Software Technology Parks of India
Tender NO: STPI/HQ/TECH/DC/CLOS/2022-2023/1
Responses to Queries after publishing Bid Corrigendum Dated: 26 June 2023

Sr. No.	Section No	Clause No	Reference/subject	Clarification Sought	Clarification/Response
1	4.29. Timelines	Pg 143 of RFP (reg Go-Live schedule)	Go- Live of mutually decided first hybrid setup location - T+3 months	Setting up hybrid cloud at STPI locations would require installation exercise at those locations. As this project is in revenue sharing mode, its in interest of MSP to launch the services as early as possible. in practicality, hardware and network equipment come from overseas and deliveries are taking more than 10-12 weeks post placement of order to OEM. Further, there is penalty clause of 2.5Lakhs/week if project implementation schedule is not met. We request you to modify the project milestones by shifting it all by 45-60 days starting first milestone to be atleast **T + 5** months as there are significant delays in receiving the OEM hardware shipments. We request all other timeline also adjusted accordingly.	STPI understands the current market conditions for the Hardware delivery and penalty may be relaxed against the case where order is placed to OEM but delivery is getting delayed from the OEM side. MSP needs to provide the evidence of order placement to OEM and letter from OEM stating the reason for delay in delivery, but it may be considered maximum upto T+5 months.
2	4.29. Timelines	Pg 143 of RFP (reg MeitY empanelment)	MSP shall apply for the MeitY Empanelment for the cloud services within 3 months from the start of that respective cloud setup of that particular location.	As MeitY empanelment is done for a CSP, collective capability of all ready centers of STPI should go for Meity empanelment in one go rather than empanelment of every facility as and when they are ready. Further, MeitY empanelment os STPI services makes more sense once GCC setup (DC-DR) is ready. Request STPI to change the clause as '**MSP shall apply for the MeitY Empanelment for the cloud services within 3 months from the end of that GCC cloud setup at both locations**'.	MSP shall apply for the MeitY Empanelment for the cloud services within 3 months from the end of GCC cloud setup at both locations
3	4.29. Timelines	Pg 143 of RFP (reg 123 Months post commissioning)	The MSP shall manage the Hybrid Cloud and GCC setup for next 10 years post commissioning (approx. 123 months)	we request you to clarify the meaning of commissioning here? Does it mean going live at 1st location ?	The total contract period shall be of 123 months from the date of signing of the contract.
4	Corrigendum- Annexure G : List of Specialized Services	Database Services (Sr No 3)- pg 17 of corrigendum	MS SQL/ Oracle DB (All types of licensing/ subscriptions variant as per the OEM/CSP shall be available)	Request you to elaborate if MSP has to provision for both MS SQL and Oracle DB PaaS services in the begining? As STPI services have to be MeitY empanelled , GCC empanelment can be done with basic services of cloud services bouquet published by MeitY which only prescribes MSSQL. Oracle DB PaaS services are not part of MeitY- mandatory basic cloud services at present.	MSP has to provision the services as per the requirement of MeitY empanelment. However MSP may offer any additional database as per the market demand. All Basic Cloud Services which are mandatory for MeitY empanelment is to be provision by the MSP.
5	Corrigendum - Annexure I: Demonstration Plan	pg 25 of Corrigendum	PoC of Self-Service console in a cluster mode with replication configured across data centres and automated encrypted backups (continuous incremental backups)	Request to elaborate on expectation under this clause- Do we have to demonstrate self service console in cluster mode or demonstrate the capability of clustering, replicability and encrypted backups from self service console?	MSP needs to demonstrate the self-service console that allows users to interact with the cluster and manage their resources. Which also should include the Cluster Setup, Replication Across Data Centers, Automated Encrypted Backups etc.

6	Corrigendum - Annexure I: Demonstration Plan	POC	Demonstrate the scaling up and down of capacity for the DBaaS (Serverless database) without interrupting the application	Request to elaborate on demo expectation under this clause	The MSP is required to showcase the ability to efficiently scale the capacity of the DBaaS (Serverless database) in a public cloud environment through a partnered CSP, ensuring seamless application performance without any interruptions.
7	Corrigendum- Annexure G : List of Specialized Services	Sr. No 12 of Corrigendum document	Lab Services	Request to elaborate on expectation under lab services	The MSP shall provide Cloud-based Virtual Labs which will enable users or Startups to to access the lab platform including the choice of wide range of software(avaialble in marketplace or open source), operating systems, and infrastructure services in combination. These platforms shall provide virtualized environments where users can simulate real-world scenarios, run experiments, and perform tests as per their project needs.
8	4.19. Utilization Plan for Edge Location Data Centre	Pg 110 of RFP	Note : In case of edge location Data Centre, any upgradation (IT/Non IT) shall be done by the MSP .	We understand that all the edge locations as mentioned in clause 1.3, STPI Edge Location Data Centres (Pg 21) are in usable conditions and minimum 1 rack (42U) is avaialble for installation of hardware and network infrastructure at edge. There is no immediate Non IT upgradation need unless the scalability demands for. Any Non IT upgradation which is not linked to this project shall not be MSP's responsibility. pls clarify	MSP should propose their solution based on the available non IT capacity of the Edge locations However in case the proposed solution demands for any upgradation of the Non IT infrastructure the same shall be borne by MSP. for all the existing Non-IT Systems, STPI may arrange the O&M services.
9	4.25 expansion of infrastructure	pg 113 of RFP	The MSP will bear any additional associated costs, including procurement, implementation, training, and ongoing maintenance.	while we understand the upgradation of infrastructure as per business plan is MSP's responsibility as per clause 4.24. As this project is in revenue sharing mode, any expansion as per business plan would be joint ownership of STPI and MSP incl CSP. **The cost of expansion of Non-IT part should be borne by STPI, MSP should be reimbursed on actuals if MSP gets the work done on behalf of STPI.**	If there is a need to expand the infrastructure for main datacenters (GCC and Hybrid locations) beyond the avaialble facilities mentioned in the RFP, then STPI may provide the additional Hybrid & GCC facility including the non-IT system subject to business plan approval by STPI.

10	Corrigendum-Annexure G : List of Specialized Services	Addition Of New Clause as "Intellectual Property Rights" in corrigendum	IPR	As this is a revenue sharing RFP where MSP is expected to own the business for providing cloud services and share revenue with STPI. Any IPR built /developed by MSP during the project should be owned by MSP. **Request to remove the new added clause**	Intellectual Property Rights STPI shall have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, specific customisation for the project, reports, diagrams and other documents which have been developed by the MSP during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the STPI indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder during the course of performance of the Services.
11	Corrigendum-Annexure G : List of Specialized Services	(E) other services - Sr No 3,4,5 (pg 22 of corrigendum)	3 Email as a Service PaaS Per Mailbox(50GB)/month 4 Email as a Service PaaS Per Mailbox(100GB)/month 5. Messaging Service PaaS Per Msg GW/Month	As these services can be offered in PaaS/SaaS mode by CSPs, request to change the type of services to '**PaaS/SaaS**' for these services	Service type changed to 'PaaS/SaaS' for these services
12	Annexure H: Technical Specification	Pg 176 of RFP	34. GCC platform should have minimum 10% GPU based servers for specialized workloads like AI/ML and Big Data.	considering the cost and complexity involved in setup, GPUs are more suitable to get consumed from public cloud. Keeping 10% GPU environment in GCC is an hardware cost overhead for MSP hindering sustainable business model for GCC monetization as there is not clear visibility of future AI/ML workloads required at GCC. Further, GCC empanelment as per MeitY guidelines (neither basic services nor advanced services) doesn't require any GPU at GCC level. We suggest that the clause should be altered that '**To start with MSP can offer the GCC infrstructure wthout any GPU infrastructure. However, if there is clear business visibility of AI/ML based Govt. workloads in GCC, MSP should be adding required GPUs in GCC environment within 3 months of mutual agreement**.'	No Change

13	Annexure I: Demonstration Plan	Point 13 of Corrigendum	Demonstrate customer references on Bidder's/CSP website who have used the proposed Service by Bidder.	Instead of demonstrating customer references, can we present customer case studies of specific use cases.	Yes customer case studies of specific use cases can be presented by the bidder.
14	Annexure E: Compliance sheet for qualification	Page 159	MSP will provide Cloud management layer for Integration, orchestration, Automation and self-service portal	1. We understand that the self-service portal be a common deployment for STPI cloud customers which can provide a view of GCC, Hybrid and Edge infrastructures via multi-tenancy? 2. **Can this deployment be using MSP/CSP's SaaS solution that is available securely to customers**?	Cloud Managamnet layer shoud be deploy to meet the MeitY cloud empanelment requirements.