

**SOFTWARE TECHNOLOGY PARKS OF INDIA**  
**New Delhi**  
**Corrigendum Date 26/06/2023**

**RFP Reference No. STPI/HQ/TECH/DC/CLOS/2022-2023/1 dated 25-05-2023**

Reference Notice inviting Tender No. STPI/HQ/TECH/DC/CLOS/2022-2023/1 dated 25-05-2023 (Tender ID: 2023\_DIT\_754876\_1), RFP for Setting up and Managing Government Community Cloud (GCC) & Hybrid Cloud in Revenue Share Model published on Central Public Procurement Portal & website of Software Technology Parks of India (STPI).

The details are following:

**1. Bid Submission End Date/Time: 10/07/2023 @ 05:00 PM**

**2. Bid Opening Date/Time: 12/07/2023 @ 05:30 PM**

**Sd/-**  
**CAO-Cum-Registrar**  
**Software Technology Parks Of India**



**Software Technology Parks of India  
(STPI)**

**Ministry of Electronics & Information Technology**

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Date: 26/06/2023

**BID CORRIGENDUM**

**Tender NO: STPI/HQ/TECH/DC/CLOS/2022-2023/1**

RFP for Selection of MSP for setting up and managing Government Community  
Cloud (GCC) and Hybrid Cloud in revenue share model.

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
1.	Definition	Group companies	Group company can be understood as “an economic entity formed of a set of companies which are either companies controlled by a same company or the companies whose majority shareholding is with the same common promoter’s family.
2.	Section II : Instruction to bidders : 2.19 - Duration of Contract	The Contract shall be valid for a period of 123 months from the date of signing of contract. STPI reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the bidder, at least 3 months before the expiration of the term. The decision to grant or refuse the extension shall be at the STPI’s discretion. Accordingly, the Performance Bank Guarantee shall be extended up to the extended contract period.	The contract will be in effect for 123 months starting from the date it is signed. Any decision to extend the contract will be based <b>on mutual agreement</b> . If the contract is extended, the Performance Bank Guarantee will also be extended for the same duration.
3.	2.21.1. MSP Pre-Qualification Criteria, point no. 2, Financial Turnover	The MSP must have an average annual revenue from operations of not less than Rs 500 crore for the last three consecutive financial years (2019-20, 2020-21 & 2021-22) from the Data Centre/Cloud-related services/Managed IT Services as of 31.03.2022.  Note: Turnover from the group companies shall be considered.	The MSP must have an average annual revenue from operations of not less than Rs 500 Cr for <b>any three financial years out of four financial years (2019-20, 2020-21, 2021-22 &amp; 2022-23)</b> from the Data Centre/Cloud-related services/Managed IT Services as of 31.03.2023.  Note: Turnover from the group companies shall be considered.
4.	2.21.1. MSP Pre-Qualification Criteria, point no 3, 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.	The Net worth of the Bidder for <b>any of three financial years out of four financial years (2019-20, 2020-21, 2021-22 &amp; 2022-23)</b> should be positive.  Note: The net worth of the parent company OR collective net-worth of group companies shall be considered.

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
5.	Section II: Instruction to Bidders: 2.21.1: MSP Pre-Qualification Criteria: Point 5	<p>NoC Experience: MSP should have an operational Public Cloud/private cloud/managed IT services, with a self-service portal, with at least 50 cloud customers for which the bidder has managed NoC operations. The services that bidder has provided must include:</p> <ol style="list-style-type: none"> <li>1. Cloud Services</li> <li>2. Network Management Services</li> </ol> <p>MSP should have 24x7x365 NOC operations.</p> <p>Document Required: Self-Certificate along with the name, address, contact person, contact no., and email address of the customer.</p>	<p>NoC Experience: MSP should have an operational Public Cloud/private cloud/managed IT services with at least 50 cloud customers for which the bidder has managed NoC operations. The services that bidder has provided must include:</p> <ol style="list-style-type: none"> <li>1. Cloud Services</li> <li>2. Network Management Services</li> </ol> <p>MSP should have 24x7x365 NOC operations.</p> <p>Document Required: Self-Certificate must be provided by the bidder on its company letter head duly signed and stamped from authorized signatory.</p>
6.	Section II : 2.21.2. CSP Pre-Qualification Criteria	<p>Financial Turnover The CSP must have an average annual turnover from operations of not less than INR 500 crore (Rupees Five Hundred Crores Only) for the three consecutive financial years (FY 2019-20, 2020-21 and 2021-22) from cloud-related service.</p>	<p>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 <b>(2019-20, 2020-21 , 2021-22 &amp; 2022-23)</b> from Cloud-related services as of 31.03.2023.</p>
7.	Section II : 2.21.2. CSP Pre-Qualification Criteria	<p>The CSP should be registered under the Companies Act, 1956 or 2013 or LLP firm/ Partnership firm under Partnership Act 1932 and should be in operation for at least 3 years as of 31.03.2022.</p>	<p>The CSP should be registered under the Companies Act, 1956 or 2013 or LLP firm/ Partnership firm under Partnership Act 1932 and should be in operation for at least 3 years as of <b>31.03.2023.</b></p>

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
8.	2.21.3. Technical Qualification Criterion, B : Bidders experience in setting up, operating, and managing cloud operations, Point No. 1	<p>The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying hybrid cloud and private clouds 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 (2019-20, 2020-21, 2021-22) ending 31/03/2022.</p> <p>a. One project of value &gt;=50 Cr.: 5 Marks or b. Two projects of value &gt;= 50 Cr or One number of projects of value &gt;= 75 Cr: 10 Marks or c. Three projects of value &gt;= 50 Cr or One number of projects of value &gt;= 100 Cr: 15 Marks</p> <p>The individual work order value for providing above mentioned Service shall be equal to INR 50 Crores</p> <p>Note: Value of Completed work order will be considered as inclusive of all taxes.</p>	<p>The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying <b>hybrid cloud/private clouds/ co-locations/ DC build for either their own organisation or</b> for any Central/State Government PSUs/ Government Departments/Nationalized Bank/Scheduled commercial bank/Large Private sector firms in India, <b>during the last four financial year (2019-20, 2020-21, 2021-22, 2022-23)</b> ending 31/03/2022.</p> <p>a. One project of value &gt;=50 Cr.: 5 Marks or b. Two projects of value &gt;= 50 Cr or One number of projects of value &gt;= 75 Cr: 10 Marks or c. Three projects of value &gt;= 50 Cr or One number of projects of value &gt;= 100 Cr: 15 Marks</p> <p>The individual work order value for providing above mentioned Service shall be equal to INR 50 Crores</p> <p><b>For project done for their own organisation, the Certificate from the statutory auditor/CA is acceptable</b></p> <p>Note: Value of Completed work order will be considered as inclusive of all taxes.</p>

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
9.	2.21.3. Technical Qualification Criterion, B: Bidders experience in setting up, operating, and managing cloud operations, Point No. 3	Bidders/CSP experience in application migration for Cloud services a) For each project of application/System migration from on-prem Infra to public/Hybrid cloud - 2 Mark per migration Maximum 10 marks can be awarded	Bidders/CSP experience in application/ <b>System</b> migration for Cloud services a) For each project of application/System migration from on-prem Infra to public/Hybrid cloud - 2 Mark per migration Maximum 10 marks can be awarded
10.	Section III: General Terms and Conditions	Addition Of New Clause as " <b>Limitation of the Bidder's Liability towards the Purchaser</b> "	Additional Clause included as below : <b>Limitation of the Bidder's Liability towards the STPI</b> Except in cases of fraud, negligence and willful misconduct, the aggregate liability of the MSP towards STPI, whether under the contract, in tort or otherwise, shall be INR 70 Cr in the first year and second year onwards, the liability shall be either INR 70 Cr or equal to the total cumulative revenue earned in the all the previous financial years from the contract start date, whichever is higher. The liability cap given under this Clause shall not include any investment made by the MSP for running of GCC, Hybrid, Public and Edge Cloud services, or to any obligation of the MSP to indemnify the STPI concerning IPR infringement.

11.

Section III: General  
Terms and Conditions

Addition Of New Clause as “**Intellectual Property Rights**”

**Intellectual Property Rights**

STPI shall own and 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, products, software, specifications, reports, diagrams and other documents which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to the STPI and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the STPI. If STPI desires, Further, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are inter-alia necessary for use of the infrastructure installed by the Bidder, the same shall be acquired in the name of the STPI, prior to termination of this Contract and which shall be assigned by the Purchaser to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals etc. shall endure to the exclusive benefit of the STPI

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
			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.
12.	Section III : General Terms & Condition - 3.12. Special Terms & Conditions	Addition Of New Clause	Selected MSP may provide all the Specialised services or any new services from STPI On-prim cloud setup ( Hybrid or GCC) after the approval of STPI.
13.	3.13. Minimum business commitment, Point no. 13	1. The Process for revision of rates shall also be undertaken when there is a fluctuation (10% up or down) in the foreign exchange rate (USD).	The process of revision of rates shall be subjected to annual revision based on <b>the review and recommendation of steering committee.</b>
14.	3.14. Payment Terms, Point no. 16	STPI will withheld additional 10% amount on division of the revenue share quoted by the MSP on quarterly/monthly payment cycle and same will be released after a year by after SLA penalty deduction, if any	STPI will release the payment <b>on quarterly basis</b> after SLA penalty deduction if any.
15.	Section III: General Terms and Conditions : 3.15 - Termination	Addition Of New Clause	Additional Clause included as below :  "The MSP shall be provided a duration of 30 days for rectification of any curable breach to avoid contract termination."



#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
16.	3.15. Termination	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. In this event, the selected bidder is bound to make good the additional expenditure, which STPI may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.	e. 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.
17.	Section III: General Terms and Conditions : 3.15.1 - Termination- Violation of Law/Agreement	In the event of any content found to be in violation of any law or direction of statutory authority or found to be in contravention of Intellectual Property Rights (IPR) etc., STPI may suspend / terminate the Agreement with seven days' notice. STPI reserves the right to terminate the Agreement for any breach or non-observance or non-fulfilment of Agreement conditions that may come to its notice through complaints or as a result of the regular monitoring by giving forty-five (45) days of written notice. Wherever considered appropriate STPI may conduct a enquiry either sue moto or upon a complaint to determine whether there has been any breach or non-observance of the terms and conditions of the agreement. The successful bidder shall extend all reasonable facilities and shall endeavour to remove the hindrance of every type upon such inquiry. Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of the agreement	Additional Clause included as below :  "The MSP shall be provided a duration of 30 days for rectification of any curable breach to avoid contract termination."

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
18.	Section III : General Terms & Condition - 3.17.2 - Liquidated Damages - Point iv	STPI can prescribe specific periods when the system should be available 100% and if the system does not meet SLA, 2x SLA penalties will be charged for that month in which the system does not meet the SLAs for the prescribed period.	Clause Removed
19.	Section III : General Terms & Condition - 3.17.6 : SLA for Network Connectivity and bandwidth : Point 2 - Point 1	Measures availability of overall internet links at the locations  Availability of internet links for at least 99.5% of time measured monthly for a 24x7x365 time period.	Measures availability of overall internet links at the locations  Availability of internet links for at least 99.5% of time measured monthly for a 24x7x365 time period.  SLAs shall be applicable to the additional internet, MPLS, P2P etc (if any ) links which may be taken from other ISP (Not provided by STPI).
20.	Section III : General Terms & Condition - 3.17.6 : SLA for Network Connectivity and bandwidth : Point 2	Latency is the average round trip time taken by a packet within a network. Latency will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link.	Latency is the average round trip time taken by a packet within a network. Latency will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link. <b>Latency target is applicable for the links amongst STPI datacentres and CSP sites.</b>
21.	Section III : General Terms & Condition - 3.17.6 : SLA for Network Connectivity and bandwidth : Point 3	Jitter is defined as the variation in the latency between two locations. Jitter will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link.	Jitter is defined as the variation in the latency between two locations. Jitter will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link. <b>Jitter target is applicable for the links amongst STPI datacentre and CSP sites.</b>

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
22.	Section III : General Terms & Condition - 3.17.6 : SLA for Network Connectivity and bandwidth : Point 4	Packet Loss is defined as the percentage ratio of total number of packets lost to total number of packets transmitted. Packet loss will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link.	Packet Loss is defined as the percentage ratio of total number of packets lost to total number of packets transmitted. Packet loss will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link. <b>Packet loss target is applicable for the links amongst STPI datacentre and CSP sites.</b>
23.	Section III : General Terms & Condition - 3.17.11 : SLA for CSP	Availability for each of the network links: >= 99.5%	Availability for each of the network links: >= 99.5% <b>SLAs shall be applicable to the additional internet, MPLS,P2P etc (if any ) links which may be taken from other ISP (Not provided by STPI).</b>
24.	4.15 Project Ownership, 4.15.1 IT Infrastructure, Point No. 1	MSP shall purchase IT infrastructure in their own name and deploy in STPI Data Centres as per proposed plan. MSP shall provide actual purchase cost to STPI during entire project period for IT infrastructure deployed.	MSP shall purchase IT infrastructure in <b>their own name as a product / service from CSP/OEM</b> and deploy in STPI Data Centres as per proposed plan. MSP shall provide actual purchase cost to STPI during entire project period for the deployed systems.
25.	Section IV: Scope Of Work : 4.15.3 - Network Bandwidth - Point II	MSP shall be responsible for meeting the SLA requirements for performance and availability by provisioning sufficient internet connectivity at each Data Centre for Hybrid Cloud and GCC operations. MSP must have to keep enough bandwidth for the DC-DR operations	The internet shall be provided by STPI on its tariff to the MSP whereas the MSP shall be responsible of meeting the SLA requirements for performance and availability. This entails provisioning and ensuring sufficient internet connectivity at each Data Centre for Hybrid Cloud and GCC operations. The MSP must allocate and maintain enough bandwidth specifically for the Data Centre to Disaster Recovery (DC-DR) operations to meet the required SLAs.
26.	Annexure D : Form 3	Experience of establishing Data Centres projects	There has been an amendment in the "Form 3", kindly refer updated Annexure-D (enclosed).
27.	Annexure G	List Of Services	There has been an amendment in the list of service, kindly refer updated Annexure G (Enclosed) for the updated list of services.

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
28.	Annexure G: List of Services, A1) List of services to be offered from the Hybrid Cloud setup & GCC, E Database Services, Point No. 4	MongoDB Can range from min. 2 vCPUs to max. 64 vCPUs	<b>Refer updated Annexure G (Enclosed).</b>
29.	Annexure G: List of Services, A2) List of specialized services, C: Data base services, Point no. 2	Casandra (committed usage for 1 year) - 16 vCPU: 128 GB RAM	<b>Refer updated Annexure G (Enclosed).</b>
30.	Annexure H: Technical Specification	The MSP should provide all variants of cloud service as per MeitY guidelines. <ul style="list-style-type: none"> <li>• Infrastructure as a Service (IaaS),</li> <li>• Platform as a Service (PaaS)</li> <li>• Software as a Service (SaaS)</li> </ul>	The MSP should provide all variants of cloud service as per MeitY guidelines. <ul style="list-style-type: none"> <li>• Infrastructure as a Service (IaaS),</li> <li>• Platform as a Service (PaaS)</li> </ul>
31.	Annexure H: Technical Specification, 1. GCC infrastructure, Point no 5	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.	<b>Clause removed.</b>
32.	Annexure H, Technical Specification, 3 Block Storage, Point No. 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 <b>1 GB or lower</b> so that charges are for the actual usage.

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
33.	Annexure H, Technical Specification, 3 Compute, Point No. 11	RHEL OS should be with 24x7 premium subscription. Ubuntu OS on IaaS should be LTS with enterprise support and once LTS is coming to end bidder needs to update the OS	Service should offer to provide a wide range of operating systems, including but not limited to <b>RHEL, Windows OS / Oracle Linux, and others Open source Operating systems</b> , ensuring 24x7 availability. They should offer different subscription levels/variants to meet the requirements of end customers.
34.	Annexure H, Technical Specification, 6 Database, Point No. 2	Cloud platform should provide managed database service for (relational) databases like MongoDB, MS-SQL, MySQL, Postgrads from GCC, on-premises infrastructure and from public cloud	The cloud platform should offer a managed database service that supports a variety of databases such as <b>PostgresDB, MS-SQL/ MySQL/ Oracle DB , MongoDB/ NoSQL/Cassandra/CouchDB</b> . These services should be available for both on-premises infrastructure and public cloud environments. In a Hybrid/GCC setup, the control panel for these services can be located either on-premises or in the public cloud.  Note: All the services in GCC should be establish as per the MeitY guidelines.
35.	Annexure H: 7. Container & Kubernetes, Point no. 4	Container Service should offer docker to create and run a multi-container service/application	Container Service should offer <b>docker/kata/crio runtimes</b> to create and run a multi-container service/application
36.	Annexure H: 7. Container & Kubernetes, Point no. 9	Container Service should support Docker networking and integrates with cloud tenant(virtual) network to provide isolation for containers	Container Service should support Docker / <b>Calico</b> networking/Service Mesh and integrates with cloud tenant(virtual) network to provide isolation for containers.
37.	Annexure H: Technical Specification, 1. Hybrid Cloud Infrastructure, Point No.35	Cloud platform through its provisioning layer should be able to connect, orchestrate and provision heterogenous cloud environments like AWS, Azure, GCP, oracle, open stack, OpenShift etc	<b>Clause Removed</b>

#	RFP Document Clause/ Section No.	Clause/ Section Name Original Clause	Revised/updated Clause
38.	Annexure H, Technical Specification, 2. Hybrid Cloud Provisioning and Management Layer, Point No. 20	Cloud platform should be able to provide metering and billing service of all on-premises and public cloud services like VMs, Storage, and Managed Databases etc. at per minute granularity.	Cloud platform should be able to provide metering and billing service of all on-premises and public cloud services like VMs, Storage, and Managed Databases etc. <b>at per hour</b> granularity
39.	Annexure H: Technical Specification : Table 1 : Point 19	Peripheral physical security and security guards for STPI Data Centres will be provided by STPI. The MSP shall provision the required resources for security and maintenance of the area utilized by the MSP for IT infrastructures at all locations.	Peripheral physical security and security guards for STPI Data Centres will be provided by STPI. GCC shall be hosted inside a caged setup with biometric access to authorized personal only.
40.	Annexure H: Technical Specification, 7. Containers & Kubernetes, Point no 18	Kubernetes service should support windows as well as Linux nodes for master and worker services.	Kubernetes service should <b>support windows/Linux</b> nodes for master and worker services.
41.	Annexure I: Demonstration Plan	Demo Capability to be shown	The bidder must exhibit capabilities as per <b>updated Annexure I (enclosed)</b> , which should be aligned with the asked services in the Annexure G.

## Updated Annexure G: List of Services

Below services need to be delivered from STPI Data Centres by on-prem setup of required hardware, software, and support services.

Quantity mentioned is usable capacity dedicated for customer workloads. Bidder may propose the quantities required for any overhead for running orchestration solution, virtualization or any other component required to run this solution.

### A1) List of services to be offered from the Hybrid Cloud setup & GCC

#	Service Name	Type of Services	Unit of measure
<b>A</b>	<b>Compute Services</b>		
1	VM (With OS options – Windows/ Oracle Linux, Ubuntu LTS, RHEL)	IAAS	Per VM / Hour
2	Add On Options – RAM upgrade, vCPUs Upgrade, GPU Upgrade	NA	As applicable
<b>B</b>	<b>Storage Services</b>		
1	Block Storage - SSD Options – Minimum 200 IOPS per 100 GB Minimum 150 IOPS per 100 GB minimum 50 IOPS per 100 GB	IAAS	Per GB Storage / Hour
2	Block Storage - HDD	IAAS	Per GB Storage / Hour
3	Backup Storage	IAAS	Per GB Storage / Hour

4	SMB for Windows storage SSD	IAAS	Per GB Storage / Hour
5	File Storage / NFS storage – SSD	IAAS	Per GB Storage / Hour
6	Object storage – Performance - Enterprise storage	IAAS	Per GB Storage / Hour
7	Low-cost object storage -100 GB	IAAS	Per GB Storage / Hour
<b>C</b>	<b>Network Services</b>		
1	Bandwidth Lease Line (Internet/Intranet)	IAAS	Per 100 Mbps
2	NAT gateway	IAAS /PAAS	Throughput in Mbps
3	VPN (site to site) each connection supporting 10 sites	IAAS	Per VPN Connection / Month
4	VPN (client site) each connection supporting 120 clients	IAAS	Per VPN Connection / Month
<b>D</b>	<b>Security Services</b>		
1	Application load Balancer	IAAS/PAAS	Throughput in Mbps



2	Next Gen Firewall	IAAS/PAAS	Throughput in Mbps
3	WAF	IAAS/PAAS	Throughput in Mbps
4	HSM - 10 Keys	IAAS	No of Keys /Month
5	SSL certificate	IAAS	Per Certificate / Month
E	<b>Database Services</b>		
1	Postgres (All types of licensing/ subscriptions variant as per the OEM/CSP shall be available)	PAAS	Per VM / Hour
2	MySQL (All types of licensing/ subscriptions variant as per the OEM/CSP shall be available)	PAAS	Per VM / Hour
3	MS SQL/ Oracle DB (All types of licensing/ subscriptions variant as per the OEM/CSP shall be available)	PAAS	Per VM / Hour
5	Redis (All types of licensing/ subscriptions variant as per the OEM/CSP shall be available)	IAAS /PAAS	Per VM / Hour

6	MongoDB/NoSQL DB (All types of licensing/ subscriptions variant as per the OEM/CSP shall be available)	IAAS/PAAS	Per VM / Hour
<b>F</b>	<b>Container Services</b>		
1	Kubernetes - Worker Node (Windows / Linux Compatible)	PAAS	Per VM / Hour
2	Kubernetes - Master Node (Windows / Linux Compatible)	PAAS	Per VM / Hour
3	Kubernetes Cluster Management Service	PAAS	Per Cluster/Hour
<b>G</b>	<b>Other Services</b>		
1	Back-up as a service	PAAS	Per GB /month
2	DR as a service	PAAS	Per Instance / Month
3	Data Migration as a Service	PAAS	Instance + Storage / Month
4	Database Migration as a Service - Source and Destination as same DB type	PAAS	Storage/activity

5	Database Migration as a Service - Source and Destination as diff DB types	PAAS	Storage/Activity
6	Resource optimization and cost management	PAAS	Node/Activity

## A2) List of specialized services

Below services may be provided by the CSP from its Public Cloud

#	Service Name	Type of Services	Unit of measure
<b>A</b>	<b>Network Services</b>		
1	API gateway (throughput 2500 Mbps)	PAAS	No. API Request / Month
2	DNS service	PAAS	No of DNS Queries(millions) / month
3	Egress Bandwidth	IAAS	Per Mbps / Month
4	CDN	PAAS	Per GB data egress / Month
5	Load balancer – network	IAAS	Throughput in Mbps
6	Public IP	IAAS	IP/Month
<b>B</b>	<b>Security Services</b>		
1	Multi-factor authentication	IAAS	Per User / Month
2	SIEM - 500 EPS	IAAS	EPS

3	MDM - 100 Devices	IAAS	Per Device /month
4	DDOS (Layer 3 & 4)	PAAS	Throughput in Mbps
5	DDOS Layer 7	PAAS	Throughput in Mbps
6	Vulnerability scanning	IAAS	Instance scanned / Month
7	Anti-malware	IAAS/PAAS	Per License Per VM / Month
8	KMS - 10 Keys	PAAS	No of Keys /Month
<b>C</b>	<b>Database Services</b>		
1	Hadoop Database (On Demand, 1Yr commitment, 3Yr commitment)	PAAS	Per VM/hour
2	NoSQL database, with support for key-value data (On Demand, 1Yr commitment, 3Yr commitment)	PAAS	Per VM/hour
<b>D</b>	<b>Messaging Service</b>		
1	Kafka	PAAS	Per VM / Hour
<b>E</b>	<b>Other Services</b>		
1	Serverless	PAAS	/GB sec; per req

2	Video Streaming Service	PAAS	Instance/ GB / Month
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
6	Cloud Infrastructure, service, and workload monitoring.	PAAS	Per Node/Month
7	BOT Service	PAAS	As Applicable
8	Machine Learning Service	PAAS	As Applicable
9	AI Service	PAAS	As Applicable
10	Cognitive Services	PAAS	As Applicable
11	Devops	PAAS	As Applicable
12	Lab Services	PAAS	As Applicable
13	Load Testing Services	PAAS	As Applicable
14	Blockchain Service	PAAS	As Applicable

**Note: Selected MSP shall provide an online published catalogue for each service offered. The catalogue shall include detailed information about the service, including its features, benefits, pricing, and any relevant terms and conditions. The catalogue prices shall be comparable to the market rate. There will be committee consisting of members from the selected MSP and STPI team which will finalise the rate card of the services offered and will be reviewed on a "Yearly" basis. However, in case of addition of new service, the inclusion and deliberation of the rate can be done at any point of time in the existing rate card.**

STPI

## Annexure D: MSP Pre-Qualification Criteria

### 3. Experience of establishing Data Centres projects

<<To be provided on the letterhead of the MSP>>

Date:

To

Tender Division,  
Software Technology Parks of India, 1st Floor, Plate B,  
Office Block - 1, East Kidwai Nagar,  
New Delhi – 110023  
Tel: 011-24628081/24346600  
Email – [cloudrfp@stpi.in](mailto:cloudrfp@stpi.in)

**Subject:** Experience of setting up Rated 3 or above data centre for participating in RFP for Selection of MSP for setting up and Managing Government Community Cloud (GCC) & Hybrid Cloud in Revenue Share Model.

Dear Sir,

It is certified that we, M/S ..... <Registered name and its communication address>, have designed, built, commissioned, and installed..... <insert number> Tier III or above certified Data Centre with 24x7x365 NOC in India, for own company or for a client and the project setup (go live date/s) is/are more than ..... years old with ..... order value/project value.

Project Details:

#	Items	Bidder's Response
1	Name of the Entity	
2	Assignment Name	
3	Name of the Client	
4	Country	
5	Contact Details of the Client (Contact Name, Address, Telephone Number)	
6	Approximate Value of the Contract	
7	Duration of Assignment (in months)	
8	Award Date (month/year)	
9	Narrative Description of the Project	
10	Number of Racks commissioned	

11	Server Farm area and Total Area in Sq. ft	
12	Completion Date ( <i>month/year</i> )	
13	Details of Work that defines the scope relevant to the requirement	
14	Documentary Evidence(s) Attached	
15	Data Centre Power Capacity (in Megawatts / KW)	
16	Data Centre Storage Capacity (in Peta bytes)	

STOP



## Annexure I: Demonstration Plan

Bidder shall demonstrate/submit documentary proof for POC (Proof of Capability) as part of technical evaluation to understand the key features such as AUTO Scale up/down, Security protocols, etc.

S. No.	Demo Capability to be shown	Max Marks	URL (as applicable)
1	PoC of identified services (as asked in Annexure G)	2	
2	PoC of self-service portal and integration with cloud provisioning layer	2	
3	Demonstrate cost analysis and optimization (Including actual tools, services, and steps for cost analysis)	2	
4	PoC of client billing, cloud management and SLA reports	2	
5	PoC of Self-Service console in a cluster mode with replication configured across data centers and automated encrypted backups (continuous incremental backups)	2	
6	Demonstrate Security by Design: Encryption of data at Rest and while Transit (to the extent possible) enabled by default without any manual configuration required. The TLS certificates and Encryptions keys should be secured by Key Management Solution backed by FIPS compliant HSM	2	
7	Demonstrate Metering and Monitoring of Service usage in terms of compute, bandwidth, storage, performance metric	2	
8	Demonstrate ideal solution with bidder Identity and Access Management (IDAM) solution to allow granular access control	2	
9	Demonstrate restoration of service from backup to a randomly given time slot within last 30 minutes	2	
10	Demonstrate automated major/minor version upgrade capability of the service	2	
11	Demonstrate Infrastructure as Code template to initiate automated scaling of service nodes.	2	
12	Demonstrate single UI management, deployment, upgrade, patch management for on prem setup including the hardware and software and any other component.	2	
13	Demonstrate customer references on Bidder's/CSP website who have used the proposed Service by Bidder.	2	

14	Demonstrate that all the service components storing, and processing data should be within India.	2	
15	Demonstrate the scaling up and down of capacity for the DBaaS (Serverless database) without interrupting the application	2	

The bidder should be ready to demonstrate on their proposed cloud before the Tender Evaluation Committee as per the demonstration plan given above.

STP

**Software Technology Parks of India**  
**Tender NO: STPI/HQ/TECH/DC/CLOS/2022-2023/1**  
**Pre Bid Queries Responses**

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
1	Annexure G: List of Services	A2) List of specialized services	Blockchain Service	Since Most of the Hyper scaler does not provide Blockchain as a PaaS from India region. Requesting to modify this clause and allow third party solution to be proposed for this offering.	The bidder has the option to obtain this service from any third-party vendor, but they are responsible for providing and managing the service.
2	Annexure I: Demonstration Plan	Demo Capability to be shown	Bidder shall demonstrate/submit documentary proof for POC (Proof of Capability) as part of technical evaluation to understand the key features such as AUTO Scale up/down, Security protocols, Denial of Service (DoS, DDoS) attack), management and administration and audit capabilities for offerings, setting up of DR facilities, etc.	Kindly confirm and clarify the time which will be allocated post bid submission to bidder for demonstrating the POC requirement.	Demonstration to be done post bid submission & STPI will communicate the date & time in advance.
3	Annexure M	Details of STPI Edge locations	STPI has proposed the following edge locations to start the initial services which may be further expanded to other locations as well	What are the initial services required from the edge locations?	Initial services should be provisioned as per the proposed business & utilisation plan by bidder. Initially it could start with minimum nodes requirements of the offered Services and MSP could bring additional systems as per business demands
4	Annexure I: Demonstration Plan	Demo Capability to be shown	Demo Capability to be shown	For 11 cases listed in Annexure-I which needs to be demonstrated, how many needs to be demonstrated in the Private cloud and how many needs to be demonstrated in the Public cloud?	Please refer Bid Corrigendum dated: 26-06-2023
5	Annexure H: Technical Specification	Block Storage	Block Storage Compliance pt.3 ask for Block storage should be able to replicate between DC and DR and between on-premises and public cloud. And pt.6 Block volumes should support replication to another on-premises facility or to the public cloud	Please confirm if the requirement is to replication between On-premise sites and to Cloud are required or is any one replication capability is sufficient?	For the DC-DR setup, replication is necessary. The DC-DR setup can be implemented either amongst on-premises sites or between on-premise & public cloud.
6	Annexure G:	Other Services	Database Migration as a Service	What will be the source and destination in case of Heterogenous Migration, Also what kind of migration will be in scope(Online/Offline)	The bidder must make provisions for both migration scenarios (online/off-line). Whereas the source and destination in case of heterogenous Migration will depend on the specific needs of the end customer.
7	Annexure G: Database Services	Database Services	NoSQL DB	In Line no - 4 customer has asked for MongoDB as a PaaS solution and then in line 6 there is an again ask for NoSql database, Need more clarity on which other No Sql databases needed apart from MongoDB?	Line 6 is to offer No-SQL DB apart from MongoDB, Bidder may choose additional No-SQL DB of their Choice e.g. Cassandra, CouchBase etc.
8	Annexure G: Database Services	Database Services	Hadoop (committed usage for 1 year)	Need more clarification on what will be the components comprises of Hadoop Eco system?	Bidder shall propose Hadoop as a Service (HaaS) to provide a managed environment for running Apache Hadoop clusters
9	Annexure I: Demonstration Plan	Demonstration Plan	Demonstrate querying data stored in Data Lake and OLTP [Postgres] database from Data warehouse interface.	We need more Clarity on Datawarehouse interface to be used for demonstration of querying data?	Bidder may choose the interface as per their Choice

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
10	Annexure I: Demonstration Plan	Demonstration Plan	Demonstrate querying data lake for setting up a Public/Population Dashboard using Cloud native business intelligence tool.	Need more clarity on dashboard requirement and Cloud native business intelligence tool to be used for this demonstration?	Bidder may choose the tool as per their Choice
11	Desktop as a Service	Desktop as a Service	Secure Desktop OS as a Service for enterprise users [4.16- Security	Can this be referred as Desktop as a Service?	Mentioned service is in the context of the Service deployment view which is related to the service maturity journey of the offered platform. Bidder may propose desktop as a service including security components as per the needs of the end users in future.
12	Endpoint Security	Endpoint Security	Unified End Point Security platform	What device and platforms are scope of Unified endpoint security?	Mentioned service is in the context of the Service deployment view which is related to the service maturity journey of the offered platform. Offered Platform may propose unified Endpoint security platform as per the need of the end users in future
13	Annexure G: List of Services	List of Services	VM (With OS options - Windows, Linux, Ubuntu LTS, RHEL etc)	Will all the licenced Guest OS will be BYOL or need to factored in the cost?	Depending on the customer's requirement it could be BYOL or to be offered by MSP.
14	Network Bandwidth	4.15.3	STPI itself being a Class 'A' ISP provides bandwidth to its Data Centres, therefore the MSP shall have to procure network bandwidth from STPI only.	What type of connectivity between all existing STPI Datacentres?	Existing connectivity is over internet however selected MSP may choose the interconnectivity amongst the DCs as per their solution requirement
15	Network	4.17	Network Deployment view	Does all Hybrid cloud DC will connect to existing STPI DC switches or will have to consider new DC switches for Hybrid cloud ? What are the network service currently running on STPI data centre? Who will network provider for dedicated link connection between STPI data centre to Hybrid cloud? Existing network & security devices EOL and Licences list needed? What should be network topology on azure cloud, Hub-Spoke or multi-hub or other topology?	At present, the STPI data centre locations are equipped with non-IT infrastructure. Hence, it is necessary to take into account the inclusion of new data centre network/security components.  The connectivity between STPI data centre to public cloud will be MSP's responsibility.  Network topology to be proposed by MSP as per the best practise
16	Setup of Government Community Cloud	4.4.	The GCC setup shall be carried out at STPI's Bhubaneshwar and Vijayawada locations.	Ambiguity about the locations for the GCC infra (On pg93 its mentioned as Mohali & Bangalore. On pg96, its mentioned as Bhubaneshwar & Vijayawada).	The potential sites for the GCC setup are Bhubaneshwar and Vijayawada. However, final locations may differ depending upon the technical feasibility and demand from the market.
17	Annexure M	3	Total Rack Count in Facility vs Vacant Tack Count	The Vacant Rack count in Lucknow ( 119) is greater than the total Rack count (3). Can the Vacant Rack Count in Lucknow be cross-checked again?	At Lucknow DC location of STPI, the vacant rack space is 119 U whereas the total no. of racks are 3.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
18	Annexure M	1	UPS Power Capacity & Redundancy	For Pune Location is it fair to assume that UPS Power 20 KVA (N +1) means 10 KVA per Rack + 10 KVA as Redundancy	The notation "20 KVA (N + 1)" typically refers to a UPS system that has a total capacity of 20 KVA with N+1 redundancy.
19	Annexure M	3	UPS Power Capacity & Redundancy	Can the UPS Power Capacity and redundancy of Lucknow be clarified. Does the (4 * 10 KVA) include the redundancy hence effective 20 KVA per Rack	Yes
20	Annexure M	3	Incoming Power to Facility	For the Lucknow Region does 90 KVA cater to the entire Edge DC?	Yes
21	Annexure H: Technical Specification	Technical Specification	Bidder will upgrade the operating system if and when operating system is reaching end of support cycle.	Here is scope is for Platform only not the Guest OS in case IaaS?	Yes
22	Annexure H: Technical Specification	Technical Specification	Proposed on-premises and associated public cloud infrastructure should provide Confidential computing to protect data in use by encrypting data in memory and processes. Encryption should support integration with HSM (on-premises hardware) for key management.	Confidential computing and HSM both are asked from On-Premise Or only HSM will work from ON-Premise?	Both confidential computing and Hardware Security Module (HSM) can be implemented on-premises as well as in Cloud, depending on the specific requirements and architecture of the system.
23	Annexure H: Technical Specification	Technical Specification	On-premises hardware proposed for cloud platform must be designed in line with maximum power feed of per rack capacity available at STPI Data Centre.	what is the Power kVA available Per Rack?	Typically, per rack power varies from 3KVA to 10KVA.
24	Annexure H: Technical Specification	Technical Specification	Cloud platform should have a SIEM solution to monitor entire cloud infrastructure including workloads & services and should be able to provide SIEM as a Service for end customers.	SIEM from Public Cloud will also work for On-Premise work load?	Yes, a SIEM system hosted in public cloud shall work for both on-premise workloads as well as cloud-based workloads.
25	Annexure H: Technical Specification	Technical Specification	RHEL OS should be with 24x7 premium subscription. Ubuntu OS on IaaS should be LTS with enterprise support and once LTS is coming to end bidder needs to update the OS.	This is regarding Guest if yes then it is end user responsibility to update the OS?	If the operating system (OS) is the Guest OS, the responsibility for updating the OS lies with the end user. However, if the end user has availed OS as a part of managed services from this platform then MSP shall be responsible for updating it.
26	Annexure H: Technical Specification	Technical Specification	For container services controller nodes could be provisioned in public cloud, but worker nodes should be on-premises.	Can we	No change
27	Annexure H: Technical Specification	Technical Specification	Kubernetes service should support windows as well as Linux nodes for master and worker services.	Windows can only be supported for worked node not master node	Please refer Bid Corrigendum dated: 26-06-2023
28	Service level Agreement	3.17.3	Customer ITSM Tool	Please specify ITSM tools? Are you going to continue same? Owner of license ?  What types of support needed for existing ITSM tools from SI	There is no existing ITSM tool, it would be greenfield deployment, Bidder need to propose ITSM tool as a part of proposed solution for the platform

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
29	Service level Agreement	3.17.3	Details of the monitoring which has been performed by MSP in accordance with Project scope along with a summary of the performance-related issues identified by such monitoring	Can you suggest Monitoring KPI and method of Monitoring	Few commonly monitored KPIs and methods for monitoring performance of MSP are: 1. Availability 2. Response Time 3. Throughput 4. Error Rate 5. Resource Utilization 6. Customer Satisfaction 7. SLA Compliance The above monitored KPIs and methods for monitoring performance will depend on the organization's industry, objectives, and systems being monitored.
30	Hybrid Cloud setup and Management	4.2	the need to protect sensitive data, customization, and latency	Please suggest definition of sensitive data and Customization	Please read in the context of Control Deployments and STPI may want to keep the symmetry in the deployment approach. Bidder also need to Please refer the Section 4.10 of the RFP for Critical Infrastructure.
31	Hybrid Cloud setup and Management	4.2	The Hybrid Cloud is a composition of On-Premises and Public Cloud,	Please suggest Hybrid and Public cloud management platform can be SaaS based .i.e. hosted over MSP cloud infra	MSP may propose solution as per the compliance & Scope of RFP
32	Hybrid Cloud setup and Management	4.2	Get to market and address business needs faster	Please share list for market place	Please read in the context of guiding principles
33	Hybrid Cloud setup and Management	4.2	pay-as-you-use approach	Are u looking for chargeback to your end customer for internal billing Purpose? Do you want use your billing platform or MSP's Billing platform as SaaS?	MSP need to propose the billing platform and proposed solution should be align with the RFP scope.
34	1.2 STPI Data Centre Locations	Total number of Racks (Expansion space), Page # 20	As we have observed that your Vijayawada Data Centre as only expansion space for 10 Racks only but you have asked the with minimum 10 numbers of 42U racks covering Network, Storage, Compute and Security components for both Bhubaneswar & Vijawada.	Kindly clarify it the Vijayawada Expansion space in only 10 racks as of now then Please suggest you should ask 25% capacity expansion (3 Racks) only and further to expand as and when demand comes.	In order to align with the Meity guidelines for empanelment of GCC and fulfil its vision of becoming a MeitY empanelled CSP in the future, STPI aims to establish a minimum of 10 racks setup.
35	4.4. Setup of Government Community Cloud (Page # 96)	Dedicated infrastructure for GCC, physically isolated from Public Cloud, minimum 10 racks as per latest guidelines	4.4. Setup of Government Community Cloud The MSP shall setup Government Community Cloud (GCC), as per MeitY guidelines, at 2 number of Data Centre facilities of STPI with minimum 10 racks each and manage as per the timeline mentioned in this RFP (Section 4.29).	Kindly clarify it the Vijayawada Expansion space in only 10 racks as of now then Please suggest you should ask 25% capacity expansion (3 Racks) only and further to expand as and when demand comes.	In order to align with the Meity guidelines for empanelment of GCC and fulfil its vision of becoming a MeitY empanelled CSP in the future, STPI aims to establish a minimum of 10 racks setup.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
36	Annexure E: Compliance sheet for qualification	For all the clauses mentioned in compliance sheet for qualification wrt group of companies/ parent company		Please clarify if the Bidder's parent company's credentials will be considered for all PQ/TQ	Bidder needs to submit the documents as per ask. You may refer page 33 of the RFP.
37	Annexure E: Compliance sheet for qualification	Security	MSP shall provide Cybersecurity, Data Security and SOC solution including a. Security SOC tools and SOC implementation for internal security b. Data Security	Kindly provide the minimum sizing for setting up the SOC solution like no.of devices and what all certifications required in this.	The MSP will be responsible for overseeing the entire setup of the SOC solution, starting with the initial size based on current needs at the time of implementation and potentially expanding it in the future to accommodate any forthcoming requirements.
38	4.29. Timelines	Go- Live of mutually decided first hybrid setup location	T+3 months	We request you to kindly make it T+5 Months at least as Hardware delivery it self take 10-12 weeks minimum from OEM and other timelines also to be like this accordingly.	No change
39	3.14. Payment Terms		Payment to the MSP shall be done quarterly in arrears, based on the ratio of the division of the revenue as quoted by the MSP in its commercial bid Annexure-J.	Clarification sought on quarterly payments to be changed to monthly, no with held of additional 10% payments, what if STPI delays the payment of MSP	Please refer Bid Corrigendum dated: 26-06-2023
40	3.15. Termination		Where it comes to the notice of STPI that the Successful Bidder is in a position of actual conflict of interest with the interests of STPI, in relation to any of services arising out of services provided under the resultant contract or this RFP.	As we are already in this cloud services and hosting business from our Data centre across India and our customers is also Govt Dept, PSU and Enterprises also and we are also into channel business where we do business through our authorized channel partners then how we should take this clause of conflict of interest. Please clarify.	This can be understood as follows: The objective of STPI is to efficiently utilize its data centre facility and maximize revenue. MSP must ensure that the price of cloud services offered through STPI (after applying discounts) is lower than the price offered to any other organization for similar services and at a similar scale. In this regard, further detailing can be finalized at the time of signing the Contract.
41	Bidders or their owners from country sharing land border with India	3.7	Bidder (including the term tenderer, consultant, or service provider in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated here in before, including any agency branch or office controlled by such person, participating in a procurement process. VII. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	Will this mean that consortium is allowed ?	Consortium is not allowed. Further, this clause is in compliance to Rule 144 (xi) in the General Financial Rules (GFRs), 2017 vide office OM no. 6/18/2019-PPD dated 23" July 2020 issued by DOE, Ministry of Finance, Government of India. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority DPIIT, New Delhi

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
42	4.14. Customer churn situation	4.14	D. MSP may provide a value-added service for following activities: I. Transition of Managed Services from STPI cloud environment to new environment II. Migration from the STPI cloud environment to the new environment	a) How much data is there to be migrated ? B) What is the expected future growth ?	Here STPI cloud environment means end customer's data centre environment. Therefore, the amount of data to be migrated is not fixed at this time. The specific requirement will vary based on the end customer's needs, particularly if they choose to migrate to a public cloud environment.
43	4.15.1. IT infrastructure	4.15	VI. MSP shall plan to refresh the end-of-life IT infrastructure as and when end-of-life period is reached of deployed infrastructure.	Will this mean that all the IT infrastructures have to be replaced ?	MSP shall plan to refresh the end-of-life IT infrastructure as and when end-of-life period is reached.
44	4.22. Helpdesk and Support:	4.22	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.	a) How many helpdesk resources are required ? B) What are the languages needed for helpdesk support executive ?	Bidder need to propose the Helpdesk & Support system as per the propose business plan and future workloads.
45	4.23.1. Functional Training:	4.23.1	V. Successful Bidder should ensure that the knowledge transfer to STPI & its staff happens effectively during these trainings	a) How many resources are to be trained ? B) What are the levels of training required ? C) Will there be retraining involved ? D) Will training be an ongoing process ?	These are basic functional training required by STPI officials in order to support the project journey. Further precise details can be concluded at the later stages
46	2.21.1. MSP Pre-Qualification Criteria	Sr.No 2 , Page No 31	<u>Financial Turnover</u> _____The MSP must have an average annual revenue from operations of not less than Rs 500 crore for the last three consecutive financial years (2019-20, 2020-21 & 2021-22) from the Data Centre/Cloud-related services/Managed IT Services as of 31.03.2022. Note: Turnover from the group companies shall be considered.	We request request amend in the Clause to be as follows: <u>Financial Turnover</u> _____ The MSP must have an average annual revenue from operations of not less than Rs 400 crore for any of three financial years out of four financial years( 2019-20, 2020-21 , 2021-22 & 2022-23) from Cloud-related services/Data Centre Build or Operate/Data Centre /Managed IT Services. Note: Turnover from the group companies shall be considered.	Please refer Bid Corrigendum dated: 26-06-2023
47	2.21.1. MSP Pre-Qualification Criteria	Sr.No 3, Page No 31	<u>Net worth</u> _____ The Net worth of the Bidder for each of the three financial years (FY 2019-20, 2020-21 & 2021-22) should be positive.	We request request amend in the Clause to be as follows: <u>Net Worth:</u> 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. <u>Documents Required:</u> Statutory Auditor /CA Certificate with Registration Number and Seal	Please refer Bid Corrigendum dated: 26-06-2023



S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
48	2.21.1. MSP Pre- Qualification Criteria	Note: Pg 33	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 relationship between the bidder and parent entity needs to be submitted duly signed by authorised signatory. (.as per Annexure O)	Please refer Bid Corrigendum dated: 26-06-2023
49	2.21.2. CSP Pre- Qualification Criteria	Sr.No 1 , Page No 34	<u>Financial Turnover</u> The CSP must have an average annual turnover from operations of not less than INR 500 crore (Rupees Five Hundred Crores Only) for the three consecutive financial years (FY 2019-20, 2020-21 and 2021-22) from cloud-related service.	We request request amend in the Clause to be as follows: <u>Financial Turnover</u> The MSP must have an average annual revenue from operations of not less than Rs 400 crore for any of three financial years out of four financial years( 2019-20, 2020-21 , 2021-22 & 2022-23) from Cloud-related services/Data Centre Build or Operate/Data Centre /Managed IT Services. Note: Turnover from the group companies shall be considered.	Please refer Bid Corrigendum dated: 26-06-2023
50	2.21.2. CSP Pre- Qualification Criteria	Page No 36	Addition of NOTE Clause	As done for MSP qualification Criteria, We request following note to be added for CSP qualification Criteria as well : 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 relationship between the bidder and parent entity needs to be submitted duly signed by authorised signatory. (.as per Annexure O)	No change
51	2.21.2. CSP Pre- Qualification Criteria	Sr.No 3 , Page No 34	<u>ISO Certifications</u> CSP must have all the following valid latest certifications for its facilities in India: (a) ISO 20000 (b) ISO 27001 (c) ISO 27701 <u>Document Required</u> Valid Copy of the certificates	As mentioned In the RFP Pg 33,2.21.1. MSP Pre-Qualification Criteria, Sr No 8 - Certifications , we request the bidder be allowed to submit valid certification at the award of contract. We request amend in clause as follows: <i>CSP must have all the following valid latest certifications for its facilities in India: (a) ISO 20000 (b) ISO 27001 (c) ISO 27701</i> <u>Document Required</u> <i>Valid Copy of the certificates.</i> <i>Note: If any certificate is not available/is under process, then self- certified declaration by the authorized signatory of the bidder should be submitted along with the proposal and valid certificate is to be submitted at award of contract.</i>	No Change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
52	2.21.2. CSP Pre- Qualification Criteria	Sr.No 3 , Page No 34	<p><u>Accreditations</u> CSP should have accreditations relevant to security, availability, confidentiality, processing integrity and/or privacy Trust Services principles.</p> <p><u>Document Required</u> Copy of SOC1, SOC2 and SOC3 Certificates / Reports</p>	<p>As mentioned in the RFP Pg 33,2.21.1. MSP Pre-Qualification Criteria, Sr No 8 - Certifications , we request the bidder be allowed to submit valid certification at the award of contract. We request amend in clause as follows:</p> <p><u>Accreditations</u> CSP should have accreditations relevant to security, availability, confidentiality, processing integrity and/or privacy Trust Services principles</p> <p><u>Document Required</u> Copy of SOC1, SOC2 and SOC3 Certificates / Reports</p> <p><i>Note: If any certificate is not available/is under process, then self- certified declaration by the authorized signatory of the bidder should be submitted along with the proposal and valid certificate is to be submitted at award of contract.</i></p>	No Change
53	2.21.2. CSP Pre- Qualification Criteria	Sr.No 6 , Page No 35	<p><u>Financially Backed SLA</u> 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 CSPa.</p> <p><u>Document Required</u> CSP Self-Declaration from the authorized signatory.</p> <p>b. URL of the public portal where in SLAs of services offered on Public Cloud are furnished.</p>	<p>We request amend of the Clause as follows:</p> <p><u>Financially Backed SLA</u> 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.</p> <p><u>Document Required</u> CSP Self-Declaration from the authorized signatory to be submitted as par tof the Bid Submission.</p> <p><u>Note</u>: other Proof like URL of the public portal where in SLAs of services offered on Public Clouds to be submitted at award of contract.</p>	No change
54	2.21.2. CSP Pre- Qualification Criteria	Sr.No 9 , Page No 35	<p><u>List of Services</u> 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:</p> <p>1. Core Infrastructure 2. Network Services 3. Security Services 4. Enterprise Management Support Services 5. Application Development Services 6. Data Analytics and AI/ML services 7. Productivity apps, such as email, collaboration, and calendaring 8. SaaS-based COTS Business applications for small/medium enterprises and organizations</p> <p><u>Documents Required:</u> CSP Self-Declaration on its letter head mentioning the publicly available weblink for Proof of service from CSP's online portal.</p>	<p>We request amend of the Clause as follows:</p> <p>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:</p> <ol style="list-style-type: none"> <li>1. Core Infrastructure</li> <li>2. Network Services</li> <li>3. Security Services</li> <li>4. Enterprise Management Support Services</li> <li>5. Data Analytics and AI/ML services</li> <li>6. Productivity apps, such as email, collaboration, and calendaring</li> <li>7. SaaS-based COTS Business applications for small/medium enterprises and organizations</li> </ol> <p><u>Document Required</u> CSP Self-Declaration from the authorized signatory mentioning list of services to be submitted as par tof the Bid Submission.</p> <p><u>Note</u>: other Proof publicly available weblink for Proof of service from CSP's online portal to be submitted at award of contract</p>	No change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
55	2.21.3. Technical Qualification Criterion	B1 - Bidders experience in setting up, operating, and managing cloud operations ,Sr No 1: Page 38	<p>The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying hybrid cloud and private clouds 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 (2019-20, 2020-21, 2021-22) ending 31/03/2022.</p> <p>a. One project of value &gt;=50 Cr.: 5 Marks or b. Two projects of value &gt;= 50 Cr or One number of project of value &gt;= 75 Cr: 10 Marks or c. Three projects of value &gt;= 50 Cr or One number of project of value &gt;= 100 Cr: 15 Marks</p> <p>The individual work order value for providing above mentioned Service shall be equal to INR 50 Crores</p>	<p>As these are services project We request amend the of the Clause as follows: The bidder must have successfully received the work order and have successfully executed/completed /ongoing project for establishing/deploying hybrid cloud and private clouds/projects for colocation/hosting 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, 2022-2023) .</p> <p>a. One project of value &gt;=15 Cr.: 5 Marks or b. Three projects of value &gt;= 15 Cr or One number of project of value &gt;= 25 crore: 10 Marks or c. four projects projects of value &gt;= 15Cr or One number of project of value &gt;= 40 Cr: 15 Marks</p> <p>The individual work order value for providing above mentioned Service shall be equal to INR 15 Crores</p>	Please refer Bid Corrigendum dated: 26-06-2023
56	2.21.3. Technical Qualification Criterion	B1 - Bidders experience in setting up, operating, and managing cloud operations ,Sr No 2: Page 38	<p>Bidder/CSPs experience in providing system integration for hybrid cloud, Self-service portal, and tight coupling with cloud provisioning layer:</p> <p>a) For each such project - 2 Mark Maximum 10 marks can be awarded</p>	<p>We request for amend in clause as follows: Bidder/CSPs experience in providing system integration for hybrid cloud</p> <p>a) For each such project - 2 Mark Maximum 10 marks can be awarded</p>	No Change
57	2.21.3. Technical Qualification Criterion	B1 - Bidders experience in setting up, operating, and managing cloud operations ,Sr No 3: Page 38	<p>Bidders/CSP experience in application migration for Cloud services</p> <p>a) For each project of application/System migration from on-prem Infra to public/Hybrid cloud - 2 Mark per migration Maximum 10 marks can be awarded</p>	<p>We request for amend in clause as follows: Bidders/CSP experience in application/System migration for Cloud services</p> <p>a) For each project of application/System migration on from on-prem Infra to public/Hybrid cloud - 2 Mark per migration Maximum 10 marks can be awarded</p>	Please refer Bid Corrigendum dated: 26-06-2023
58	3.13. Minimum business commitment	Pg49	<p>i. 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, .</p>	<p>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 sought from bidders from 1st year of operation. Minimum Business Commit to be charged from 2nd year of operations/Go Live</p>	No Change
59	3 Page 50	3.14	<p>9. The invoices raised by MSP to STPI should be inclusive of all taxes, duties, levies, and services</p>	<p>Periodicity of billing by MSP to STPI not given. Clarity needed Credit period for end customers not given, clarity required</p>	Billing and credit period may be dependent on the end user PO's; it could be decided at the later stages
60	3 Page 50	3.14	<p>13. The Process for revision of rates shall also be undertaken when there is a fluctuation (10% up or down) in the foreign exchange rate (USD).</p>	<p>Comparison period is not given. Kindly share</p>	Please refer Bid Corrigendum dated: 26-06-2023
61	4.15.3	1. Network bandwidth	<p>STPI itself being a Class 'A' ISP provides bandwidth to its Data Centres, therefore the MSP shall have to procure network bandwidth from STPI only.</p>	<p>Detailed specification required- Available ISP's etc</p>	will be shared with the selected MSP.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
62	4.16	4.16. Service Deployment View	Service Description with Maturity Level- Foundation Services Advanced Services Specialised Services	The launch definition requires a phased launch strategy. What is phase launch strategy.	These may be understood in the context of Service deployment journey which offered platform may take. Platform will introduce the new services in the phase-wise depending on the business demands. Bidder need to propose bare minimum services to start with as per Service list (Annexure G) of the RFP and compliance. Section 4.29 may also be referred here.
63	4.19	Utilization Plan for Edge Location Data Centre		Are the required timelines sufficient to consider this as Phase 2? Could you please provide the definition of the POC report?	The summary of the MSP's evaluation, findings, and outcomes related to the existing work conducted will be presented in the POC report. This report will also highlight the services and methodologies that can be effectively utilized in an edge location data centre.
64	4.2	Implementation of NOC / SOC Setup	The onboarded MSP shall be responsible for setting up a fully functional NOC/ SOC at the designated STPI location	We can operation NOC/SOC services at STPI premise bill the resources accordingly and billing can be adjusted against the revenue share.	STPI's Revenue share can not be adjusted for any of cost which is part of setting up the services or overall solution.
65	4.22	Help Desk and Support	The MSP will provide telephone, e-mail and web-based support to STPI officials and users of system. The STPI will provide dedicated phone numbers for Help desk, 'The appointed MSP will provide manpower support to the end user at ground to implement the system as asked by STPI/ End User (Departments) The helpdesk will setup at STPI premises	We can operation NOC/SOC services at STPI premise bill the resources accordingly and billing can be adjusted against the revenue share.	STPI's Revenue share can not be adjusted for any of cost which is part of setting up the services or overall solution.
66	4.24	Non-IT Infrastructure Upgradations	non-IT components, such as power, cooling, or any other non-IT infrastructure elements, is not sufficient to accommodate their proposed solution, then the MSP shall bear the cost associated with such redesign or resolution	It is expected to be handled by STPI. Kindly Confirm	STPI would provide available tier-III compliant data centres with Non-IT infrastructure but if any specific design needs where any restructuring or redesigning is required for Non-IT components then MSP needs to bear that cost.
67	4.27	RACI Matrix	Sizing of revised Electrical and Mechanical load based on own requirement and provision of additional UPS power if required	It is expected to be handled by STPI. Kindly Confirm	STPI would provide available tier-III compliant data centres with Non-IT infrastructure but if any specific design needs where any restructuring or redesigning is required for Non-IT components then MSP needs to bear that cost.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
68	4.29	Go Live Timeline		Need to request more time for go live in each phase with 3 month increment for each phase	No Change
69	4.26	Performance and Load Testing	Various SLA parameters should be considered.	What are the SLA parameters.	Kindly refer RFP section 3.17.4
70		3.15. Termination	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. In this event, the selected bidder is bound to make good the additional expenditure, which STPI may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.	The highlighted part is unreasonable to accept the liability under this clause. Reason being that if the bidder is not performing in conformance with the agreed SLA parameters and if there are repetitive breaches of SLA then termination may be considered.	Please refer Bid Corrigendum dated: 26-06-2023
71	1.2	STPI Data Centre Locations	Available power capacity and rack expansion capacity	Will it be possible to share the maximum rated power supported per rack at the datacentres and the edge locations ?	Typically, per rack power varies from 3KVA to 10KVA. Further details may be shared at the time of deployment stage.
72	3.17.11. SLAs for CSP	14	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	RTO of the application depends on the application level complexity and automation solution used. CSP provides tools and services on cloud which can be used by customers to configure required RTO. Achieving the required RTO is customer's responsibility. Please remove this clause as the SLA requirement from CSP.	No change.RTO is applicable to proposed platform.
73	3.17.11. SLAs for CSP	15	RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider)	RPO of an application depends on the rate of change of data and network bandwidth consumed by the customer. CSP do not provide any SLA for RPO related for disaster recovery requirement. This need to be configured by customer using CSP management console. Please remove this clause as the SLA requirement from CSP.	No change.RPO is applicable to proposed platform.
74	3.17.11. SLAs for CSP	16	Availability of Root Cause Analysis (RCA) reports for Severity 1 & 2	Please remove this clause as SLA requirement from CSP. RCA is provided based on best effort basis depending upon the customer application deployment scenario.	No change
75	4.2.7 Indicative deployment of Solution for Hybrid Cloud/ GCC	Page 96	I. Minimum usable 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. Hybrid environment shall be capable enough to scale as per the demand.	This clause is restrictive and very specific to a particular hardware configuration. It is suggested that STPI should define minimum quantity of services required from the hybrid cloud setup and let CSP/MSP decide on the hardware configuration required to provide those services. Its requested to remove this clause and define the requirement based on the service requirement.	The configuration provided is indicative only. It is entirely up to the bidder to choose the best configuration for providing required services in managed service model.
76	Annexure G: List of Services	Page 168 - 171	A1) List of services to be offered from the Hybrid Cloud setup & GCC	Please define the minimum qty of services required	The minimum quantity of services will be determined based on the proposed technology stack. Bidder has freedom to choose the optimum volume of services considering the proposed business plan.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
77	Annexure H: Technical Specification	Page 174	19. The MSP should provide all variants of cloud service as per MeitY guidelines. • Infrastructure as a Service (IaaS), • Platform as a Service (PaaS) • Software as a Service (SaaS)	Based on our understand, there is no MeitY guideline available for SaaS. It is requested to either remove this requirement or provide MeitY guidelines for SaaS.	Please refer Bid Corrigendum dated: 26-06-2023
78	Annexure H: Technical Specification	Page 176	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.	Please specify if confidential computing will be required across all the VMs on GCC or STPI is planning to provide this functionality of specific set of VMs. Confidential computing has very limited use cases, please make this requirement optional for GCC as data will reside within GCC datacentre and local network of GCC.	Proposed Solution should have the capability to provide confidential computing
79	Annexure H: Technical Specification	Page 182	33. Cloud platform should provide the functionality to protect data from accidental deletion for the period of 3 months.	Such kind of requirement can be technically provided only on object storage using data retention and data versioning policy.	No Change
80	Annexure H: Technical Specification	Page 182	Cloud platform through its provisioning layer should be able to connect, orchestrate and provision heterogeneous cloud environments like AWS, Azure, GCP, Oracle, OpenStack, OpenShift etc.	This clause would require MSP to build another provisioning layer on top of native provisioning layer which provide single console for public cloud and private cloud deployment. Multi-Cloud single provisioning layer will lead to complexity in terms of workload management across multi-cloud. It is requested to make this clause optional and allow MSP to choose right solution meeting the hybrid cloud requirements.	Please refer Bid Corrigendum dated: 26-06-2023
81	Annexure H: Technical Specification	Page 182	Proposed on-premises and associated public cloud infrastructure should provide Confidential computing to protect data in use by encrypting data in memory and processes. Encryption should support integration with HSM (on-premises hardware) for key management.	Confidential computing has very limited use cases, please make this requirement optional.	No change
82	4.15 Project Ownership	4.15.1. IT infrastructure	I. MSP shall purchase IT infrastructure in their own name and deploy in STPI Data Centres as per proposed plan. MSP shall provide actual purchase cost to STPI during entire project period for IT infrastructure deployed.	In addition to existing clause, It is requested to allow MSP to purchase IT infrastructure as a service from CSP/OEM.	Please refer Bid Corrigendum dated: 26-06-2023
83	4.16. Service Deployment View		STPI Hybrid Cloud maturity level will be decided based on number of services and type of services deployed by MSP. It is expected that MSP should be choosing a capable CSP who can provide all the following services from the start date itself. The bidder has to provide the following services in the table given below.	It is requested to add Hybrid Cloud Maturity model to evaluation criteria with marks based on the number of services provided from STPI datacentre specially for GCC setup. This will encourage MSP to offer more value added services from GCC supporting various Govt. initiated based on AI/ML, Blockchain, Data Virtualization and Visualization, IoT, DevOps etc.	The request has been considered by STPI however in view of the project requirement the same is not acceded to.
84	Annexure G: List of Services	Page 169	MS SQL (Enterprise) - Can range from min. 2 vCPUs to max. 64 vCPUs	Please allow Oracle Database as a Service also as option. Oracle database is widely used by various customer to run their mission critical workload.	Please refer Bid Corrigendum dated: 26-06-2023
85	Annexure G: List of Services	Page 169	MongoDB Can range from min. 2 vCPUs to max. 64 vCPUs	MongoDB is a licensed product, there are various databases available with provide JSON document and No SQL database features. Please change this clause to document database with support for MongoDB compatible API.	Please refer Bid Corrigendum dated: 26-06-2023

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
86	Annexure G: List of Services	Page 170 - 171	Cassandra (on-demand usage) - 16 vCPU: 128 GB RAM	Cassandra database provide Key-Value data functionality. CSP provides these functionalities using their managed service based on different database. Please change this service requirement to Cassandra/NoSQL database, with support for key-value data.	Please refer Bid Corrigendum dated: 26-06-2023
87	Annexure G: List of Services	Page 171	3 Email as a Service PAAS Per Mailbox(50GB)/month 4 Email as a Service PAAS Per Mailbox(100GB)/month	Please remove this requirement as a PaaS. This is also a restrictive clause as "Email as a service", come under SaaS and this requirement can only be fulfilled by only one CSP. Or Allow MSP to utilize supported Email provider's stack as a service deployed on GCC/Hybrid Cloud/Public Cloud. In this case, email services will be jointed managed by MSP and Email solution provider. Or please allow email as service to be provided through CSP marketplace.	There are multiple CSPs those provide Email as a service. MSP/CSP may provide Email as a service through a third party vendor/marketplace.
88	Annexure H: Technical Specification	Page 172	5. 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	It is requested to explain the requirement of integration with different technology stacks as STPI deployment will be a green field deployment. As a best practice of better cloud manageability, MSP should use same stack. Please remove this requirement as this is more suitable for brown field setup and customer build requirements.	Please refer Bid Corrigendum dated: 26-06-2023
89	Annexure H: Technical Specification	Page 176	34. GCC platform should have minimum 10% GPU based servers for specialized workloads like AI/ML and Big Data.	GPU as a Service is more suitable to be consumed on public cloud as it enhance technical and commercial complexity to setup GPU infrastructure in on-premise model and predict the usage and scalability expectations. Please allow GPU services to be consumed from the public cloud infrastructure.	In a hybrid cloud setup, GPU services can be utilized exclusively from the public cloud environment. However, in the case of a Government Community Cloud (GCC), the consumption of GPU services from public cloud is not feasible due to data confidentiality concerns.
90	2. Hybrid Cloud Provisioning and Management Layer	Page 185	20. Cloud platform should be able to provide metering and billing service of all on-premises and public cloud services like VMs, Storage, and Managed Databases etc. at per minute granularity	Most of the CSP provide billing based on hourly usage of VM and monthly usage of storage. Please change this requirement to hourly granularity for billing.	Please refer Bid Corrigendum dated: 26-06-2023
91	Annexure H: 1. GCC Infrastructure	1.5	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.	Request you to please elaborate do you require multiple hypervisor to be running in GCC environment, ideally the end customer needs the compatible OS/Application to be running on private/Public Cloud, Request you to give flexibility and homogeneous environment to reduce complexity by choosing any of the hypervisor layer like Openstack / VMware / Microsoft / Nutanix / KVM etc)	Please refer Bid Corrigendum dated: 26-06-2023

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
92	Annexure H: 1. GCC Infrastructure	1.24	Proposed cloud solution should come with its own / 3rd party backup solution with ransomware protection functionality.	<p>Please clarify that do you need Backup solution to be provided on-Prem or you need a Cloud based backup solution which provide ransomware protection functionality.</p> <p>In case of Public cloud based backup solution then do you need that Public Cloud should be GCC compliant</p> <p>Also please clarify do you need the backup of all Configuration and Data for all the services like IaaS, PaaS, SaaS, DBaaS, etc</p>	The provisions to be made will depend on the specific requirements of the end customer. They may request on-premises solutions for Hybrid/GCC scenarios or cloud-based solutions for public cloud scenarios. It is important to have backups of all configurations and data.
93	Annexure H: 3. Compute	3.11	RHEL OS should be with 24x7 premium subscription. Ubuntu OS on IaaS should be LTS with enterprise support and once LTS is coming to end bidder needs to update the OS.	Please change the clause as "Request you to include major OS like RHEL, Oracle Linux with 24x7 premium subscription"	Please refer Bid Corrigendum dated: 26-06-2023
94	Annexure H: 3. Block Storage	3.8	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.	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. "	Please refer Bid Corrigendum dated: 26-06-2023
95	Annexure H: 5. Object Storage	5.6	Proposed object storage should support versioning, where multiple versions of an object can be kept in one store. Versioning should protect against unintended overwrites and deletions.	<p>Please change the clause as</p> <p>"1. Object storage should be provided by default as a On-Prem Solution without depending on the Public Cloud environment to have better throughput and reduction in Internet Bandwidth 2. Proposed object storage should support versioning, where multiple versions of an object can be kept in one store. Versioning should protect against unintended overwrites and deletions.</p>	No Change
96	Annexure H: 6. Database	6.2	Cloud platform should provide managed database service for (relational) databases like MongoDB, MS-SQL, MySQL, PostgresDB from GCC, on-premises infrastructure and from public cloud.	<p>If the services are to be provided by CSP/MSP then we assume that none of the services can be in a preview mode or beta mode or limited availability offering</p> <p>Please include oracle also as managed DBaaS</p> <p>Request you change Cloud platform should provide managed database service for (relational) databases like MongoDB or equivalent/ NoSQL, MS-SQL, MySQL, PostgresDB from GCC, on-premises infrastructure and from public cloud.</p> <p>MongoDB deployment has be a containerized deployment only or it can be in a VM</p> <p>Where is going to be control plane for such services.</p>	Please refer Bid Corrigendum dated: 26-06-2023



S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
97	Annexure H: 6. Database	6.5	Managed database should support automatic or manual scale out to other on-premises cloud platform or to public cloud.	We assume STPI want HA for all DB mentioned in point 2 in case of automatic scale out to other on-premise cloud platform or to public cloud.  This scaling needs to be supported for all pricing tiers.	Yes, This scaling needs to be supported for all pricing tiers.
98	Annexure H: 7. Container & Kubernetes	7.3	Container Service should allow creation of both windows and Linux containers.	OEM Specific Point, kindly remove this point	No change
99	Annexure H: 7. Container & Kubernetes	7.4	Container Service should offer docker to create and run a multi-container service/application	This point is specific to particular CSP Pls change it to Container Service should offer docker/kata/crio runtimes to create and run a multi-container service/application. As this is for 10Years requirement so request you to not restrict to Docker	Please refer Bid Corrigendum dated: 26-06-2023
100	Annexure H: 7. Container & Kubernetes	7.9	Container Service should support Docker networking and integrates with cloud tenant(virtual) network to provide isolation for containers	Request you to change this clause as "Container Service should support Docker /Calico networking/Service Mesh and integrates with cloud tenant(virtual) network to provide isolation for containers"	Please refer Bid Corrigendum dated: 26-06-2023
101	Annexure H: 7. Container & Kubernetes	7.18	Kubernetes service should support windows as well as Linux nodes for master and worker services.	This is a OEM specific Request you to change as below "Kubernetes service should support windows / Linux nodes for master and worker services."	Please refer Bid Corrigendum dated: 26-06-2023
102	Annexure H: 15. Identity & Access Management	15.1	Cloud platform should provide highly available, fully managed Identity and access management, service from GCC, on-premises or public cloud for all tenants	We suggest STPI should ask for the redundant Management Nodes for enabling identity Services On-Premise for better availability and Control for GCC and Hybrid Cloud Infrastructure	No Change
103	2.21.2. CSP Pre-Qualification Criteria	1 Financial: Turnover	The CSP must have an average annual turnover from operations of not less than INR 500 crore (Rupees Five Hundred Crores Only) for the three consecutive financial years (FY 2019-20, 2020-21 and 2021-22) from cloud-related service.	Please allow, the CSP must have an average annual turnover from operations of not less than INR 1000 crore (Rupees One Thousand Crores Only) for the three consecutive financial years (FY 2019-20, 2020-21 and 2021-22) from overall operations as we do not publish cloud revenue separately on the balance sheet.	No Change
104	2.21.2. CSP Pre-Qualification Criteria	7 Operations	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.	Please change this clause to following: Cloud Service Provider should have an operational Public Cloud/private cloud/managed services, with a self- service portal, with at least 25 cloud customers or INR 100 crores annual billing from these services.	No change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
105	2.21.2. CSP Pre-Qualification Criteria	9 List of Services	"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. Application Development Services 6. Data Analytics and AI/ML services" 7"Productivity apps, such as email," "collaboration," "and calendaring" 8"SaaS-based COTS Business" "applications for small/medium enterprises and organizations"	Please remove point 7 from the clause as these services can be delivered by some specific CSP.	No Change
106	3.13	1	In the first year of operation (starting from the date of contract signing) MSP shall pay the minimum committed revenue share of 16 Lakhs	Minimum committed revenue sharing will be purely dependent on the overall revenue generated throughout the year. Hence request removal of adhoc minimum revenue share.	No Change
107	3.14	3.14	The penalty cap will be the 20% of the actual revenue or estimated revenue (whichever is higher) by the MSP for that particular year.	Since monthly/quarterly payment is being released by STPI to MSP, after reviewing / reconciling SLA, we do not see any need to withhold additional 10% payment. Please clarify how estimated revenue shall be considered and applied.	Please refer Bid Corrigendum dated: 26-06-2023
108	2.21.1	5	MSP should have an operational Public Cloud/private cloud/managed IT services, with a self-service portal, with at least 50 cloud customers for which the bidder has managed NoC operations. The services that bidder has provided must include:MSP should have 24x7x365 NOC operations	The qualification criteria should be jointly owned between the CSP & MSP, as requested in the EOI raised by STPI earlier.	Please refer Bid Corrigendum dated: 26-06-2023
109	4.5	4.5	Deployment of Centrally Managed Software Defined Solution	It is suggested to start with the deployment of 2 Hybrid cloud environment & every 2 years one additional Hybrid cloud deployment to be added subsequently	No Change
110	2.12		The bidder is requested to provide an Earnest Money Deposit (EMD) of a sum equivalent to INR 1,00,00,000/- (Rupees One Crore Only) as a demonstration of their serious intent and commitment to participate in this Request for Proposal (RFP) process. The EMD shall be in the form of bank Guarantee/demand draft / electronic transfer, payable to STPI.	EMD Value looks to very high, would request for lower EMD.	No Change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
111	2.13	c	The Performance Bank Guarantee shall remain valid until the MSP has fully completed all obligations under the contract. However, after two years of the contract award, the Performance Bank Guarantee shall be revised by the MSP. The revised value will be either 3% of the total revenue earned by the MSP in the previous financial year or INR 2,00,00,000 (Rupees Two Crore Only) whichever is higher. Further, the PBG shall be revised on the interval of every two-year considering above criteria till the end of the contract period	Linking value for PBG with revenue earned is not acceptable, it should remain fixed irrespective of value of revenue earned.	No change
112	3.8	c	For all the Data Centre infrastructure & equipment provided by bidder	Insurance obligation is only up to the equipment and infra developed by bidder. It does not cover for the data centre building and other non it equipment's developed and deployed by STPI. That part of insurance will be taken care by STPI ?	No Change; Bidder needs to keep the provision as per the clause
113	3.8	d	Fire Insurance	Fire insurance coverage is required for the equipment deployed by MSP or for entire data centre including building ?	No Change; Bidder needs to keep the provision as per the clause
114	3.8	e	Third Party liability	STPI Should cover for the insurance for any liability that occurs on account of STPI employee or any other third party engaged by STPI.	No Change; Bidder needs to keep the provision as per the clause
115	3.17	3.17.12	STPI can prescribe specific periods when the system should be available 100% and if the system does not meet SLA, 2x SLA penalties will be charged for that month in which the system does not meet the SLAs for the prescribed period	Please clarify possible scenarios of such specific period and its probable duration.  The entire setup will be designed to achieve defined availability and SLA, but 2X penalty for meeting set SLA is not accepted .	Please refer Bid Corrigendum dated: 26-06-2023
116	4.15	4.15.1	STPI would enable necessary racks space with required power for the project, MSP shall pay rack space power cost to STPI as per prevailing tariff	Please clarify prevailing power Tariff at all locations	Power tariffs will be charged as actuals as per location & applicable rates
117	4.29	4.29	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.	Please confirm, Meity empanelment application to be submitted only for the DCs where GCC cloud is deployed	The application for Meity empanelment needs to be submitted for all the data centres wherein GCC or hybrid cloud setup is deployed
118	Annexure H	Annexure H	On-premises cloud should have minimum uplink capability of 100 G or above with provision of future expansion as and when required.	Link capability of 100 G, however bandwidth activation can be started 1 Gbps onwards as mentioned in clause 4.15.3, please confirm	Mentioned clause is only for calculation purpose and selected bidder may provision the bandwidth to meet the required SLAs. However the mentioned specification ( Annexure H) is about the capability of the proposed solution
119	3.12.	h	In case, if STPI utilizing MSP's Cloud services or infrastructure for its in-house use, the MSP shall offer those at a minimum/discounted price. The discount %age will be decided mutually.	The discount provided to STPI for utilising MSP cloud services or internal use, will be adjusted against the revenue share of STPI.	Such cases can be decided mutually at the time of requirement.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
120	3.12	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. MSP shall ensure that the cloud services price (after discounts) offered to STPI shall be less than the offered price (for similar services) to any other organization for similar scale. If at any stage during the contract period MSP violates this clause, PBG may be forfeited and STPI reserves the right to terminate the contract without any liability to MSP.	Request you to remove this point.  We may follow rate card for most of the cases but some time we might have to make an exception basis the volume of the customer.	No change
121	3.14	13	The Process for revision of rates shall also be undertaken when there is a fluctuation (10% up or down) in the foreign exchange rate (USD).	We need to discuss on price impacting variables and shall seek a commensurate variation when ever such changes happen	Please refer Bid Corrigendum dated: 26-06-2023
122	3.17.6	1	Measures availability of overall internet links at the locations Availability of internet links for at least 99.5% of time measured monthly for a 24x7x365 time period.	Since the provision of internet will be made by STPI hence STPI also has to own the SLA for internet links & SLA should not be only applicable to MSP.	Please refer Bid Corrigendum dated: 26-06-2023
123	3.17.7	1	For Severity 1, 100% of the incidents should be resolved within 60 minutes of problem reporting	The timelines mentioned are very stringent & should be 4 hours for resolution.	No change
124	3.17.12	vii (a)	Resource commitment - CSP will place key project management, cloud architects and technical support professionals for entire duration of the project. CSP resources should not be less 10% of overall project resources (CSP & MSP together) at any point in time in the project duration.	CSP & MSP is working together to ensure availability of services, hence resource commitment in terms of breakup not required.	It is to ensure the obligation from the CSP side as CSP is also playing critical role in the overall project.
125	4.2.4	4.2.4	The MSP shall provide in its solution, the required infrastructure (e.g. VPN) for connecting Hybrid Cloud from STPI DC and Public Cloud resources via a secure tunnel to facilitate the creation of a single enterprise environment. Hybrid Cloud → internet link(s) → Public Cloud The secure tunnel shall be set up by the MSP. Internet access (to connect Cloud) shall be provided by STPI and will be on chargeable basis as per the STPI rate card.	Since VPN may not be an ideal solution for all the customers, please confirm if STPI can provide cloud connect services like AWS Direct connect, Azure express route etc	VPN is mentioned here as an example only however bidder may choose the right solution for secure connectivity. Bidder needs to keep provision of any cloud connect required as per their solution to meet the SLA requirements.
126	4.7	1	The MSP shall provide the option for the customer to use their own software licenses in the data Centre.	Please note customer should ensure that they are in compliance of their respective OEM licensing policy when they bring their own license	Noted
127	4.1		The MSP shall provide STPI with clear and concise documentation outlining the results of the data classification exercise, including a comprehensive report with recommendations for the appropriate security controls and measures to be implemented.	Please elaborate on this	Selected MSP is responsible for conducting the data classification exercise to categorize and classify the data assets of the organization in line with the standards and regulations specified by the NCIIPC hence selected MSP need to provide the proper documentation for data classification.
128	4.12	C	The MSP may plan for site visit of proposed GCC Data Centre locations of STPI before submission of bid and provision for all costs associated with MeitY empanelment including gap in Data Centre certifications, if any.	Please provide the gap analysis of the existing date centre vis a vis the Meity empanelment.	No Change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
129	4.14	D	MSP may provide a value-added service for following activities: I. Transition of Managed Services from STPI cloud environment to new environment II. Migration from the STPI cloud environment to the new environment	\	Query is not clear
130	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.	For network to be highly available we need multiple telecom vendors in the data centre, please confirm the list of telecom vendors in your respective data centre	STPI being an ISP has backbone connectivity from the multiple Service provides. Further Information may be provided at the later stages with the selected bidder
131	4.15.3	II	MSP shall be responsible for meeting the SLA requirements for performance and availability by provisioning sufficient internet connectivity at each Data Centre for Hybrid Cloud and GCC operations. MSP must have to keep enough bandwidth for the DC-DR operations.	MSP can not be solely responsible for the performance and availability of network, at the very least it has to be a shared responsibility. We can only monitor the network	Please refer Bid Corrigendum dated: 26-06-2023
132	4.21	1	The onboarded MSP shall be responsible for preparing the Standard Operating Procedures (SOP) for Data Centre (DC) operations, including the first draft of Data Centre policies for the STPI. These procedures and policies should align with all relevant government guidelines and regulations.	Aligning to government guidelines / policy needs detailed deliberations , understanding and provisioning in cost .STPI needs to stipulate the requirements more clearly	Clause is self explanatory.Bidder needs keep the provision of the efforts required considering the scale of the project.
133	4.24		The Managed Service Provider (MSP) will conduct site visits to the designated STPI data centre sites in order to validate the non-IT infrastructure and assess its compatibility with the proposed solution. If the Managed Service Provider (MSP) determines that at present or in the future, design or solution of non-IT components, such as power, cooling, or any other non-IT infrastructure elements, is not sufficient to accommodate their proposed solution, then the MSP shall bear the cost associated with such redesign or resolution. Further, in the event that the proposed changes are approved by STPI, the MSP will be responsible for ensuring that all required modifications are implemented in compliance with industry standards and best practices. The costs incurred for the redesign or resolution shall be clearly documented by the MSP and submitted to STPI.	1. Please remove the Non-IT part from the scope of MSP as we are talking about a revenue sharing model, this make it much more complex  2. If the Non-IT part is to be handled by MSP than all the cost incurred by the MSP during upgrade/modification shall be cleared within 30 days as per actuals and costs of same will not be included in the bid response / cost .	MSP need to ensure the propose solution inline with the existing datacentre infrastructure of STPI however if the proposed solution or services necessitate any additional setup or capital expenditure beyond the infrastructure of Tier III Data Centres then selected MSP needs to bear the same.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
134	4.28.1. Deployment of Resources (Page 125)		<p>The MSP must have a sufficient number of qualified technical personnel capable of supporting the operation of the project in the manner required by STPI and meeting the SLA and scope of work. The MSP must deploy the required labour based on the offer to meet the SLA and scope of work negotiated with STPI.</p> <p>The STPI will provision space resources as at its various location. For the key personnel working out at STPI location, the STPI will provide them with basic office infrastructure like seating space, internet connection. The MSP team is expected to bring their own laptops and any required tools. MSP should plan for the regional deployment of its team. Also, all travel costs of its resources for project related work including meetings with customers etc. shall be borne by MSP.</p>	<p>We request STPI that MSP resources which would be based out of STPI facility should be based out of one location only, and secondary location should be MSP facility.</p> <p>All the L2 and L3 task can be managed remotely we only need the physical presence in case of specific troubleshooting with the hardware and for that we can use the existing DC operations team of STPI, it will help us to optimize cost</p>	<p>Cloud infrastructure to be deployed under this project need to be manage and maintain from the NOC/SOC setup at STPI premises however the additional support( if required ) may be obtain from OEM/CSP/MSP on the case to case basis.</p>
135	4.29. Timelines (Page 142)	1	Go- Live of mutually decided first hybrid setup location - T+3 months	<p>We request you to modify it as T + 6 months as there is significant delays in hardware shipment for certain critical component</p> <p>We request all other timeline also adjusted accordingly.</p>	No Change
136	Annexure G: List of Services	2	Block Storage - HDD - 100GB minimum 50 to 250 IOPS	Please confirm if the IOPs required are per 100GB or per GB. Also, it would be difficult to achieve these IOPs on HDD	IOP's are per 100 GB
137	Annexure H: Technical Specification	34	GCC platform should have minimum 10% GPU based servers for specialized workloads like AI/ML and Big Data.	We request that this point be modified and GPU based clusters be introduced after some time period as we will need to deploy a separate dedicated cluster for GPU servers	No change
138	Annexure H: Technical Specification	19	Peripheral physical security and security guards for STPI Data Centres will be provided by STPI. The MSP shall provision the required resources for security and maintenance of the area utilized by the MSP for IT infrastructures at all locations.	We request you to please delete this point. As the facility belongs to STPI we request the facility services to be provided by STPI. In case we need to demarcate the cloud setup, the same can be hosted inside a caged setup with biometric access to authorized personal only	Refer Bid Corrigendum dated: 26-06-2023
139	Annexure H: Technical Specification	22	MSP should own the unified SLA for the entire cloud platform (On-premises and public). For On-premises unified SLA should include underlying hardware, cloud platform, services, workloads, and any other components.	MSP will own the SLA for the cloud infra (on-prem and public cloud), we will not own SLAs for any workload as they are out of our control.	MSP needs to own SLAs for the agreed workloads with the end users.
140	2.21.1	5	Self-Certificate along with the name, address, contact person, contact no., and email address of the customer	Due to NDA with most clients hence the ask for contact names & numbers cannot be furnished.	Refer Bid Corrigendum dated: 26-06-2023
141	3.17	8	9. All hosts should be subjected to an anti-virus/malware scan as least once every week.	Scanning all online device/ active will be scan within a week however devices which are down need to be excluded from the SLA calculation.	Devices on maintenance or are not powered up can be excluded.
142	3.17	8	10. Latest AV signature to be installed on 100% of all applicable component within 24 hours.	Installing AV signature on all active / inline devices can be done in 24hrs however the devices which are offline need to be excluded from SLA calculation.	Devices on maintenance or are not powered up can be excluded.
143	3.17	8	11. Implementation of latest NIPS and HIPS signatures on the system components	Installing NIPS and HIPS signature on all active / inline devices can be done in 24hrs however the devices which are offline need to be excluded from SLA calculation.	Devices on maintenance or are not powered up can be excluded.
144	3.17	8	12. MSP shall upgrade the system/firmware of all applicable systems such as network components, security components and tools, storage systems and any other applicable device or tool on a half-yearly basis	Software's or firmware upgradation is possible for device which are active under contract. Devices which are EOL/EOS might be excluded.	No change; MSP is responsible for replacing EOL/EOS systems with supported systems and maintain the SLAs

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
145	3.17	8	14. All detected vulnerabilities shall be closed by the MSPs per the below timelines and closure report shall be submitted to STPI	Devices which are offline need to be excluded from SLA calculation.	No Change
146	3.13	10	In case of termination of the contract with the MSP, Termination clause 3.15 shall be applicable and the ownership of the assets (IT and Non-IT) shall remain with the STPI.	in case of untimely exit, suitable compensation should be provided to MSP for the investment made on infra & other allied cost incurred in the project.	No Change
147	4	4.28	Notes d: d. In a case any onsite resource is on leave for more than 2 working days in a month, the MSP shall arrange for a suitable replacement resource onsite for the same period	Remote support will be provided for additional.	No Change
148	2	2.1	Marketplace	Does this involve any additional development effort from MSP.	Bidder need to provision the efforts to implement marketplace as asked in the RFP.
149	3.17	8	Target: Percentage of valid escalations shall be >= 98% & < 99%	This will be our target but initially , escalation may be more which will be fine tuned in course of time	No Change
150	3.17	8	Target: Event sources covered shall be >= 99% & < 100%	SOC Event Sources covered under SLA shall be devices managed under SOC Only	No Change
151	3.17	8	100% conversion of events to security incidents as per pre- defined SOP and as per timelines stated above calculated on a monthly basis.	This has to be automated via systems like service now/Standard ITSM Tool. Manual conversion is not recommended, false positive events /events due to maintenance should be excluded	No Change
152	3.17	8	All new use cases approved/requested by STPI shall be implemented within one working of approval	Our understanding is SLA calculation would start after approval from STPI and not from the requested date.	All new use cases approved by STPI shall be implemented within one working day of approval
153	3.17	9	Average Time taken to acknowledge and respond once a ticket/incident is logged through calls, email, or ticketing tool. This is calculated for all tickets/incidents reported within the reporting month Target: 15 mins	The response SLA will be depend on Ticket Priority and it will be based on the ITSM defined SLA.	Acknowledge time will be same i.e. 15 min however resolution to the issue can depend on Ticket Priority and it can be based on the ITSM defined SLA
154	3.17	6	Latency >4ms to 10ms	Latency has dependency with ISP.	Please refer Bid Corrigendum dated: 26-06-2023
155	Annexure H	10	Next generation firewall service should permit to scale up or down capacity based on the traffic load.	Cloud based firewall can be scaled however this might not be applicable for physical firewall	Mentioned specification is required to provide service to the end users which should be scaleup or scale down as per the user need. Hence solution should be designed accordingly.
156	3.17	7	No Breach	We require exclusion for zero day attack scenarios	No Change
157	Annexure H	3	The managed storage should have capability to increase storage capacity on demand on the provisioned volumes without any reboot of the virtual machine, without having to provision a new volume, copy/move the data.	We would like to know usable capacity and Percentage of growth per year for storage sizing?	This may depend upon the demand from the end customers
158	Annexure H	4	File storage should preferably offer multiple classes for different sets of data viz. frequently access data and non-frequently access data.	we would like to know the file workloads for sizing the file storage multi tiering capabilities.	This may depend upon the demand from the end customers

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
159	4	4.27	Procurement and installation of network connectivity between STPI offices to DC and DR, between DC and DR and connectivity at STPI offices (WAN, internet)	Should MSP need to procure any new connection dedicatedly for DC-DR or the existing connectivity(available as per Diagram) can be used?	All STPI datacentres are connected over internet and MSP shall procure Internet links from STPI on chargeable basis, however selected MSP may choose the interconnectivity ( MPLS/P2P) amongst the DCs as per their solution requirement to meet the SLAs.
160	4	4.27	Administration and operation of an end-to-end STPI network including WAN, LAN for Data Centre locations	We need STPI to share the list of Link service providers till their premises. Since ICP will be responsible for Customer Edge Equipment, Based on the list provided by STPI only, it can be decided whether customer requested service provider can be done or not.	Details may be shared with the selected bidder.
161	3	3.17	In addition to hardware and software requirements as prescribed in this RFP, MSP is also required to design size, supply, implement and maintain an Enterprise Management System (EMS).	Should MSP have separate EMS system or we can use STPI EMS system for additional requirement.	MSP need to provision the EMS system as per the RFP
162	9 (Annexure G)	9.2	List of Services - List of services required in STPI date centres	For DC inter connectivity , is it going to use existing link or new link	All STPI datacentres are connected over internet and MSP shall procure Internet links from STPI on chargeable basis, however selected MSP may choose the interconnectivity ( MPLS/P2P) amongst the DCs as per their solution requirement to meet the SLAs.
163	9	9.1	Setup and configuration of network and connectivity services	For Internet do we need to use an existing Link or separate link need to be provisioned, If it is an existing link Need current capacity and redundancy details, what is Cost Offered by STPI	All STPI datacentres are connected over internet and MSP shall procure Internet links from STPI on chargeable basis, however selected MSP may choose the interconnectivity ( MPLS/P2P) amongst the DCs as per their solution requirement to meet the SLAs.
164	Annexure H	13	All necessary hardware required for smoothly running the GCC infrastructure and SLA compliance needs to be provisioned by the MSP	Two questions ? 1. Is STPI proposing NKN ( National Knowledge Network) do they have redundancy ? 2. In case we are choosing own Service Provider ? is there any particular restriction	All STPI datacentres are connected over internet and MSP shall procure Internet links from STPI on chargeable basis, however selected MSP may choose the interconnectivity ( MPLS/P2P) amongst the DCs as per their solution requirement to meet the SLAs.
165	3	3.17.5	RTO 60 Minutes RTO shall be measured through DRM tool during DR drill or actual failover If any of the services under the DR drill plan/BCP plan do not meet the target RTO then this SLA will be considered as breached.	Considered this RTO excluded from the planned down time window	Please refer Note - Point 4 under section 3.17.11 of the RFP document
166	3	3.17.6	Latency is the average round trip time taken by a packet within a network. Latency will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link	Latency of <10 ms is possible to achieve based on the service provider ,latency is based on the service provider infrastructure and agreed SLA	Please refer Bid Corrigendum dated: 26-06-2023



S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
167	3	3.17.6	Jitter is defined as the variation in the latency between two locations. Jitter will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link.	Jitter latency is possible to achieve based on the service provider ,	Please refer Bid Corrigendum dated: 26-06-2023
168	3	3.17.6	Packet Loss is defined as the percentage ratio of total number of packets lost to total number of packets transmitted. Packet loss will be determined for each internet and intranet link at the Data Centre, DR site, replication links and links at the STPI offices and accordingly SLAs will be applicable for each link.	packet loss is based on the service provider infrastructure and agreed SLA latency is based on the service provider infrastructure and agreed SLA	Please refer Bid Corrigendum dated: 26-06-2023
169	3	3.17.7	#REF!	Minimal RMA to be in place as a backup for network assets to achieve the same for Severity 1 reported problems.	No Change
170	3	3.17.11.	Availability for each of the network links: >= 99.5%	Availability of >=99.5% is based on the service provider.	SLAs shall be applicable to the additional internet /MPLS/P2P (if any ) links which may be taken from other ISP. Please refer Bid Corrigendum dated: 26-06-2023
171	III	3.12	The MSP has no right to vary the price terms even in situations beyond the MSP's control and situations caused/initiated by STPI. This ought to be rectified	The MSP ought to have the right to notify an increase in prices due to : (i) any factor beyond the control of the MSP (including foreign exchange fluctuations, currency fluctuations, change in law, increase in taxes and duties and increase in labour, material and other manufacturing costs); (ii) Any request by STPI to change the completion timelines, and types of services or service specifications; and (iii) any delay caused by any instructions of STPI or failure of STPI to provide adequate or accurate information in respect of the services.	As mentioned in the section, STPI will form a steering committee, which will have members from the selected MSP and STPI. This committee will take the price decisions to handle such scenarios.
172	III	3.2	The dispute resolution timeline for discussions between parties is short (20 days). The arbitration mechanism specifies for the appointment of a sole arbitrator	The initial timeline could be extended to 30 days. The arbitral mechanism ought to please be revised to 3 arbitrators, one appointed by each : MSP and STPI and the third one (presiding arbitrator) appointed by the two arbitrators	No Change in the respective clause
173	III	3.3	There is no indemnification by STPI towards the MSP	STPI ought to indemnify the MSP against any and all damages arising out of or in any way connected with the performance or non-performance of the obligations of STPI under the contract, including with respect to one or more of the following events:a. Any injury to, illness (including disease) of or death of third parties caused by one or more of the following acts of STPI, its representatives and affiliates: (i) fraud; (ii) negligence; (iii) misconduct; (iv) willful act or omission;b. Any damage to or loss of property of third parties caused by one or more of the following acts of STPI, its representatives or affiliates: (i) fraud; (ii) negligence; (iii) misconduct; (v) willful act or omission.	No Change ( Tender clause prevails)

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
174	III	3.3	The indemnity procedure is not provided and expiration of indemnity is not provided	Any indemnity, whether under this clause or otherwise provided in the Contract, shall be applicable in the following conditions: a. Either party has sufficiently notified the other party of the alleged claim with all supporting documents and requested assistance; a. Either party is entitled to pursue requisite legal remedies without interference from any third party; c. Either party or any third party shall not make any endeavour to settle any claim without written consent of the other party. Indemnities provided under the Contract by either party to the other party shall expire upon expiry of the warranty period.	No Change ( Tender clause prevails)
175	III	3.17.12	The liquidated damages are of varying percentages of monthly payment applicable going up to 10%. Further there is no limitation of liability clause	Request that the below-mentioned be considered: [Liquidated Damages, payable to STPI shall be equal to 0.5% (zero-point five percent) of the total amount for each full week of delay of services]The liquidated damages shall in no case exceed 5% (five percent) of the total [contract value].Further, the liquidated damages shall be applicable on the delayed Services, and to be deducted only from the final invoice of the MSP, in case parties could not reach any settlement. The Liquidated damages specified herein shall be the exclusive and only liability of the MSP for any loss incurred by STPI due to delays which are solely attributable to the MSP.Limitation of Liability-The total cumulative liability of the MSP with respect to all claims, losses, damages, guarantees, warranties, indemnities and obligations, whether express or implied, arising out of the performance or non-performance of obligations in connection with the Contract, whether based on contract, tort (including negligence), strict liability or otherwise arising (including by way of negligence) shall not exceed an amount equal to [ ] percent of the total contract price.	Please refer Bid Corrigendum dated: 26-06-2023
176	III	3.1	Force majeure clause does not provide for payment events in case of force majeure	Notwithstanding anything contained in this Clause, STPI shall be liable to pay to the MSP all such costs, expenses and charges incurred by the MSP on account of the non-utilization of the resources organized by the MSP up to the Force Majeure event, along with any losses, damages and liabilities incurred by the MSP and reasonable compensation.	No change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
177	-	-	There is no provision excluding the payment of consequential damages in the document	The below clause may please be inserted: Neither Party shall be liable to each other under this contract or under any cause of action related to the subject matter of this contract, whether in contract, warranty, tort (including negligence), for any indirect or consequential damages including but not restricted to strict liability, products liability, professional liability, indemnity, contribution, or any other cause of action for special, indirect, incidental or consequential losses, or for any loss of profits, loss of use, loss of opportunity, loss of revenues, loss of production, loss of financing, loss or increase of bonding capacity, costs of obtaining or maintaining financing, loss of goodwill, or business interruption, or damages or losses for principal office expenses including compensation of personnel stationed there whether or not classified as special, indirect, incidental or Consequential ("Consequential Damages") and STPI shall release MSP and MSP shall release STPI from any liability for such consequential damages of whatsoever nature.	No Change ( Tender clause prevails)

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
178	III	3.12(d)	STPI's representations and warranties are qualified by (d). No similar construct for the MSP is included	<p>Please consider incorporating the following exceptions to the MSP's warranties: a) Defects resulting from inadequacy, mistake or omissions in the drawings, data or technical requirements supplied by STPI ;c) The deterioration of the Services due to negligence or faulty handling or supervision (in case the same is not done by STPI ) or incorrect operation;d) damage caused by misuse attributable to STPI ;e) improper operation, negligence, or faulty handling by STPI (not in line with operation and maintenance manuals) f) Defects resulting from modifications or repairs performed by STPI or third Parties,g) Non-compliance with conditions, instructions or recommendations in operation or maintenance manuals (OEM manuals) and other MSP documents1. MSP's obligations under this clause are their sole and exclusive liability and STPI 's sole and exclusive remedy with respect to defective Services. MSP's obligations under this clause are in lieu of and exclude all other warranties, obligations, and liabilities, whether oral, written, statutory, express or implied with respect to defects, unconformities, deficiencies, etc., and any resulting damages and losses. All the implied warranties, conditions of fitness, merchantability, fit for purpose, etc., under any law or otherwise are hereby mutually agreed to be excluded by both the Parties to this Contract.4. Once the warranty period is over, the MSP shall be released from all obligations / liabilities and no liability shall survive. 5. STPI shall return all the Bank Guarantees, to the MSP upon expiration of the warranty period.6. Any warranty repairs to be carried out by the MSP, shall be upon receipt of written notice (within reasonable time from period of discovery) and at the option of the MSP</p>	No Change ( Tender clause prevails)
179	III	3.3 (b)	Exceptions to be carved out to infringement events in Clause 3.3.(b)	<p>Please consider incorporating the below exceptions to the infringements listed out in 3.3 (b): Provided that any claimed infringement is not based on or results in any material part from:(i) any use of the services other than in accordance with the MSP and licenses available to MSP;(ii) any unauthorized modification or alteration by STPI ;(iii) any combination or use of the services with any other goods, materials, systems, software, technology, whatsoever not supplied by or agreed to be used with the MSP documents;(v) any negligent act or omission or unlawful or misrepresentation by STPI ;(vi) the claim is otherwise subject to any indemnification by STPI ;(vii) Any drawings, documents and other materials provided by STPI .</p>	No Change ( Tender clause prevails)

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
180	-	-	-	<p>Please consider incorporating the following: All confidential information shall be marked as 'confidential'. Any confidential information disclosed in oral form shall be reduced to writing within 10 (ten) days of such oral disclosure. [The provisions of confidentiality shall survive for a period of one (01) year after termination or expiration for whatever reason.] The obligations of MSP under the foregoing clause, shall not apply to that information which –(i) can be proven to have been possessed by MSP at the time of disclosure and which was not previously obtained, directly or indirectly, from STPI hereto;(ii) was in the possession of MSP without an obligation to confidentiality prior to receipt from STPI ;(iii) is approved for release by written agreement of STPI ; or Notwithstanding the foregoing, the MSP may retain any information pursuant to applicable law, regulation, internal compliance polices, or as part of automatic electronic archiving and back-up procedures.</p>	No Change ( Tender clause prevails)

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
181	III	3.15	Termination events do not factor in termination by MSP and termination does not address payment obligations of STPI to MSP	<p>Please consider incorporating the below-mentioned in Clause 3.15 (termination by STPI) Notwithstanding the above, STPI shall be liable for such 'Termination payment' consisting of actual cost of raw materials, labour, overhead and costs related subcontractor to MSP, up to the date of termination, and which shall be paid to MSP by STPI .Termination by MSP 1. In the event STPI fails to cure any default within 15 (fifteen) days or such longer period as has been expressly provided in this Contract, STPI shall be deemed to be in default of this Contract (the "STPI Default") unless the default has occurred as a result of any breach of this Contract by the MSP or due to Force Majeure. The defaults referred to herein shall include the following: a. STPI commits a material default in complying with any of the provisions of this Contract and such default has a material adverse effect on the MSP; b. STPI has failed to make payment of any amount due and payable to the MSP within the period specified in this Contract; c. STPI repudiates this Contract or otherwise takes any action that amounts to or manifests an irrevocable intention not to be bound by this Contract.2. Without prejudice to any other right or remedy which the MSP may have under this Contract, upon occurrence of a STPI Default, the MSP shall be entitled to terminate this Contract by issuing a written notice (Termination Notice) to STPI . 3. Upon termination by the MSP, STPI shall at its cost return all of MSP materials, equipment, documents and other property of MSP which have not been fully paid for. If STPI fails to do so, then MSP may enter STPI 's premises and take possession of them. Until they have been returned, STPI shall be solely responsible for their safe keeping and will not use them for any purpose not connected with the Contract. The accrued rights and remedies of the parties as at termination shall not be affected, including the right to claim damages in respect of any breach of the</p>	No Change ( Tender clause prevails)
182	2.21	Qualification Criteria and Evaluation page no 31	Financial Turnover: The MSP must have an average annual revenue from operations of not less than Rs 500 crore for the last three consecutive financial years (2019-20, 2020-21 & 2021-22) from the Datacentre/Cloud-related services/Managed IT Services as of 31.03.2022.	<p>We request to department kindly amend this clause as-Financial Turnover: The MSP must have an average annual revenue from operations of not less than Rs 100 crore for the best <i>three years out of 4 financial years (2019-20, 2020-21 &amp; 2021-22,2022-23)</i> from the Datacentre/Cloud-related services/Managed IT Services/IT &amp; ITeS as of 31.03.2023.</p>	Please refer Bid Corrigendum dated: 26-06-2023

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
183	2.21	Qualification Criteria and Evaluation page no 32	<p>Project Experience: The MSP must have at least two (at least one completed) projects of INR 50 crores (Fifty Crores Rupees) each with scope covering IT implementation of Data Centre Infra during last 3 years as on bid submission date in India.</p> <p>The project should be for own company or for a client.</p> <p>For internal projects, the value to be considered is cost incurred till Go-Live.</p>	<p>We request to department kindly amend this clause as-</p> <p>Project Experience: The MSP must have at least One project of <i>INR 40 crores (Forty Crores Rupees)</i> with scope covering IT implementation of Data Centre Infra during last 3 years as on bid submission date in India.</p> <p>The project should be for own company or for a client.</p> <p>For internal projects, the value to be considered is cost incurred till Go-Live.</p>	Please refer Bid Corrigendum dated: 26-06-2023
184	2.21	Qualification Criteria and Evaluation page no 32	<p>NoC Experience: MSP should have an operational Public Cloud/private cloud/managed IT services, with a self-service portal, with at least 50 cloud customers for which the bidder has managed NoC operations. The services that bidder has provided must include:</p> <ol style="list-style-type: none"> <li>1. Cloud Services</li> <li>2. Network Management Services</li> </ol> <p>MSP should have 24x7x365 NOC operations.</p>	<p>NoC Experience: MSP/CSP should have an operational Public Cloud/private cloud/managed IT services, with a self-service portal, with at least 10 cloud customers for which the bidder/CSP has managed NoC operations. The services that bidder has provided must include:</p> <ol style="list-style-type: none"> <li>1. Cloud Services</li> <li>2. Network Management Services</li> </ol> <p>MSP/CSP should have 24x7x365 NOC operations.</p>	Please refer Bid Corrigendum dated: 26-06-2023
185	2.21	Qualification Criteria and Evaluation page no 33	<p>Manpower : MSP must have at least 150 employees working in the cloud operations/managed IT services. Out of which at least 20+ certified resources on the proposed cloud platform at the time of RFP submission</p>	<p>We request to department kindly amend this clause as-</p> <p>Manpower : MSP must have at least 150 employees working in the cloud operations/managed IT services/<i>IT &amp; ITeS operations</i> . Out of which at least 5+ certified resources on the proposed cloud platform at the time of RFP submission</p>	No Change
186	2.21	Technical Qualification Criterion page no 36	<p>Note: Consortium bid is not allowed.</p>	<p>We request to department kindly allow consortium in this bid</p>	No Change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
187	2.21.3	Technical Qualification Criterion page no 38	<p>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 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) ending 31/03/2022.</p> <p>a. One project of value &gt;=50 Cr.: 5 Marks or b. Two projects of value &gt;= 50 Cr or One number of project of value &gt;= 75 Cr: 10 Marks or c. Three projects of value &gt;= 50 Cr or One number of project of value &gt;= 100 Cr: 15 Marks</p> <p>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 taxes.</p>	<p>We request to department kindly amend this clause as-</p> <p>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 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) ending 31/03/2022.</p> <p><i>a. One project of value &gt;=40 Cr.: 8 Marks or b. Two projects of value &gt;= 40 Cr or One number of project of value &gt;= 80 Cr: 12 Marks or c. Three projects of value &gt;= 40 Cr or One number of project of value &gt;= 100 Cr: 15 Marks</i></p> <p>The individual work order value for providing above mentioned Service shall be equal to <i>INR 40 Crores</i> Note: Value of Completed work order will be considered as inclusive of all taxes.</p>	Please refer Bid Corrigendum dated: 26-06-2023
188	2.21.3	Technical Qualification Criterion page no 38	<p>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</p>	<p>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 - 5 Mark Maximum 10 marks can be awarded</p>	No change
189	2.21.3	Technical Qualification Criterion page no 38	<p>Bidders experience in setting up, operating, and managing cloud operations: Bidders/CSP experience in application migration for Cloud services a) For each project of application/System migration from on-prem Infra to public/Hybrid cloud - 2 Mark per migration Maximum 10 marks can be awarded</p>	<p>We request to department kindly amend this clause as-</p> <p>Bidders experience in setting up, operating, and managing cloud operations: Bidders/CSP experience in application migration for Cloud services a) For each project of application/System migration from on-prem Infra to public/Hybrid cloud - 5 Mark per migration Maximum 10 marks can be awarded</p>	No change
190	Billing ownership	4.15.6	MSP shall extend all possible support in generation of monthly/quarterly bills for end customers.	Do you want use your billing platform or MSP's Billing platform as SaaS?	MSP need to propose the billing platform as per RFP scope



S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
191	Monitoring Services	11	Monitoring of open-source services configured and reporting	Please specify Open source systems and monitoring/reporting KPI	The MSP will determine the provision based on the proposed solution and its systems' compatibility. The Key Performance Indicators (KPIs) will align with the services provided to the end users & SLA requirements
192	Hybrid Cloud Provisioning and Management Layer	2	3rd party automation tools.	Please specify	Any third party automation tool with open standards
193	Monitoring Service	25	Monitoring service should be able to store and analyse the logs for the period of 10 years within GCC and on-premises setup. Monitoring service should be able to store and analyse the logs for the period of 10 years within GCC and on-premises setup.	Is this period consider from start of new SI services? Are looking for store raw data or processed data ?	Clause is self explanatory.
194	Monitoring Service	25	Monitoring service should offer a dashboard that displays up-to- the minute information on service availability across DC and DR and public cloud.	Are u looking online Synch of monitoring data between DC and DR	Clause is self explanatory
195	Auditing Service	26	Auditing service should encrypt all the logs before being stored to object storage, file storage or before sending it to govt agencies. It should allow integration with cloud in-built key managed service and/or any 3rd party key manager service used by the tenant.	What is level of encryption?	Clause is self explanatory
196	Automation Service	30	Automation solution should be able to automate STPISI's existing DC stack like VMware, Open stack, Hyper-V, firewalls and other security systems like, IPS/IDS, network devices(multi-OEM).	Can you share list automation already performed or going to performed include plan automation roadmap/use cases on existing environment	No change
197	Annexure H: Technical Specification	8	Cloud platform should provide fully managed, highly available and scalable cloud domain name service from on-premises or public cloud.	As per Annexure-G-List of the services, Is it clearly mentioned DNS Service should come from public cloud. Is it ok to provide DNS service from Private Cloud?	Refer Bid Corrigendum dated: 26-06-2023
198	Annexure H: Technical Specification	3	Block Storage should be available on GCC, On-Premise and public cloud for all the tenants.	As per Annexure-G-List of the services, Is it clearly mentioned storage Service should come from Private and GCC cloud but in Technical Specification it is mentioned that storage service should be available from Public Cloud as well.	Block storage may be require at all the offered platform to end users.
199	Section 2.19: Duration of the Contract	2.19	2.19. Duration of the contract The Contract shall be valid for a period of 123 months from the date of signing of contract. STPI reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the bidder, at least 3 months before the expiration of the term. The decision to grant or refuse the extension shall be at the STPI's discretion. Accordingly, the Performance Bank Guarantee shall be extended up to the extended contract period.	Grant or refusal to extension of the term shall be subject to the mutual agreement of both the parties, and not at the sole discretion of the customer. Request modification.	Refer Bid Corrigendum dated: 26-06-2023
200	Section III: General Terms and Conditions	3.1	3.1. Confidentiality of RFP	Request customer to make the confidentiality clause mutual, so as to both parties confidential information is protected. Request modification.	No Change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
201	Section III: General Terms and Conditions	3.3	<p>3.3. Indemnification</p> <p>The Managed Service Provider agrees to indemnify and hold harmless STPI and its officers, employees, and agents against all losses, claims, damages, liabilities, costs (including reasonable legal attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from</p> <p>a) Any misstatement or any breach of any representation or warranty made by the MSP or</p> <p>b) The failure by the Managed Service Provider to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the MSP.</p>	<p>Blanket indemnity provision is not acceptable.</p> <p>Request customer to limit indemnity to the following:</p> <p>i) any breach of applicable laws of India,</p> <p>ii) Any damage to customer's tangible property, caused by the negligent act or omission of the Bidder</p> <p>iii) any death or injury caused due to negligent act or omission of the Bidder</p>	<p>No Change ( Tender clause prevails) however the limited liability clause is defined in Bid Corrigendum dated: 26-06-2023</p>
202	Section III: General Terms and Conditions	3.3	<p>Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created Managed Service Provider pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by Managed Service Provider pursuant to this Agreement, or the SLAs,</p> <p>(I) infringes a copyright, trademark, trade design enforceable in India,</p> <p>(II) infringes a patent issued in India</p> <p>or</p> <p>(III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by Implementation of Project by itself or through other persons other than Managed Service Providers or its sub-contractors.</p> <p>or</p> <p>Third Parties (i.e., other than MSP or sub-contractors) at the direction of STPI</p>	<p>We submit that the Cloud Services or any other third party applications provided by Bidder shall be subject to the standard Terms and conditions of Service and end user licenses terms as applicable. The IP indemnity if any offered by such third party providers/OEMs shall be applicable.</p> <p>The indemnity referred in the RFP may be restricted to any services which are being independently provided by the Bidder. Kindly confirm.</p> <p>Secondly there shall not be any indemnity obligation, if the claims of infringement is caused by</p> <p>(i) Customer's misuse or modification of the Service;</p> <p>(ii) Customer's failure to use corrections or enhancements made available by the Bidder;</p> <p>(iii) Customer's use of the Service in combination with any product or information not owned or developed or provided by the bidder.</p> <p>Request modification.</p>	<p>No Change ( Tender clause prevails)</p>

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
203	Section III: General Terms and Conditions	3.12 (d)€	<p>d) STPI makes no representation or warranty, express or implied, as to the accuracy, correctness and completeness of the information contained in the Bid Documents. Each bidder must conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information and obtain independent professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement in relation to the same from appropriate sources to satisfy itself that the Bid Documents are complete in all respects.</p> <p>e) While the Bid Documents have been prepared in good faith, neither STPI nor its consultants, officers or employees make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Nothing in the Bid Documents shall be construed as legal, financial or tax advice. Any liability is accordingly expressly disclaimed by STPI, its consultants, partners, affiliates, their respective officers, agents, and employees even if any loss or damage is caused by any act or omission on the part of STPI, its consultants, partners, affiliates, their respective officers, agents, or employees, whether negligent or otherwise.</p>	Request waiver of the clauses as The bidder's proposal and provisioning of the service is dependent on the information provided by the customer under this Bid.	No Change
204	Section III: General Terms and Conditions	3.12 (i)	<p>i) If the onboarded MSP is found to be incompetent to perform any task or the work done by the MSP is deemed unsatisfactory, STPI reserves the right to terminate the contract and award the work to any other competent bidder. In this regard, the decision of STPI will be final and binding, and the terminated agency shall have no claim against STPI for any loss or damages arising from such termination. Further, in this case, section 3.15 (Termination Clause) and section 3.16 (Exit Management Clause) of the RFP shall be applicable. This clause will survive the termination of this contract/agreement and will not affect any other rights or remedies available to either party under this termination contract/agreement or any applicable law.</p>	Request Customer to provide [ ] days cure period to the Bidder for rectification of any breach, if Bidder fails to rectify the same, contract can be terminated	Refer Bid Corrigendum dated: 26-06-2023
205	Section III: General Terms and Conditions	3.15	<p>3.15. Termination STPI may, terminate this Contract in whole or in part and forfeit the PBG, by giving the Successful Bidder a prior written notice of Forty-Five (45) days indicating its intention to terminate the Contract under the following circumstances: a. Where STPI is of the opinion that there have been such Event of Default on the part of the Successful Bidder which would make it proper and necessary to terminate this Contract and may include part of the Successful Bidder to respect any of its commitments about any part of its obligations under its bid, the RFP or under this Contract.</p>	Request Customer to provide [ ] days cure period to the Bidder for rectification of any breach, if Bidder fails to rectify the same, contract can be terminated	Refer Bid Corrigendum dated: 26-06-2023

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
206	Section III: General Terms and Conditions	3.15.1	3.15.1. Termination- Violation of Law/Agreement a. In the event of any content found to be in violation of any law or direction of statutory authority or found to be in contravention of Intellectual Property Rights (IPR) etc., STPI may suspend / terminate the Agreement with seven days' notice. STPI reserves the right to terminate the Agreement for any breach or non-observance or non-fulfilment of Agreement conditions that may come to its notice through complaints or as a result of the regular monitoring by giving forty-five (45) days of written notice. Wherever considered appropriate STPI may conduct an inquiry either sue moto or upon a complaint to determine whether there has been any breach or non-observance of the terms and conditions of the agreement. The successful bidder shall extend all reasonable facilities and shall endeavour to remove the hindrance of every type upon such inquiry.	Request Customer to provide 45 days cure period to the Bidder for rectification of any breach, if Bidder fails to rectify the same, contract can be terminated	Refer Bid Corrigendum dated: 26-06-2023
207	Section III: General Terms and Conditions	3.15 ©	c. Terminate the Contract either in Part or Full: i. All assets will be transferred to STPI at Nil cost as may be required to offset any losses caused to STPI. Because of such default, the MSP shall compensate STPI for any such loss, damages, or other costs, incurred by STPI in this regard; Successful Bidder after termination, will exit along with its brand associated with STPI. Cobranding will cease to exist after exit.	Transfer of assets to be restricted to all transferable assets which are mentioned in the BOQ and the Proposal submitted, provided all payments in this regard are already paid to Bidder. Request modification	No Change
208	Section III: General Terms and Conditions	3.16	3.16. Exit Management	Any use of third party software/deliverables/service deployed/provided under the tender, upon expiry or on termination of the Agreement shall also be in terms of the proposal submitted considering the involvement of OEM and third party service providers. Request to confirm.	Query not clear
209	Section III: General Terms and Conditions	j (iii)(iv), r	iii. Handover of all AMC support related documents, credentials etc. for all OEM products supplied/maintained in the system. Handover MOUs signed for taking services taken from third parties such as digital signature agencies, etc. iv. Handover of the list of complete inventories of all assets created for the project. r) The assets shall be free from any financial obligations owing to any of the financial institutions/banks, clients, service providers etc.	Transfer of assets to be restricted to all transferable assets which are mentioned in the BOQ and the Proposal submitted, provided all payments in this regard are already paid to Bidder. Request modification	No Change
210	Section III: General Terms and Conditions	3.16.1 (q)	q) During Exit, Successful bidder will indemnify losses completely, if any, to the customers and shall meet all the obligations towards Customers, Third Party Service providers, OEMs etc. before handing over the infrastructure and clients to STPI/appointed agency	Not agreeable. Request deletion.	No change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
211	Section III: General Terms and Conditions	3.16.3	<p>3.16.3. Transfer of Projects Assets</p> <p>a) Before the expiry of the Exit Management Period, all non-IT Project assets (only in case of edge location DC) and any of the infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the Project is compliant with the specifications and standards set forth in the Agreement, RFP, and any other amendments made during the Contract Period</p> <p>i) On premature termination of the contract, the ownership of assets (IT and Non-IT) shall remain with the STPI only.</p>	<p>Transfer of assets to be restricted to all transferable assets which are mentioned in the BOQ and the Proposal submitted, provided all payments in this regard are already paid to Bidder.</p> <p>Request modification</p>	No Change
212	Section III: General Terms and Conditions	3.16.4	<p>3.16.4. Employees</p> <p>Promptly on request at any time during the exit management period, the MSP will, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to STPI a list of all employees (with job titles and communication address) of the MSP, dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the MSP Successful Bidder, STPI or Replacing MSP may make an offer of contract for services to such employee of the MSP and the MSP will not enforce or impose any contractual provision that would prevent any such employee from being hired by STPI or any Replacing MSP</p>	<p>not applicable, no transfer of employee will take place.</p> <p>Request deletion</p>	No Change
213	Section III: General Terms and Conditions	3.16.8	<p>3.16.8. Rights of Access to Premises</p> <p>a. At any time during the Exit Management Period, where Assets are located at the Bidder's premises, the Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the STPI, and/or any appointed agency in order to make an inventory of the Assets.</p> <p>b. The Bidder shall also give the STPI or its nominated agencies right of reasonable access to the Bidder's premises and shall procure the STPI or its nominated agencies and any replacement Bidder rights of access to relevant third-party premises during the exit management period and for such period following termination or expiry of the Agreement as is reasonably necessary to migrate the services to the STPI or its nominated agencies</p>	<p>Will be limited to project scope only</p>	Yes it is limited to project scope only
214	Section III: General Terms and Conditions	3.17 ©	<p>c) The liquidated damages specified in the SLAs of this RFP correspond to their respective severity levels.</p>	<p>Request to consider the following exclusions to the SLA: (i) Any breach of SLA occurred de to force majeure event, (ii) accident, abuse or use inconsistent with End User Licence Agreement (EULA- Applicable for cloud services), (iii) any changes in configuration or specifications due to reasons attributable to the Customer, (iv) any non maintenance of SLA, due to reasons not attributable to the Bidder.</p>	No change

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
215	Section II: Instruction to Bidders	Non-IT Infrastructure Upgradations	<p>2. Financial: Turnover</p> <p>The MSP must have an average annual revenue from operations of not less than Rs 500 crore for the last three consecutive financial years (2019-20, 2020-21 &amp; 2021-22) from the Data Centre/Cloud-related services/Managed IT Services as of 31.03.2022.</p>	<p>We request that the requirement of Average Annual Turnover may be reduced to Rs. 150 Cr. The Clause may be amended as below:-</p> <p>The MSP must have an average annual revenue from operations of not less than Rs 150 crore for the last three consecutive financial years (2019-20, 2020-21 &amp; 2021-22) from the Data Centre/Cloud-related services/Managed IT Services as of 31.03.2022.</p>	<p>The request has been considered by STPI however in view of the project requirement the same is not acceded to.</p>
216	Section II: Instruction to Bidders	2.21.1. MSP Pre-Qualification Criteria	<p>4. Project Experience</p> <p>The MSP must have at least two (at least one completed) projects of INR 50 crores (Fifty Crores Rupees) each with scope covering IT implementation of Data Centre Infra during last 3 years as on bid submission date in India.</p> <p>The project should be for own company or for a client.</p> <p>For internal projects, the value to be considered is cost incurred till Go-Live.</p>	<p>We request that the requirement of work value may be reduced to 25 Cr. The experience of own company may also be considered for last 10 years. The clause may be amended as below:-</p> <p>The MSP must have at least two (at least one completed) projects of INR 50 crores (Fifty Crores Rupees) each with scope covering IT implementation of Data Centre Infra during last 3 years as on bid submission date in India.</p> <p>The project should be for own company or for a client. The project for own company should be completed within last 10 years.</p> <p>For internal projects, the value to be considered is cost incurred till Go-Live.</p>	<p>The request has been considered by STPI however in view of the project requirement the same is not acceded to.</p>
217	Section II: Instruction to Bidders	2.21.2. CSP Pre-Qualification Criteria	<p>1. Financial: Turnover</p> <p>The CSP must have an average annual turnover from operations of not less than INR 500 crore (Rupees Five Hundred Crores Only) for the three consecutive financial years (FY 2019-20, 2020-21 and 2021-22) from cloud-related service.</p>	<p>We request that the requirement of Average Annual Turnover may be reduced to Rs. 150 Cr. The Clause may be amended as below:-</p> <p>The CSP must have an average annual turnover from operations of not less than INR 150 crore (Rupees Five Hundred Crores Only) for the three consecutive financial years (FY 2019-20, 2020-21 and 2021-22) from cloud-related service.</p>	<p>The request has been considered by STPI however in view of the project requirement the same is not acceded to.</p>
218	Section II: Instruction to Bidders	2.21.2. CSP Pre-Qualification Criteria	<p>CSP must have all the following valid latest certifications for its facilities in India:</p> <p>(a) ISO 20000 (b) ISO 27001 (c) ISO 27701</p>	<p>ISO 27701 certification is not a norm as per MeitY guidelines for Cloud Services, Instead ISO 27018 and ISO 27017. Hence, we request that the clause be changed as below:-</p> <p>CSP must have all the following valid latest certifications for its facilities in India:</p> <p>(a) ISO 20000 (b) ISO 27001 (c) ISO 27017 (d) 27018</p>	<p>No change</p>

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
219	Section II: Instruction to Bidders	2.21.3. Technical Qualification Criterion	<p>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 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 (2019-20, 2020-21, 2021-22) ending 31/03/2022.</p> <p>a. One project of value &gt;=50 Cr.: 5 Marks or b. Two projects of value &gt;= 50 Cr or One number of project of value &gt;= 75 Cr: 10 Marks or c. Three projects of value &gt;= 50 Cr or One number of project of value &gt;= 100 Cr: 15 Marks</p> <p>The individual work order value for providing above mentioned Service shall be equal to INR 50 Crores</p>	<p>We request that the requirement of work value may be reduced to 25 Cr. The experience of own company may also be considered for last 10 years. The clause may be amended as below:- The bidder must have successfully received the work order and have successfully executed/completed the project of establishing/deploying hybrid cloud and private clouds 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 (2019-20, 2020-21, 2021-22) ending 31/03/2022. The project for own company should be completed within last 10 years.</p> <p>a. One project of value &gt;=25 Cr.: 5 Marks or b. Two projects of value &gt;= 25 Cr or One number of project of value &gt;= 50 Cr: 10 Marks or c. Three projects of value &gt;= 25 Cr or One number of project of value &gt;= 75 Cr: 15 Marks</p> <p>The individual work order value for providing above mentioned Service shall be equal to INR 25 Crores</p>	Please refer Bid Corrigendum dated: 26-06-2023
220	Section IV: Scope of Work	4.28. Manpower Requirement	With a project of this size and complexity, it is essential that MSP deploy the best professionals available to ensure the successful execution of Project, MSP will include in its proposal the name and detailed CV of the minimum on-site resource working full time on the project.	We request kindly confirm the role/position of on-site resources, whose CVs are required to be submitted.	MSP has to ensure the right resources as per the project scope and accordingly provide CVs
221	Section IV: Scope of Work	4.28.5. Resource Responsibilities and Minimum Resource Qualifications	SI NO. 10	The position for SI No. 10 is missing in document. Kindly confirm the position for which responsibilities and qualification is mentioned.	Project Lead/ Project Manager
222	Section V: Formats for Bid Submission	Form 3. Experience of establishing Data Centres projects	Form 3. Experience of establishing Data Centres projects	There are two tables given in the form 3, we understand that data in Table 1 is required to be provided for Work Experience for clients and data in Table 2 is required to be provided for experience of Own Company. Kindly clarify.	Please refer Bid Corrigendum dated: 26-06-2023
223	Section II: Instruction to Bidders	2.1. Purpose of RFP	Setting up and managing Government Community Cloud (GCC) & Hybrid Cloud at existing STPI Data Centres.	Kindly share the details of existing deployed non-IT and IT infra at each location with AMC, end of support, serial number, etc.	STPI has already provided details of existing datacentres in the bid document however bidder may plan the site visit if any further clarity/assessment is required.

S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
224	Section IV: Scope of Work	4.1. High level overview	11. Leveraging at least seven of the edge Data Centre locations of STPI for providing applicable cloud services as per proposed edge location utilization plan.	Please specify the required services need to build at Edge datacentre.	Initial services should be provisioned as per the proposed business & utilisation plan by bidder. Initially it could start with minimum nodes requirements of the offered Services and MSP could bring additional systems as per business demands
225	Section IV: Scope of Work	4.1. High level overview	Mohali and Bangalore DC locations are operated and managed by a third-party vendor on PPP model. The GCC infra (if required) may be deployed at these locations based on the demand of business and terms of deployment will be decided mutually.	Bidder understands that Mohali and Bangalore DC GCC are already operated by a third-party vendor. If additional requirements come for the GCC in the future, then it will be deployed by the new Vendor or existing vendor. Kindly confirm infra need to deploy from the network, Security, or if only an additional server needs to be provisioned.	Scope of the project is well articulated in the RFP. Bidder need to propose the solution as per mentioned scope.
226	Section IV: Scope of Work	4.27. RACI Matrix	Procurement of Insurance for all the Non -IT (only for edge location) and assets deployed at DC and DR at edge locations for STPI	Kindly share the non-it asset details location-wise (Date of manufacture, AMC Date, END of support, Serial number, insurance validity, etc.)	STPI has already provided details of existing datacentres in the bid document however bidder may plan the site visit if any further clarity/assessment is required.
227	Annexure G: List of Services	Annexure G: List of Services	VM (With OS options - Windows, Linux, Ubuntu LTS, RHEL etc)	Kindly assist with the pack of the VM configuration(1). 2 core, 4 GB RAM with 100 Gb Storage 2). 4 Core, 8GB RAM with 100 GB Disk, etc.). As different pack has different commercial impact.	Service catalogue shall be prepared as per prevailing market practices by the MSP inline with their proposed solution
228	Annexure G: List of Services	Annexure G: List of Services	Application load Balancer :: Throughput in Mbps Next Gen Firewall :: Throughput in Mbps WAF :: Throughput in Mbps DDoS :: Throughput in Mbps	Kindly specify the required Application, Firewall, DDoS, and WAF Throughput(1 Gbps, 2 Gbps, 3 Gbps, etc.)	Service catalogue shall be prepared as per prevailing market practices by the MSP inline with their proposed solution
229	Annexure G: List of Services	Annexure G: List of Services	Container Services	Kindly assist with the pack of the VM configuration(1). 8 core, 16 GB RAM with 200 Gb Disk and windows Standard OS 2). 8 Core, 32 GB RAM with 200 GB Disk, OS RHEL etc.). As different pack has different commercial impact.	Service catalogue shall be prepared as per prevailing market practices by the MSP inline with their proposed solution
230	Section II: Instruction to Bidders	4.29. Timelines	Go- Live of mutually decided first hybrid setup location T+3 months	Due to chip shortage, there is a delay in receiving the hardware from OEMs. Please amend the clause to "Go- Live of mutually decided first hybrid setup location T+5 months.	No Change
231	Section II: Instruction to Bidders	3.17. Service level Agreement	Impact Level:: Penalty as a percentage of Monthly payment applicable 9 10% 8 8% 7 4% 6 2%	Kindly amend the said clause to Impact Level:: Penalty as a percentage of Monthly payment applicable 9 4% 8 3% 7 2% 6 1.5%	No Change



S No	Section No.	Clause No.	Reference/Subject	Clarification Sought	Clarification/Response
232	Section II: Instruction to Bidders	3.17. Service level Agreement	Latency for all links:: Latency is the average round trip time taken by a packet within a network. Latency will be :: <= 4ms	While it may not be feasible to achieve a constant network latency of 4 ms across all links, Request you to kindly amend the said clause to Service Level Impact Level 40 ms NIL >40 ms to 60 ms 5 >60 ms to 80 ms 6 >80 ms to 100 ms 7 >100 ms to 120 ms 8	No Change
233	2.21.2 CSP Pre-Qualification Criteria	9 List of Services	4. Enterprise Management Support Services	Please clarify which services are included	These services may include : 1. 24x7 Tech support 2. Incident management & Resolution 3. Infrastructure Monitoring & Management 4. Patching & upgrades 5. Security & Compliance 6. Performance Optimization
234	2.21.2 CSP Pre-Qualification Criteria	9 List of Services	7. Productivity apps, such as email, collaboration, and calendaring	Please confirm that these are required as SAAS	SaaS is acceptable (Native or via third party/marketplace).
235	A1) List of services to be offered from the Hybrid Cloud setup & GCC	F Container Services (169 page)	Kubernetes - 1 Worker Node - Per VM / Hour	Please provide the compute capacity required and if there is a need for GPU passthrough needed against these services	MSP need to decide the capacity inline with propose solution to fulfil the end user requirements
236	A2) List of specialized services	E Other Services (171 Page)	DevOps - As Applicable	Request you to define the unit of measurement i.e. Users, Pipelines, tasks etc.	This can be decided at the time of publishing the service catalogue
237	-	Factsheet	Bid submission date	Request to extend bid submission by 1 month to enable comprehensive bid submission	No Change