#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
1	2.21.2 Technical Qualification Criterion	Technical Evaluation Parameters	Business Model I. Effective Utilization Plan for providing GCC and Hybrid Cloud from: Power Usage Effectiveness (PUE) (1 Marks) II. Resource Utilization including density (1 Mark) III. Total Cost of Ownership (TCO) (1mark) IV. Sustainability and Environmental Impact(1 Mark) V. Operational efficiency (1 Mark)	Requesting to specify and elaborate the requirement in following clauses 1. Sustainability and Environmental Impact 2. Operational efficiency	The proposed cloud setup infrastructure must prioritize energy-efficient practices to minimize its carbon footprint by Utilize energy-efficient hardware components and design the proposed infrastructure with a focus on modularity and upgradability to extend the lifecycle of components. The cloud setup should maximize resource utilization and minimize wastage. Proper use of orchestration tools to manage resource allocation dynamically based on workload demands. Bidder may put their innovative ideas to bring operational efficiency in overall setup.
2	4.3 and 4.4		Locations of GCC	The Locations for GCC Cloud as specified in Section 4.3 is Bhubaneshwar and Vijayawada and in Section 4.4 is Bhubaneshwar & Chennai. Can the initial locations for the GCC be modified to Bhubaneshwar and Mohali considering that Rack available in these locations are 72 and 40 that can not only take care of expansion of GCC and but also management stack that would be required to monitor and govern the GCC cloud?	At section IV clause 4.3, GCC locations inadvertently mentioned as Bhubaneshwar and Vijayawada. However, to begin with, the GCC and hybrid cloud setup shall be set up at STPI's Bhubaneshwar and Chennai location, whereas the MSP may utilise the additional available data center locations and edge locations of STPI as per the business demands in future.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
3	Annexure G and Annexure H	Annexure-G Table A1 Point 2 and Annexure H Point 33	GPU Instances	Can it be clarified that GPU instances are required for GCC only and not for Hybrid Cloud?	The GPU instances shall be provided from GCC on-prem setup . Hybrid cloud may offer GPU services under specialised services which are offered from Public cloud.
4	2.21.2	Technical Evaluation Parameters A2 Point 1	Effective Utilization Plan for providing GCC and Hybrid Cloud from: Power Usage Effectiveness (PUE)	Can the word Power Usage Effectiveness (PUE) be removed from this please as this would need to be taken care by STPI. So would request to keep only "Effective Utilization Plan for providing GCC and Hybrid Cloud"	Bidder needs to consider PUE to their proposed infrastructure where it can utilize highly efficient hardware with low-power components for data processing and storage. Please refer corrigendum 3
5	2.21.2	Technical Evaluation Parameters A2 Point 2	Resource Utilization including density.	Can it be clarified as to what is required here as it seems this point is covered in Point 1	Please refer corrigendum 3
6	**3.15.2. Consequences of Termination @52**	(a) and (b)	a) In the event of termination of the Contract, [whether consequent to the stipulated term of the Contract or otherwise], STPI shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the MSP shall be obliged to comply with and take all available steps to minimize loss resulting from the termination/breach.	Request acceptance of the current deviation sought " a) In the event of termination of the Contract, [whether consequent to the stipulated term of the Contract or otherwise], STPI shall mutually agree with the MSP an efficient transition and effective business continuity of the Service(s) which the MSP shall be obliged to comply with and take all available steps to minimize loss resulting from the termination/breach at STPI's cost."	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
			b) Nothing herein shall restrict the right of STPI to invoke the successful bidder Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity, and pursue such other rights and/or remedies that may be available to STPI under law or otherwise.	We seek deletion of this sub clause	No Change
7	3.16.6. Payments during Exit Management Period – Page no. 55	a.	a. Payment to the outgoing Bidder will be made to the tune of last set of rendered Services / Deliverables (including parts thereof) as stated in the terms of Payment Schedule, subject to SLA requirements. Without prejudice to any other rights, the STPI may retain such amounts from the payment due and payable by the STPI to the Bidder as may be required to offset any losses, damages or costs incurred by the STPI as a result of the termination of Bidder or due to any act / omissions of the Bidder or default on the part of Bidder in performing any of its obligations with regard to this RFP.	seek deletion of the part struck off. " Payment to the outgoing Bidder will be made to the tune of last set of rendered Services / Deliverables (including parts thereof) as stated in the terms of Payment Schedule, subject to SLA requirements. ~~Without prejudice to any other rights, the STPI may retain such amounts from the payment due and payable by the STPI to the Bidder as may be required to offset any losses, damages or costs incurred by the STPI as a result of the termination of Bidder or due to any act / omissions of the Bidder or default on the part of Bidder in performing any of its obligations with regard to this RFP.~~	Please refer the Corrigendum 3

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
		b.	b. Nothing herein the Exit Management Schedule shall restrict the right of the STPI to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, and pursue such other rights and/or remedies that may be available to the STPI under law.	~~b. Nothing herein the Exit Management Schedule shall restrict the right of the STPI to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, and pursue such other rights and/or remedies that may be available to the STPI under law.~~	No change
8	Annexure G:List of service	A2) List of services to be provided by the CSP from its Public Cloud	DDOS (Layer 3 & 4) Throughput in Mbps	Public CSP provide the unit of measure per IP address. Please change it to as per **IP address**.	The measurement unit can be considered based on the billing criteria and mutually decided price catalogue of the collaborating Cloud Service Provider.
9	Annexure G:List of service	A2) List of services to be provided by the CSP from its Public Cloud	NoSQL database, with support for key-value data Per VM/hour	Public CSP provide the unit of measure **Request Units Per Second (RU/s)**. Please change it to Request Units Per Second (RU/s).	The measurement unit can be considered based on the billing criteria and mutually decided price catalogue of the collaborating Cloud Service Provider.
10	Annexure G:List of service	A2) List of services to be provided by the CSP from its Public Cloud	All services from Public CSP	Can we use the unit of measure as per selected the Public CSP?	The measurement unit can be considered based on the billing criteria and mutually decided price catalogue of the collaborating Cloud Service Provider.
11	SLA for security operations		All new use cases approved/requested by STPI shall be implemented within one working of approval	Request relaxaion of this clause. Should be at least 3 days.	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
12	SLA for security operations	7	For each breach/ data theft/data corruption/Data mining issue/ privacy breach, penalty will be levied as per following criteria. Any security incident detected .01% of the entire monthly billing (Total Cloud platform) per month. This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per quarter. In case of serious breach of security wherein the data is stolen,	"Any security incident detected" is mentioned here in the RFP . The severity level of that incident and the impact it is causing has not been defined. Request STPI to define the severity of the incident based on impact. Request STPI to removed "% of entire monthly billing clause"	No Change
13	SLA for security operations	9	The scope includes all the servers, nodes, and endpoints both critical and non-critical.	Definition of critical and non-critical requested from STPI. Kindly clarify scope of endpoints	Critical and non-critical may vary and depend on the type of deployments required by the end customer.
14	SLA for security operations	10	Latest AV signature to be installed on 100% of all applicable component within 24 hours	Please increase this window to 48 hours	No Change
15	SOC Event Sources Covered	3.17.8 - SLAs for Security Operations and Management	SLA shall be measured on no. of active event sources that are integrated with SIEM vis-à-vis the total no. of active event sources that can be integrated with SIEM. SLA shall be measured on monthly basis for 24x7x365 operations.	Is the requirement to have data pulled once at the end of the month OR set frequency to poll data sources integrated and reporting, once a day and averaging it for the month to arrive at compliance. Please clarify. What will be the number of devices to be integrated on day 1. Do we need to capture SLA on the basis of only OS logs or OS + Web / APP / DB logs combined.	Selected MSP shall set frequency at least once a day to poll data sources integrated and reporting and averaging it for the month to arrive at compliance Selected bidder need to maintain logs with proposed solution meeting the security & compliance needs.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
16	SOC - % of valid escalations for SOC	3.17.8 - SLAs for Security Operations and Management	Calculation: Formula = [(Σvalid escalations)/ (Σvalid escalations + Σmissed escalations + Σdelayed escalations] *100	Please provide additional inputs w.r.t what constitutes 'Missed escalation' & 'Delayed escalation'. Help with sample calculation for clarity	A "missed escalation" can be understands as when the security operations team fails to respond to or acknowledge an alert or incident within the specified timeframe defined in the SLA. Essentially, it's when an incident is not escalated to the appropriate level of response as required by the SLA. This can happen for various reasons, such as a technical issue, staff shortage, or mismanagement of priorities. "Delayed escalation" can be understood as when an alert or incident is escalated but not within the agreed-upon SLA timeframe. It means that while the incident eventually received attention, it did so later than what was promised in the SLA. Delays can be due to various factors, including high workload, communication issues, or inefficient processes. SLA calculation can be understood with a example where Total Valid Escalations = 50,Missed Escalations = 2,Delayed Escalations = 5. SLA Percentage = [(50) / (50 + 2 + 5)] * 100 ≈ 87.72%

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
17	3.17.1		All the SLAs must be managed by the MSP. Any gap between RFP SLA and SLA provided by respective OEM of the IT infrastructure and Cyber Security components shall be managed by the MSP with no impact on STPI.	Bidder shouldn't be penalized as they are investing for the various cloud environments suggested in the RFP. SLAs pertaining to tenant shall however be applicable only for services uptime and availability of cloud resources. In case MSP is bidding with a CSP then back-to-back SLA for such cloud services should be included in the RFP contract	No Change
18		Note	"Incident" refers to any event/issue that affects the normal functioning of the services / infrastructure, reported by the cloud consumer to the Cloud Service provider (CSP) can be termed as an Incident.	Request STPI to define what normal functioning means as this may impact the definition of the term incident which is closely tied to the SLAs and penalties	"Normal functioning" refers to the expected and agreed-upon state after UAT/Signoff of the services or infrastructure as per the project needs and SLAs defined in the RFP. It essentially represents the baseline performance and operational state that the services or infrastructure are supposed to maintain.
19	SLA for security operations	12	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, << STPI reserves the right to terminate the contract.	What is the cap for these penalties? Since this RFP is based on revenue sharing model request STPI to jointly procure a Cyber Insurance coverage for such damages related to data breach and theft left related scenarios Request to remove INR 5 Lakhs penalty clause	No change. This falls under the MSP's responsibility to run and manage security operations.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
20	4.19		Implementation of NOC / SOC Setup The onboarded MSP shall be responsible for setting up a fully functional NOC/ SOC at the designated STPI location. The NOC/SOC shall serve as a centralized facility for monitoring, managing, and supporting the network and security infrastructure and related services within the STPI premises	For setting up the NOC and SOC , the bidder shall be required to make an investment of various tools , technologies, HW and SW. Such investments are capex intensive. Moreover, OEMs supplying such tools and technologies requires minimum commitment to size the products for commercials estimations. Request STPI to help with initial procurement and thereafter bidder and STPI may work on revenue sharing basis the investment done by respective partners	No change
21	3.11		Obligations of STPI	Request STPI to provide 50% of technical manpower for supporting this RFP	No change
22	3.11		Obligations of STPI	Request STPI to fulfil high speed DC and Cloud interconnect requirement Request STPI to fulfil secure DDoS protected Internet bandwidth at location where cloud services are required	No Change
23	3.11		Note : Establishing a NOC is a compulsory requirement for the MSP from the outset, whereas the setup of a Security Operations Center (SOC) can be adjusted based on market demand.	Request STPI to allow establishing Remote SOC Services since the requirement is based on market demand	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
24		Note	The MSP should have SOC analyst resources who are certified on security monitoring from SANS	Request removal of certification from a particular body like SAN	Please refer the Corrigendum 3
25	4.15.2		MSP and CSP shall device and publish cloud subscription along with rates for Hybrid Cloud Services and GCC services including all IaaS, PaaS, SaaS services. The service offerings must be in-line with MeitY Cloud services bouquet document. II. Creation of customer tenants on hybrid and GCC cloud would have overall ownership of STPI, and these tenants shall be managed by the MSP for the contract duration. III. MSP shall be responsible for sharing the deployment details with STPI and CSP on a fortnightly basis. The reporting mechanism could be jointly decided at the beginning of the project.	Request a RACI matrix between MSP, CSP & STPI. Request clarification on scope tenant management by MSP	RACI matrix is already provided in the RFP section 4.27; further granular details can be provided at the later stages.
26	4.15.3	V	STPI shall enable necessary bandwidth for the project, for which the MSP shall pay network bandwidth cost to STPI as per prevailing tariff of STPI. The tariff will be decided by the STPI.	Request STPI to bear the cost of network and Internet bandwidth for this RFP	No change
27	4.28.4		Skills needed from Remote NOC and SOC for remote infrastructure management	Request to confirm Remote NOC & SOC means a delivery centre from MSP premises	NOC and SOC has to be setup at mutually agreed STPI's location which can support all the Cloud environments remotely.
28	4.28.1		Deployment of Resources	Request STPI to allow subcontracting of resources required for managed services	No change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
29	Security Services	2	SIEM	Price discovery for 24*7 managed SOC services for clients' needs to be included in the RFP	Refer Section 3.12 - point g of the RFP
30	Security Services	2	SIEM	Please specify if this is a on-prem SIEM or public-cloud based SIEM. Can we store logs / metadata outside India.	As per the RFP, SIEM is a part of specialised services that need to be provided through public cloud. However, it can be provided via private cloud in future as per business demands. Logs/Metadata should reside in India only.
31	Security Services	2	SIEM	Price discovery for logs/assets integration services with SIEM needs to be mentioned in the RFP. This service can be offered by MSP	Refer Section 3.12 - point g of the RFP
32	Security Services	2	SIEM	Price discovery for custom parsers creation services for SIEM integration of logs needs to be mentioned in the RFP. This service can be offered by MSP	Refer Section 3.12 - point g of the RFP
33	Security Services	7	Anti Malware	Please clarify if this cost includes cost of 24*7 Managed Services for clients for managing anti-malware	Mentioned service shall be provided as per end user requirements
34	Security Services	7	Anti Malware	Price discovery for 24*7 managed services for clients to manage anti-malware life-cycle needs to be included in RFP	Refer Section 3.12 - point g of the RFP
35	Security Services	7	Anti Malware	Please specify if this is a on-prem anti-malware or public cloud based anti-malware	As per the RFP, anti-malware is a part of specialised services that need to be provided through public cloud. However, it can be provided via private cloud in future as per business demands.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
36	Security Services	7	Anti Malware	Cost of anti-malware deployment services on endpoints/VM's by MSP needs to be included in the RFP	Refer Section 3.12 - point g of the RFP
37	Security Services	6	Vulnerability Scanning	Please clarify if this is cost of tool licences or does it include cost of managed Vulnerability scanning services by MSP for clients	Refer Section 3.12 - point g of the RFP
38	Security Services	6	Vulnerability Scanning	Does this include penetration testing services also	Yes, it includes the penetration testing also.
39	Security Services	6	Vulnerability Scanning	Price discovery for 24*7 managed services to conduct vulnerability scanning needs to be included in RFP	Refer Section 3.12 - point g of the RFP
40	Security Services	6	Vulnerability Scanning	Please specify if this is a on-premises vulnerability scanning tool or cloud based	As per the RFP, Vulnerability Scanning is a part of specialised services that need to be provided through public cloud. However, it can be provided via private cloud in future as per business demands.
41	Security Services		General	Request customer to ensure that BOQ reflects ask of the RFP to ensure seamless delivery and to avoid discrepancies and confusion.	No change
42	Security Services		General	If an orchestration layer is going to be built and proposed , request STPI to clearly demarcate what it will automate, and which services are to be given by bidder from DAY 1	Bidders need to propose solution as per ask of the RFP. Bidders need to consider the Annexure G and mandatory 'Basic cloud services' required for MeitY empanelment.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
43	List of specialized services	A2	SIEM	What is the log retention of Underlying OS and App logs. What is the logs retention of Tenant OS and App logs.	This shall align with the compliance and regulations requirements of MeitY. In general, it is minimum of 90 days and maximum of 2 years with archived log tier retention of max 7 years)
44	SIEM as a Service	1	SIEM	Will tenant manage and Monitor SIEM on their own or bidder will manage and operate SIEM?	The bidder needs to operate and manage the SIEM if it offered as a service.
45	CSP Obligations	4.15.5	SIEM	Is there any specific format, in which logs need to be downloaded. Is there a requirement of separate log management solution.	The logs can be downloaded in any compatible format. No there is no separate ask of log management solution for SIEM however selected MSP can include now or in future as per business requirements.
46	Annex H	25	SIEM	Do you want to ingest flow logs? If yes, what is the expected log retention for such logs.	Yes, ingested flow logs should be retained; This shall align with the compliance and regulations requirements of MeitY. In general, it is minimum of 90 days and maximum of 2 years with archived log tier retention of max 7 years)
47	SIEM as a Service	8	SIEM	Does customer want filtering in SIEM solution? Can bidder do log filtering outside SIEM solution? Will customer create / manage their own filters?	Filtering requirements may depend on the use cases and End user needs.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
48	SIEM as a Service	18	SIEM	What is the format of the source data that will be ingested for historical data search. What is the expected TAT for searching historical logs.	The format of the source data can vary depending on the type of data source and the technology used. SIEM solutions shall provide parsers and connectors for different data formats and sources considering common use cases , allowing organizations to configure data ingestion based on their specific needs.
49	Pre-Qualification Criteria	4	Infrastructure	Is customer is going to provide data center facility or bidder has to setup / use their data center.	Please refer Section IV: Scope of Work
50	Scope of work	4.1	Infrastructure	Is customers DC / DR setup connected to each other. Is customer going to bear the cost of network connectivity between DC / DR as well as other locations.	Existing connectivity is over internet however selected MSP may choose the interconnectivity amongst the DCs as per their solution requirement.
51	3.12. Special Terms & Conditions @Pg. 49	subclause (j)	j) MSP will adhere to the rate card as mutually decided with STPI. The services to the end customers will be provided as per the same rate card and in case of addition of any new services in future, MSP shall ensure that the services are provided to STPI based on the mutually agreed rates. Any deviation from the same shall be done with the prior written approval of STPI. If STPI is proposing selected MSP services to an organization for specific project, then MSP cannot propose services directly for the same project without STPI approval.	Seek deletion of the lines struck-off from subclause (j): MSP will adhere to the rate card as mutually decided with STPI. The services to the end customers will be provided as per the same rate card and in case of addition of any new services in future, MSP shall ensure that the services are provided to STPI based on the mutually agreed rates. Any deviation from the same shall be done with the prior written approval of STPI. ~~If STPI is proposing selected MSP services to an organization for specific project~~	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
				~~then MSP cannot propose services directly for the same project without STPI approval.~~	
52	4.28.4	Skill Needed for remote SOC/NOC	Skills needed from Remote NOC and SOC for remote infrastructure management	Kindly Specify the meaning of 'Remote' mentioned in this clause. Does it mean MSP's in house location or secondary location at Customer Premise.	These remote locations can be any of the available STPI's Locations
53	2	2.21.1. 5	MSP should have an operational Public Cloud/private cloud/managed IT services, , with at least 20 cloud customers for which the bidder has managed NoC operations. The services that bidder has provided must include: 1. Cloud Services 2. Network Management Services MSP should have 24x7x365 NOC operations.	For wider participation it is requested to amend the clause as below: "MSP should have implemented / implementing / operational Public Cloud/private cloud/IT services/ Data Center Solution for / with at least 10 customers."	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
54	2	2.21.1. 6	MSP must have at least 50 employees working in the cloud operation/managed IT services. Out of which at least 10+ certified resources on the proposed cloud platform at the time of RFP submission	For wider participation it is requested to amend the clause as below: "MSP must have at least 100 engineering professionals in the cloud operation/managed IT services/ IT services. Out of which at least 10+ certified resources in CCSP/ PMP/CISP/ CDSC/CCNA or equivalent are on roll at the time of RFP submission ."	No Change
55	3	3.14 .6	Before making payment to the MSP, each payment will undergo scrutiny for breach of SLAs and other factors and payment will be released to MSP after deducting the penalty amount (if any)	Kindly define/classify **other factors mentioned** in payment terms clause.	These other factors may include but are not limited to, 1. Quality of Service 2. Contractual Violations 3. Documentation and Reporting 4. Vendor Lock-in 5. Change Management 6. Transparency and Accountability

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
56	2	2.21.3.B	Bidders experience in setting up, operating, and managing cloud operations: The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying hybrid cloud and private clouds/ Data Centre for any Central/State Government PSUs/ Government Departments/Nationalized Bank/Scheduled commercial bank/Large Private sector firms in India, during the last three financial year (201920,2020-21,2021-22)ending31/03/2022. a. One project of value >=50 Cr.: 5 Marks or b. Two projects of value >= 50 Cr or One number of project of value >= 75 Cr: 10 Marks or c. Three projects of value >= 50 Cr or One number of project of value >= 100 Cr: 15 Marks The individual work order value for providing above mentioned Service shall be equal to INR 50 Crores Note: Value of Completed work order will be considered as inclusive of all.	Bidders experience in setting up, operating, and managing cloud operations: The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying hybrid cloud and private clouds/ Data Centre for any Central/State Government PSUs/ Government Departments/Nationalized Bank/Scheduled commercial bank/Large Private sector firms in India, during the **last seven years** ending31/03/2022. a. One project of value >=50 Cr.: 5 Marks or b. Two projects of value >= 50 Cr or One number of projects of value >= 75 Cr: 10 Marks or c. Three projects of value >= 50 Cr or One number of project of value >= 100 Cr: 15 Marks The individual work order value for providing above mentioned Service shall be equal to INR 50 Crores Note: Value of Completed work order will be considered as inclusive of all.	Please refer Clause no 2.21.3 - Section B-Point 1 of RFP dated August 10, 2023 as reproduced below: "The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying hybrid cloud/private clouds/ co-locations/ DC build for either their own organisation or for any Central/State Government PSUs/ Government Departments/Nationalized Bank/Scheduled commercial bank/Large Private sector firms in India, during the last four financial year (2019-20, 2020-21, 2021-22, 2022-23) ending 31/03/2022. a. One project of value >=20 Cr.:5Marks or b. Two projects of value >= 20 Cr or One number of projects of value >= 35 Cr: 10 Marks or c. Three projects of value >= 20 Cr or One number of projects of value >= 50 Cr: 15 Marks For project done for their own organisation, the Certificate from the statutory auditor/CA is acceptable Note: Value of Completed work order will be considered as inclusive of all taxes. "

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
57		Pg 97	The MSP shall ensure that GCC environment is operational with minimum 10 numbers of 42U racks covering Network, Storage, Compute and Security components. It shall have minimum one cluster with 16 nodes deployed	A. The MSP shall ensure that GCC environment is operational with minimum 10 numbers of 42U racks covering Network, Storage, Compute and Security components. It shall have minimum one cluster with 12 nodes deployed. 12 nodes make every OEM to provide better scalability for 3 nodes/4 nodes cluster	The MSPs are required to adhere to the basic GCC configuration requirements according to MeitY's recommendations. However, they have the flexibility to enhance their infrastructure with specifications that exceed the minimum criteria based on their requirements.
58		Pg 97	I. Minimum physical cores/node – 56 II. Physical to virtual core ratio - 1:2 III. Minimum raw storage/node – 250 TB (it should be appropriate mix of NVMe, SSD, HDD) IV. Minimum memory /node – 2.8TB V. GCC environment shall be capable to scale as per the demand.	I. Minimum usable physical cores/node – 180 II. Physical to virtual core ratio - 1:2 III. Minimum raw storage/node – 150 TB (it can be mix of NVMe/SSD/HDD) IV. Minimum memory /node – 2TB V. GCC environment shall be capable to scale as per the demand. Considering latest processor with high performance	The deployment requirements stated in the RFP are indicative and actual minimum required infrastructure should be considered as per the MeitY guidelines.
59		Pt 14	Before the Go-Live of Services from on-premises, a comprehensive UAT for the hardware, GCC platform, services, workloads will be conducted. Bidder to provide sample UAT reports. All the necessary tools and services required for the conduct of UAT shall be provided by the MSP.	Please suggest the UAT of the Hardware is with respect to checking the physical health of the hardware components	Clause is self-explanatory

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
60		Pg 174 Point 20	Offered cloud solution must be scalable. The end user shall be able to add/expand or scale out/up the infrastructure in future on demand basis.	Offered cloud solution must be scalable. The end user shall be able to add/expand or scale out/up the infrastructure in future on demand basis. The platform should have the feature to scale servers independently of the storage layer and vice versa. GCC Cloud platform should provide Storage services for below protocol without any cloud dependency • Block, • File - NFS v3, NFS v4.1, SMB 3.1/2.0 • Object - S3 compatible API, Object Store Servers and Storage should be scaled independently so that in case of only Compute requirement no Storage or storage licenses should be required to be added with the Compute nodes, similarly When storage needs to be added then no Server and Virtualization licenses to be required for capacity enhancement Storage service within GCC Cloud should be able to deliver all the protocols from Day-1 like Block	No change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
				Storage, NAS Storage and Object Storage. Any additional Hardware or software required should be available from Day1	
61		Pg 174 Point 21	The cloud infrastructure / service provisioned by the MSP must support elasticity. The end-users should be able to scale out (automatically and manual) workloads (compute/containers/Kubernetes/storage/network/databases/applications/security etc.) on-demand.	The cloud infrastructure / service provisioned by the MSP must support elasticity. The end-users should be able to scale out (automatically and manual) workloads (compute/containers/Kubernetes/storage/network/databases/applications/security etc.) OnDemand. The Storage should have dual active-active storage controllers and have scalable up to 5PB usable capacity Storage system should have minimum dual active active storage processor so that the Cloud platform should get better IOPS and throughput from the storage layer. Also this is a Cloud environment so the storage should be scalable enough to cater the workload similar to Public Cloud environment	No change
62		Pg 175 Point 27	GCC platform should provide the functionality to protect data from accidental deletion for the period of 3 months.	Please clarify if this point is related to Object Storage	This Clause attribute specifically in relation to object storage.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
63		Pg 176 Point 29	Proposed GCC infrastructure should provide confidential computing to protect data in use by encrypting data in memory and processes. Encryption should support integration with the HSM (on-premises hardware) for key management.	Request you to remove this clause…	Please refer the Corrigendum 3
64		Pg 176 Point 34	GCC platform should have minimum 10% GPU based servers for specialized workloads like AI/ML and Big Data.	Please confirm as per the does this 10% of GPU servers are equivalent to 10% of the indicative servers, which is as of now is 2 servers	Clause is self-explanatory
65		Pg 179 Point 15	Before the Go-Live of Services from on-premises, a comprehensive UAT for the hardware, cloud platform, services, workloads will be conducted. Bidder to provide sample UAT reports. All the necessary tools and services required for the conduct of UAT shall be provided by the CSP/MSP.	Please suggest the UAT of the Hardware is with respect to checking the physical health of the hardware components	Clause is self-explanatory
66		Pg 182 pt 38	On-premises cloud should have minimum uplink capability of 100 G or above with provision of future expansion as and when required	On-Premises Cloud solution should have high speed 100G Network ports or more for internal connectivity between the servers and Storage. Network Switches of 2 x 36 ports x100G for internal connectivity and 2 x 36 ports x 100G for external connectivity should be the part of the On-Premises solution. On-premises cloud should also have minimum uplink capability of 100 G or above with provision of future expansion as and when required.	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
				As the RFP is for building a cloud solution, so the performance and connectivity should also be in a lightning speed, so the Network switches required to connect to the Servers should be at 100Gbps. Hence requesting to add 2 x Network Switches of 36-ports x 100G for the server's connectivity	
67		Pg 188 pt. 8	For the proposed Block Storage, CSP should offer the capability to increase the Volume size in minimum increments of 5GB or lower so that charges are for the actual usage.	For the proposed Block Storage, CSP should offer the capability to increase the Volume size in minimum increments of 1GB or lower so that charges are for the actual usage	Please refer Annexure H - Table 5 - point 8 of RFP dated August 10, 2023, as reproduced below: "To lower the charges the size should be minimum increment of 1GB. Request you to change the clause as below "For the proposed Block Storage, CSP should offer the capability to increase the Volume size in minimum increments of 1GB or lower so that charges are for the actual usage. "
68		Pg 188 pt. 9	Block storage should support seamless encryption (AES-256 cryptographic algorithm), on data volumes, boot volumes, disk I/O and snapshots. Encryption service should support integration with 3rd party key manager or cloud's inbuild key manager.	Block storage should provide by default Data at Rest encryption (AES-128/256 cryptographic algorithm). Encryption service should support integration with 3rd party key manager or cloud's inbuild key manager. 256 cryptographic algorithm is limited to some OEMs for larger participation request you to consider the clause	Please refer the Corrigendum 3

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
69		Pg 189 pt. 5	File storage should have feature of implementing aging policy on the files stored to save the space based on the criteria defined by the department.	Tiering policy ensure that data should be able to moves between different tiers of storage, performance requirements, and cost considerations.	No Change
70		Pg 189 pt. 8	File storage should provide encryption for data at rest and data in Transit	Request you to consider Data at Rest as Data at Transit work on application layer	No change
71		Pg 190 pt. 7	Proposed object storage should offer encryption of data 'at-rest', i.e., data stored on volumes and snapshots and 'in-transit'. Encryption feature should be enabled by default.	Request you to consider Data at Rest as Data at Transit work on application layer.	No change
72		Pg 190 pt. 8	Proposed object storage should offer object storage automated tiering capability, i.e., the ability to recommend transitioning an object between object storage classes based on its frequency of access	Proposed object storage should offer object storage tiering capability, i.e., the ability to recommend transitioning an object between object storage classes based on its frequency of access. Tiering policy ensure that data should be able to moves between different tiers of storage, performance requirements, and cost considerations.	No change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
73		3.17.11. SLAs for CSP	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Please remove this clause from CSP SLA requirement	As defined in the RFP, The objective of this clause is to establish a mechanism for holding the Managed Service Provider (MSP) accountable for ensuring that the Cloud Service Provider (CSP) meets all the Service Level Agreement (SLA) criteria. Mentioned RTO/RPO SLAs are only applicable if CSP DR services availed. STPI to indicate RTO/RPO ask based on the application requirements and end customer responsibilities in terms of their application. We understand achieving RTO and RPO objectives in a cloud based DRaaS setup involves a joint ownership between the CSP, MSP and the end customer, with each having distinct responsibilities.
74		3.17.11. SLAs for CSP	RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Please remove this clause from CSP SLA requirement	As defined in the RFP, The objective of this clause is to establish a mechanism for holding the Managed Service Provider (MSP) accountable for ensuring that the Cloud Service Provider (CSP) meets all the Service Level Agreement (SLA) criteria. mentioned RTO/RPO SLAs are only applicable if CSP DR services availed. STPI to indicate RTO/RPO ask based on the application requirements and end customer responsibilities in terms of their application. we understand achieving RTO and RPO objectives in a cloud based DRaaS setup involves a joint ownership between the CSP, MSP and the end

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
					customer, with each having distinct responsibilities.
75		Page 172	Annexure H: Technical Specification Cloud platform should have single provisioning layer to manage workloads running on different technology stacks (Openstack, VMware, Microsoft, Nutanix etc). Any services delivered via GCC infrastructure shall have the same consistent user experience, console, configuration on cloud services offered via different technology stacks in future	Please remove this clause as removed earlier also in corrigendum	No such clause exists in the RFP
76		Page 163 & point 3	Cloud Service Provider should have an operational Public Cloud/private cloud/managed services, with a self- service portal, with at least 100 cloud customers or INR 100 crores annual billing from these services.	We would be able to provide the financial revenue detail from cloud operation and service using publicly available link as we are a public listed entity. Kindly allow.	Please refer the Corrigendum 3
77		Page 161 & page no 1	CSP must have an average annual revenue from operations of not less than Rs 500 crore for any of three financial years out of four financial years (2019- 20, 2020-21 , 2021-22 & 2022-23) from Cloud-related services as of 31.03.2023.	We would be able to provide you the financial revenue detail from cloud operation and service using publicly available link as we are a public listed entity. Kindly allow.	Please refer Clause no 2.21.2 point 1 of RFP dated August 10, 2023, as reproduced below: "The CSP must have an average annual turnover from operations of not less than INR 200 crore (Rupees Two Hundred Crores Only) for any of three financial years out of four financial years (2019-20, 2020-21 , 2021-22 & 2022-23)from cloud-related service. " For which further document requirement is updated, Please refer the Corrigendum 3

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
78	4	4.15 Project Ownership & 4.27. RACI Matrix Pt 2.2	2.2 Design of new DC and DR infrastructure to provide required performance	For the ICT infrastructure Request to add below Scope/ Responsibility for technology/solution provider and a MAF to this the effect may kindly be obtained from Major OEMs a) In order to ensure that state of art execution , it is recommended that Bidders to engage OEM professional Services but their own resource /services for critical ICT infra structure for OEM-led HLD/LLD during project deployment b) The OEM should provide the specific solution designing & Core implementation (OEM Low Level Design, Core Implementation) support to make sure that their supplied technology & products work as per the design objectives. c) The MSI shall provision adequate OEM professional services support as asked above from major ICT OEMs individually during implementation , operations and maintenance phase for at least first 3 years to ensure the infra and application is stabilised d) The MSI shall obtain sign-offs from the Professional services offered OEMs on the system	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
				design & deployment architecture before go-live of the envisaged system and submit before ATP. Justification: This will create a deeper stickiness and engagement from OEMs in the project and increase the responsibilities of OEMs along with MSI. Since the application is delivered with the best outcome of the infra being deployed by MSI, it is recommended to have a long-term synergy between MSI/OEMs till the end of execution and success of the project delivery .	

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
79	4	4.27. RACI Matrix Pt 1.4	Entering O&M Contract with all OEMs of IT Infra and upkeep of all IT equipment as per SLA required in RFP SoW	**For smooth operations it is recommended to add below clause that :** I) Provide an Operations Support Manager from ICT OEM as who is familiar with (Customer) business, processes, and TAC/technical support history to continually monitor customer technical support needs, track every open service request, and make sure that IT resources, both at OEM and within Customer/SI organization, are aligned appropriately to resolve issues quickly and completely. Justification: For smooth operations it is recommended to add OEM professional services during operations , This will create a deeper stickiness and engagement from OEMs in the project and increase the uptime and availability of the setup	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
80	13	13.1 Support Services	Entering O&M Contract with all OEMs of IT Infra and upkeep of all IT equipment as per SLA required in RFP SoW	**It is requested to add below Clause** I) for the ICT infrastructure OEM's Professional Team to develop a Quarterly Services program minimum for the first 3 years that will provide responsive, preventive, and consultative support of all technologies for management & monitoring. ii) for the ICT infrastructure OEM Engineers to do a Quarterly Audit and submit recommendations to the Customer & Integrator (SI) which shall further implement the recommendations in consultation with the Department. Justification: For smooth operations it is recommended to add OEM professional services during operations , This will create a deeper stickiness and engagement from OEMs in the project and increase the uptime and availability of the setup.	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
81	2.21.1. MSP Pre-Qualification Criteria	Sr.No 3, Page No 31	**Net worth** The Net worth of the Bidder for each of the three financial years (FY 2019-20, 2020-21 & 2021-22) should be positive. **Documents Required** Statutory Auditor Certificate with Registration Number and Seal	We request amend in the Clause to be as follows**:** **Net Worth:** The Net worth of the Bidder for any of three financial years out of four financial years(2019-20, 2020-21 , 2021-22 & 2022-23) should be positive**.** **Note: the net worth of the parent company OR collective net-worth of group companies shall be considered.** **Documents Required:** **Statutory Auditor /CA Certificate with Registration Number and Seal**	Please refer the Corrigendum 3
82	2.21.1. MSP Pre-Qualification Criteria	Page No 33	**Note:** The qualification criteria shall be complied by the bidder entity OR Parent entity/Group Company/ of bidder entity (provided bidder is subsidiary of the Parent entity) OR jointly by bidder entity and parent entity/group company. In case parent entity/group company experience and other details are used, proof of relationship between the bidder and parent entity needs to be submitted duly signed by authorised signatory. (.as per Annexure O)	We request Amend in the Clause as Follows : **Note :** The qualification criteria shall be complied by the bidder entity OR Parent entity/Group Company/ of bidder entity (provided bidder is subsidiary of the Parent entity) OR jointly by bidder entity and parent entity/group company/group companies(the companies whose majority shareholding is with the same common promoters Family . In case parent entity/group company experience and other details are used, proof of	Please refer the group company definition at page no. 10 of the RFP

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
				relationship between the bidder and parent entity needs to be submitted duly signed by authorised signatory. (.as per Annexure O)	
83	CSP Pre-Qualification Criteria	Sr.No 1 , Page No 34	**Financial Turnove**r The CSP must have an average annual turnover from operations of not less than INR **200 crore (Rupees Two Hundred Crores Only)** for any of three financial years out of four financial years (2019-20, 2020-21 , 2021-22 & 2022-23)from cloud-related service.	As done for MSP Prequalification Criteria ,we request for consideration of Group company credentials .We request amend in the Clause to be as follows Financial Turnover The CSP must have an average annual turnover from operations of not less than INR 200 crore (Rupees Two Hundred Crores Only) for any of three financial years out of four financial years (2019-20, 2020-21 , 2021-22 & 2022-23)from cloud-related service/Data Center Build or Operate/Data Center /Managed IT Services. Note: Turnover from the group companies shall be considered	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
84	CSP Pre-Qualification Criteria	Sr.No 6 , Page No 34	**Financially Backed SL**A a. The CSP should provide financially backed SLAs for all the services offered on Public Cloud. b. SLAs should be declared in public portal of CSP. **Document Require**d a. CSP Self-Declaration from the authorized signatory. b. URL of the public portal where in SLAs of services offered on Public Cloud are furnished.	We request amend of the Clause as follows: **Financially Backed SLA** The CSP should provide financially backed SLAs for all the services offered on Public Cloud and these SLAs should be declared in public portal of CSP. **Document Required** CSP Self-Declaration from the authorized signatory to be submitted as part of the Bid Submission. Note : other Proof like URL of the public portal where in SLAs of services offered on Public Clouds to be submitted at award of contract.	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
85	CSP Pre-Qualification Criteria	Sr.No 9 , Page No 34	List CSP should have all the services listed in Annexure-G of the RFP document in ready-to-offer condition when bidding. CSP should also have the following cloud services in ready-to-offer condition under broad categories: 1. Core Infrastructure 2. Network Services 3. Security Services 4. Enterprise Management Support Services 5. Data Analytics and AI/ML services 6. Productivity apps, such as collaboration etc., 7. SaaS-based COTS Business applications for small/medium enterprises and organizations **Document Required** CSP Self-Declaration on its letter head mentioning the publicly available weblink for Proof of service from CSP's online portal.	We request amend of the Clause as follows: CSP should have all the services listed in Annexure-G of the RFP document in ready-to-offer condition when bidding. CSP should also have the following cloud services in ready-to-offer condition under broad categories: 1. Core Infrastructure 2. Network Services 3. Security Services 4. Enterprise Management Support Services 5. Data Analytics and AI/ML services 6. Productivity apps, such as email, collaboration, and calendaring 7. SaaS-based COTS Business applications for small/medium enterprises and organizations **Document Required** CSP Self-Declaration from the authorized signatory mentioning list of services to be submitted as par tof the Bid Submission. Note : other Proof publicly available weblink for Proof of service from CSP's online portal to be submitted at award of contract	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
86	CSP Pre-Qualification Criteria	Page No 36	**Addition of NOTE Clause for CSP Prequalification Criteria as done for MSP Prequalification Criteria (Refer RFP Page 33)**	As done for MSP qualification Criteria, We request following note to be added for CSP qualification Criteria as well : **Note** : The Parent entity/Group Company/ of bidder entity (provided bidder is subsidiary of the Parent entity) OR jointly by bidder entity and **parent entity/group company/group companies(the companies whose majority shareholding is with the same common promoters Family** . In case parent entity/group company experience and other details are used, proof of relationship between the bidder and parent entity needs to be submitted duly signed by authorised signatory. (.as per Annexure O)	No Change
87	2.21.2. Technical Qualification Criterion	B2 - Bidders experience in setting up, operating, and managing cloud operations	Bidder/CSPs experience in providing system integration for hybrid cloud, Self-service portal, and tight coupling with cloud provisioning layer: a) For each such project - 2 Mark Maximum 10 marks can be awarded	**We request for amend in clause as follows:** Bidder/CSPs experience in providing system integration for hybrid cloud a) For each such project - 2 Mark Maximum 10 marks can be awarded	No Change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
		,Sr No 2: Page 38			
88	3.13. Minimum business commitment	Pg49	In the first year of operation (starting from the date of contract signing) MSP shall pay the minimum committed revenue share of 16 Lakhs (INR) or the actual revenue share (as per section 2.22.2) , whichever is higher	We request that the Minimum Business Commitment numbers to be realigned as in the first year of operation goes in settling the system and business. We request that no minimum business commit is seeked from bidders from 1st year of operation. Minimum Business Commit to be charged from 2nd year of operations/Go Live	No Change
89	4.19	Implementation of NOC / SOC Setup	Note : Establishing a NOC is a compulsory requirement for the MSP from the outset, whereas the setup of a Security Operations Center (SOC) can be adjusted based on market demand.	Kindly Confirm if the SOC can be operated at the bidder premise. Kindly confirm if we can operate NOC/SOC services at STPI premise bill the resources accordingly and billing can be adjusted against the revenue share.	NOC/SOC to be operated at STPI's premises. The cost of any resources deployed w.r.t this project as per the scope of work shall be borne by the MSP.

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
90	4.22	Help Desk and Support	The helpdesk will setup at STPI premises. The MSP will ensure the 100% availability of tools and required licenses to cater for 100% service capacity at the time of Go live. The MSP will provide helpdesk support through implementation of respective tools and technologies and shall provide qualified manpower for 24x7 helpdesk operations. STPI to provide space arrangements for helpdesk, NOC, and SOC. Tools to operate Helpdesk, NOC and SOC will be provided by MSP. MSP/Bidder to refer data (number of tickets and current SLA) available during the site visit.	We can operation NOC/SOC services at STPI premise bill the resources accordingly and billing can be adjusted against the revenue share.	The cost of any resources deployed w.r.t this project as per the scope of work shall be borne by the MSP.
91	3.14. Payment Terms	Sr.No 1 , Page No 50	1. The bill to the customers will be generated in the name of STPI.	Periodicity of billing not given, Clarity needed. Credit period for end customers not given, clarity required	The normal credit period and periodicity of invoicing to end customer may be decided mutually in future.
92	3.14. Payment Terms	Sr.No 3 , Page No 50	3. Payment to the MSP shall be done quarterly in arrear, based on the ratio of the division of the revenue as quoted by the MSP in its commercial bid Annexure-J.	Payment to MSP shall be monthly in arrears. Quarterly in arrears is too long credit period.	No Change
93	3.14. Payment Terms	Sr.No 9 , Page No 50	9. The invoices raised by MSP to STPI should be inclusive of all taxes, duties, levies, and services	Periodicity of billing by MSP to STPI not given. Clarity needed	The periodicity of invoicing to STPI shall be on "quarterly basis".
94	3.14. Payment Terms	Sr.No 17 , Page No 50	17. The penalty cap will be the 20% of the actual revenue or estimated revenue (whichever is higher) by the MSP for that particular year.	The penalty clause is too high. Request to amend the penalty percentage (Max 10%)	No change

#	Section No.	Clause No.	Reference/Subject	Clarification Sought	Reply From STPI
95	3.15. Termination	Pg 51	e. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, STPI reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same.	Kindly provide more clarity as the term "Not Perform Satisfactorily" is vague and arbitrary.	Please refer Clause no 3.15.e of RFP dated August 10, 2023 as reproduced below: "After award of the contract, if the selected bidder does not perform satisfactorily and the quarterly penalty calculation are amounting more than the maximum limit for two consecutive quarters or delays project execution more than three months, STPI reserves the right to terminate the contract and get the balance contract executed by another party of its choice by giving one-month notice for the same. "