent 36 months, 12 months, on-demand	Kindly clarify if Managed Caching Service is required or can we provide Self managed Caching on Virtual Machine? Also clarify, In Self Managed Caching, Caching Software on the Virtual Machine is to be deployed and managed by whom?	Bidders are required to Quote for Managed caching Service. In case, caching is self deployed then NeGD or it's appointed agencies will manage the same.
9	16 and 31-32	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2. S.no 52, S.No 53, S.No 54- Caching Framework Memcached or equivalent 36 months, 12 months, on-demand	Caching Framework Memcached or equivalent (36 months, 12 months, on-demand): Size of caching Node- 50 GB	Size of Caching Node is defined by the RAM Size. RAM size is already mentioned as 16 GB. Kindly clarify the RAM Size required for Caching node 16 GB or 50 GB?	Caching node provides a high speed data storage layer. RAM is part of caching node. RAM size required is 16 GB. No change.
10	"17"	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2. S.no 55, S.no 56, S.No 57 -Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	Kindly clarify whether Managed Messaging Service is required or can we provide Self managed RabbitMQ on Virtual Machine?	Managed Messaging Service is required.
11	"17"	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2. S.no 55, S.no 56, S.No 57 -Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	What is High availability requirements of Messaging service?	Bidder is required to Quote as per the requirements mentioned in BoM for this line item.
12	"17"	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2. S.no 55, S.no 56, S.No 57 -Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	Can we provide a fully managed messaging service where metering is based on No of messages processed?	No Change in requirement.
13	17	Section 4.1.2 : Table 3 and Section 9.1 Table 5. 4.1.2. S.no 55, S.no 56, S.No 57 -Messaging Service – Kafka, Rabbit MQ or equivalent 36 months, 12 months, on-demand	Nodes -2	Kindly clarify whether 2 nodes means 2 instances in different/same datacentre?	For quotation purposes, 2 nodes means 2 instances in the same datacenter.

14	19	Section 7	Bidder should offer 99.9% uptime SLA (measured monthly) across data centres and the Penalty applicable for actual Availability between “< 99.90% to >= 99.5%” will be 5 % of the Monthly payable. Rest of the Penalties in the document (as mentioned in Point No. 4 above) for “Availability of each Cloud Services” will remain same.	Bidder should offer 99.9% uptime SLA (measured monthly) across Data centres/Cloud Services and the Penalty applicable for actual Availability between “< 99.90% to >= 99.5%” will be 5 % of the Monthly payable. Rest of the Penalties in the document (as mentioned in Point No. 4 above) for “Availability of each Cloud Services” will remain same. < As per Meity SLAs, Penalties are applicable on Cloud Services>	The availability / uptime SLA is applicable for each Cloud Service availed whether the service is deployed in a single data Center or across multiple data centres.
15	NA	General Queries	Number of brokers running for Messaging service	Please clarify	Please refer the RFP for the requirements
16	NA	General Queries	2) Type of firewall needed i.e. Security groups and NACL or WAF	Please clarify	Please refer the RFP for the requirements
17	NA	General Queries	3) Number of standard queries per month for DNS.	Please clarify	Please refer the RFP for the requirements
18	NA	General Queries	4) Number of symmetric requests per month for Key management service	Please clarify	Please refer the RFP for the requirements
19	NA	General Queries	5) Number of monthly API calls per secret for Credentials Vault	Please clarify	Please refer the RFP for the requirements
20	NA	General Queries	6) Total number and duration of tasks or pods running for the application. Ephemeral storage allocated for the Container compute service	Please clarify	Please refer the RFP for the requirements

21	2	Bid Document	<p>Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.</p>	<p>Since, cloud services are billed as per the actual usage basis during the contract period. Hence, it will be difficult to provide any documentary evidence for completion of project. We request you to kindly amend this clause as:</p> <p>The bidder should be providing cloud services in one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company/ Corporate Organization in India. Copies of contracts / work orders and documentary evidence in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.</p> <p>OR</p> <p>Provisioning of Cloud Service done for a government / e-commerce organization/ financial institutions</p>	The clause stand deleted. Please refer the corrigendum.
22	NA	Bid	Extension in deadline for submission of Bid		No extension in the bid submission date.

Bid No: GEM/2021/B/1369909

Dated: July 29, 2021

CORRIGENDUM

Context

Considering the request(s) & suggestions from potential bidder(s), to review and amend certain clauses of the Bid, below mentioned clauses have been reviewed and updated to accommodate the request(s) for wider participation.

S. No	Document Reference(s), [Section/Clause and page Number]	Existing Section/Clause/Condition	New/Amended Section/Clause/Condition
1	Page No. 2- Bid Document Clause No. 5	5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	This Clause stands deleted.