

Selection of Managed Service Provider for Migration, Hosting & Operations of IT applications of Digital Bharat Nidhi on MeitY empanelled Cloud



सत्यमेव जयते

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
DIGITAL BHARAT NIDHI**

RESPONSE TO PRE-BID QUERIES

REQUEST FOR PROPOSAL (RFP)

For

**Selection of Managed Service Provider for Migration, Hosting & Operations of IT applications of Digital Bharat Nidhi on MeitY
empanelled Cloud**

RFP No.: 30-40/2022/USOF/PMU/Part-II;

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S. No.	Application document reference(s) (section number/ page)	Content of Application document requiring clarification	Points on which clarification required	Clarification or Change Request?	Response
1	17	Central Processing Unit (CPU) Requirements	A minimum equivalent CPU processor speed of 3.0 GHz shall be provided	<p>CPU processor speed of 3.0 GHz is measure based on the below:</p> <p>Base frequency (GHz): The frequency at which the CPU runs when the system is idle or under light load. When running at its base frequency, the CPU draws less power and produces less heat.</p> <p>Max boost frequency (GHz): The frequency a CPU targets when stressed by a demanding application like a video game or design modelling application. It's the maximum single-core frequency that a CPU achieves without overclocking</p> <p>If CPU processor speed of 3.0 GHz is considered as "Max boost frequency (GHz)" We meet the requirement</p> <p>else, there is no machines type which offer "Base frequency (GHz) speed of 3.0 GHz" .This clause dis-qualify us in the bid Process</p>	No change in RFP clause
2	24	3.15. Identity and Access Management:	The server security solution that shall be provisioned by bidder, shall support stateful Inspection Firewall, Anti-Malware, Deep Packet Inspection with Host Intrusion Prevention System (HIPS), Integrity Monitoring and Recommended scan in single agent for physical, virtual and cloud instances.	<p>CSPs Offer IPDS services which ensure the Stateful and deep packet inspection. HIPS is Old technology and there is no separate /dedicated solution as " HIPS" on Single tenant or per VM. There are 3rd party solution which can be deployed on the VM and configure for the HIPS but it will have overhead on the system and degrade the performance. Pls clarify of 3rd party (not CSP HIPS solution) can be considered for this requirement?</p> <p>else. This clause dis-qualify us in the bid Process</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical</p>

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					<p>Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
3	24	3.15. Identity and Access Management:	<p>The server security HIPS solution shall not have the need to provision HIPS rules from the Policy Server as the rules shall be automatically provisioned and recommended according to vulnerabilities.</p>	<p>CSPs Offer IPDS services which ensure the Stateful and deep packet inspection. HIPS is Old technology and there is no separate /dedicated solution as " HIPS" on Single tenant or per VM. There are 3rd party solution which can be deployed on the VM and configure for the HIPS but it will have overhead on the system and degrade the performance. Pls clarify of 3rd party (not CSP HIPS solution) can be considered for this requirement? else. This clause dis-qualify us in the bid Process</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL</p>

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					proposed services meet the SLAs defined in the RFP
4	87	Annexure Q: Details of Existing Applications	Annexure Q: Details of Existing Applications The above applications are hosted on 2 servers provided by NIC and the configuration of each server is 4vCPU, 16GB RAM and 1 TB Storage. These applications make use of both MySQL and Postgres database.	There is no "Annexure Q: Details of Existing Applications" available in the RFP. Pls share the existing inventory details so Bidder can assess the migration effort and strategy for the migration	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
5	83	BoQ -Database	CSP Managed MySQL as a service: 24*7 should vertically scale compute based on the workload demand and allow per second billing	As per RFP, The SLA is 99.5% but kind of features asking in the BoQ for Database as Service are built by CSPs for 99.99% of SLA. The Database Vertical scaling is Possible on the serverless DBs as service wherein DB will get re-resized automatically depending on the Loads. If its Serverless ask, why there is defined vCPU and RAM configuration mentioned in the BoQ as serverless meant, handle numbers of Write and Read transactions by DB rather vCPU and RAM fix configuration. One particular CSP may provide vCPU and RAM but we offer serverless with number of write & read /Sec for the Pricing and this is a way forward for the serverless technology for every CSPs. In order to bring everyone on the same table, Pls	No change in RFP clause

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				delete this clause so all CSPs can offer vCPU & RAM based DB as service pricing for the BID evaluation. This clause dis-qualify us in the bid Process	
6	83	BoQ -Sr. 6 & 7 Database	1) Should support automatic backup from Standby to avoid IO activities suspension on primary node 2) Should support data caching	As per RFP , SLA is 99.5% but kind of features asking in the BoQ for Database as Service are built by CSPs for 99.99% of SLA. The Database Backup of Standby and Caching are features of DBs either serverless or high end DBs which offer higher SLA/ Multi-regionals scalability. We request you pls delete the clauses as we don't support these feature based on the current DB service offering. This clause dis-qualify us in the bid Process	Please refer to the updated BoQ
7	85	BoQ -Sr. 10 Managed Blocked Storage	Single Disk with data redundancy 1024 GB SSD 20000 Sustained IOPS, 125 MB/Sec Sustained Throughput	Does this mean you need Storage tier which offer per "20,000 Sustained IOPS per 1024 GB Volume"? Pls confirm?	No change in RFP clause
8	85	BoQ -Sr. 12 Managed Blocked Storage	Single Disk 500 GB Storage and with data redundancy, Scalable IOPS and throughput to cater the requirement	Storage tier Scalable IOPS and throughput vary based on the volume size. It will get increased automatically based on the size of volumes. Pls clarify if this is correct understanding and ask in the RFP. Or delete it so there is no confusion while quoting the storage price.	Please refer to the updated BoQ
9	85	BoQ -Sr. 13 Network Firewall	Stateful, support High Availability & SIEM Integration and logging	CSP Native Network firewall pricing work based on the "per GB traffic evaluated by Firewall". Pls mention "per GB data evaluated" as indicator for the Pricing. Current indicator =2, no meaning for CSP to quote the pricing at this moment.	Please refer to the updated BoQ

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10	85	BoQ -Sr. 14 -VA Tool	Automated and Managed VA tool =10	VA Tools/services offer by CSPs and pricing also work differently e.g. one CSP pricing is based on the GBs of data and other based on per vCPU. Pls delete this clause or define the number of vCPUs for the VA assessment or Bidder can consider # of vCPU allocated for the VMs in the BoQ Section can be considered for the Pricing.	Unit may be read as "Number of VMs"
11	85	BoQ -Sr. 18 -Log Analysis	SIEM Services =1	Log Analysis and SIEM service both are different solution. Pls clarify if "Log Analysis" is only req. or SIEM service also required with certain features like SOAR, EUBA etc. so Bidder can consider the Pricing according. Log Analysis and SIEM both work based on per GB of data stored/processed. Pls mention the Data in GB for the Pricing.	Please refer to the updated BoQ
12	85	BoQ -Sr. 19 - Managed backup tool	Managed backup tool=1	CSP backup tool work based on TB of data backed up per Month. Pls mention per TB or GB of data to be backed up/month	Please refer to the updated BoQ
13	85	BoQ -Sr. 20 - Point to Point, Site to Site	100 Client to Site VPN	We offer "Identity-Aware Proxy" which is advanced version/superseded version of client to site VPN based on the advanced technology user's behaviour. We as CSP don't; offer traditional method of Client to Site VPN which is outright technology nowadays. Pls confirm if IAP as substitute solution work? else, This clause dis-qualify us in the bid Process	Please refer to the updated BoQ
14	85	BoQ -Sr. 21 -with encryption keys	with encryption keys=10	Pls clarify if this is SSL certificate ask. I think DOT already have wild card certificate. The CSP should be able to offer SSL certificate portability on the Cloud with renewal. Pls clarify if this is correct understanding.	No change in RFP clause
15	85	BoQ -Sr. 23 -with encryption keys	Mapping of Domains=1	How much DNS Query per month for Pricing ?	Please refer to the updated BoQ
16	85	BoQ -Sr. 25 - Data Transfer (Out)	Data Transfer (Out)	is the data egress over the Internet or Private Network?	Internet

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17	85	BoQ -Sr. 29 - Antivirus	Antivirus -as per required VM	<p>Antivirus generally offer by respective OEM , NOT by CSP as service. If this is required bidders will have to factor this directly from OEM based on the VM count. Pls clarify if this can be done and permitted in the Bid? else, This clause dis-qualify us in the bid Process</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
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18		BoQ	Marketplace	<p>If any solutions asked in the BoQ/bid, can bidder consider CSP native marketplace solution to fulfil the requirement? Pls clarify so bidder can consider the solutions based on the RFP requirements.</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
19	76	Section 3 Technical Compliance Document.	<p>Annexure K: Details of the Data Centre Facility and Cloud Service Offerings in India (IN CASE THE BIDDER CHOOSES TO OFFER THE CLOUD SERVICES PROPOSED FOR EMPANELMENT FROM MULTIPLE DATA CENTER FACILITIES, PLEASE PROVIDE THE DETAILS OF EACH OF THE DATA CENTER FACILITIES IN THE FORMAT BELOW)</p>	<p>This format doesn't applicable for CSP as we offer Cloud as service rather sharing he Datacenter h/W details</p>	<p>The bidder may mention "Confidential" in case any details can not be shared</p>

20	23	3.14. Next Generation Firewall (NGFW):	<p>3.14. Next Generation Firewall (NGFW):</p> <ul style="list-style-type: none"> i. Cloud infrastructure should be protected with NGFW solution with Stateful Inspection, Intrusion Prevention, Web/URL Filtering, Application Control, DoS, User Authentication, Gateway Antivirus and Sandboxing/ATP solution. ii. Solution should have capability to protect against Denial of Service (DoS) attacks. Should have flexibility to configure threshold values for different anomalies. xii. Solution should support SAML integration for Admin authentication and SSL VPN authentication. xiii. NGFW must support SDN Connectors to Public Cloud vendors dynamic object address creation and updating. xiv. NGFW should support FQDN-based address objects to resolve dynamic internal servers that can be referred in firewall policies. xv. NGFW should have well documented and maintained default deployment templates for quick and predictable deployment. xvi. Cloud infrastructure 	<p>CSP Offer NGFW as service which will have limited features not offering such as sandbox,antivirus,default deployment template as in-built.</p> <p>This clause dis-qualify CSP NGFW service.</p> <p>This can be met by providing marketplace NGFW solution from OEM like Palo-Alto, Checkpoint etc.</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
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			<p>should be protected from Zero Day Malware. xvii. NGFW must support pre-populated Licensed copies of Operating systems and applications/ software</p>		
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21	26	3.20. DDoS Solution:	<p>3.20. DDoS Solution:</p> <p>i. Bidder should provide native cloud-based DDoS solutions</p> <p>ii. Solution should secure from system Cache poisoning, SSL/TLS encrypted, DNS reflection, DNS amplification, DNS Tunnelling, DNS Based exploits, TCP/UDP/ICMP floods, DNS protocol anomalies.</p> <p>iii. Solution should have Behavioural DoS, challenge response, CAPTCHA approach, Geolocation & IP Reputation for mitigation of flood attacks.</p> <p>iv. All layer 3, 4, and 7 DoS/DDoS threats including flood/sweep, UDP/DNS/HTTP/TCP/SIP/SYN/ACK/RST/FIN, NBA, 120+ DDoS vectors, application anomaly, dynamic filtering, protocol analysis, source tracking.</p> <p>v. The solution should be ICISA certified & OS should be EAL or NDPP/NDcPP certified under Common Criteria Program. FIPS 140-2 Levels 3.</p> <p>vi. The Proposed solution should support high performance, scalable for DNS Security, DDoS, WAF, Anti-Bot features.</p> <p>vii. Should have inbuilt advance and Hardware</p>	<p>"CSP Offer Ddos as service which will have limited features not offering inbuilt advance and Hardware accelerated purpose-built TLS stack for Key exchange and bulk inspection; RC4, DES, 3DES, AES-CBC, AES-GCM, AES-GMAC, RSA, ECC, DSA, DH, ECDSA, ECDH, MD5, SHA, SHA2 ciphers with FIPS 140-2 Levels 3.</p> <p>This clause dis-qualifies CSP Ddos service.</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
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			<p>accelerated purpose-built TLS stack for Key exchange and bulk inspection; RC4, DES, 3DES, AES-CBC, AES-GCM, AES-GMAC, RSA, ECC, DSA, DH, ECDSA, ECDH, MD5, SHA, SHA2 ciphers with FIPS 140-2 Levels 3.</p>		
22	49	Technical Evaluation Criteria:	URL for publicly mentioned price per month	There is no marking for "URL for publicly mentioned price per month", This will allow every cloud provider to quote any price without any evidence	Providing the link for pricing calculator against each line item of the BoQ is mandatory. Any deviation will lead to non eligibility for technical presentation and the bidder will be evaluated out of 70 marks only.

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23	49	Technical Evaluation Criteria:	<p>Experience in Data Migration</p> <p>Projects executed having Data and application Migration as their work milestone</p> <p><3 Projects - 5 Marks 3-5 Projects- 7 Marks >5 Projects- 10 Marks</p>	Is this clause applicable for Bidder or CSP?	This clause is to be met by the Managed Service Provider
24	49	Technical Evaluation Criteria:	<p>Solution Proposed</p> <p>Unique Value Proposition and technical architecture proposed (5 Marks)</p> <p>Homogeneity of Proposed Services (5 Marks)</p>	Is this clause applicable for Bidder or CSP?	<p>This clause is to be met by the Managed Service Provider in discussion with the CSP.</p> <p>The bidder must submit following as part of the technical response also:</p> <ol style="list-style-type: none"> 1- Demonstration of Bidder's understanding of the project requirement 2- Plan for implementation/ Risk mitigation and adherence to SLA 3-Migration and Backup Strategy 4- High Availability and Security Plan 5- Challenges likely to be encountered and solution proposed 6- Work Plan, Team deployment and Adherence to Timelines <p>DoT may request both MSP and CSP to be part of the technical presentation</p>

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25	Pre-Qualification Criteria – Bidder 5.1 page 44	Point 3- technical Capability	Bidder should have managed or managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector enterprise during the last three financial years -	<i>We ThoughtSol Infotech Private Limited would request you to kindly add/amend the clause to: Bidder should have managed or managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector enterprise or Enterprise/Private Sector during the last three financial years -</i>	Please refer to Corrigendum-1
26	Page 12	High Availability and Fault Tolerance.	The cloud hosting platform must ensure a high-level of availability by distributing resources across multiple data centres or regions to mitigate the impact of potential failures. It should have built-in redundancy and fault tolerance mechanisms to maintain service continuity.	Our understanding is that "multiple data centres or regions" refers to at least 3 physically distinct MeitY data centers, to ensure high availability and fault tolerance of the existing applications. Kindly confirm.	MeitY Guidelines shall prevail in this case.
27	Page 14, Section 3.1 xii		Bidder should provide a code-free graphical interface that delivers point-and-click data integration that supports custom connections and transformations with a Low-code/No-Code approach	Kindly provide additional information for us to propose an appropriate solution for this requirement, like, - list of envisaged supported data types, - processing - batch or real-time, - expected transformation complexity, data volume and velocity, - specific source/target systems for custom connections, and - any specific security/compliance requirements.	Kindly refer to the BoQ. Additional details shall be shared with the successful bidder.
28	Page 14, Section 3.1 xviii		Bidder will be responsible for installation of all the software required for the successful hosting of the applications in the Data Centre	Request to clarify if there are any licensed software used as part of current application stack.	Details shall be shared with the successful bidder
29	Page 14, Section 3.1 xxi	Backup	The bidder shall formulate an effective Back-up Strategy and Disaster Recovery Plan and shall be responsible for implementing the same at the time of migration and commissioning of Digital	Kindly suggest the minimum Recovery Point Objective (RPO) and Recovery Time Objective (RTO) details in minutes/hours for the DR requirement. This information is crucial for proposing appropriate architectures that align with the recovery standards.	Disaster Recovery (DR) may be read as Data Recovery.

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			Bharat Nidhi Applications in case if required in future.		
30	Page 15, Section 3.1 xxv	VM	Bidder shall ensure that VMs receive OS patching, health checking, Systematic Attack Detection and backup functions are working on timely basis and a schedule against the same shall be communicated in advanced to the DBN.	Inline with the Systematic Attack detection capability asked in this clause, request you to add additional line item in the BoQ table-c as, "CSP native AI enabled Threat Management service for proactive and reactive response (also covering logs, malware protection, data breach threats like logging attempts, compromise databases, security threat)."	No change in RFP clause
31	Page 15, Section 3.1 xxxvii	Email notification	Generate email alerts for all major problems in the cloud infrastructure and application. Managed services include Database Management, its backup and restoration and Operating System Management.	Request DBN to add a line item under BoQ table-c As, "Email Notification Service" with UoM as- per million notification/month	No change in RFP clause
32	Page 16, Section 3.1 xlix	The CSP should provide native dashboard for SLA Monitoring and Reporting of Service Uptime		Kindly amend this clause as: "The bidder should provide dashboard for SLA Monitoring and Reporting of Service Uptime"	No change in RFP clause
33	Page 17, Section 3.3 iv	Load Balancer	Provide hardware or software based virtual load balancing as a service to deliver stateful failover and enable O&M manpower to distribute traffic load across multiple servers.	We presume that the offered load balancer should be auto scalable, zone redundant and shall support association with proposed cloud native WAF. Kindly confirm	Please refer to the updated BoQ
34	Page 17, Section 3.4	Patching	Service shall support one or more of the major OS such as Windows, LINUX, Ubuntu and other currently supported OS	Kindly list out all the OS types / variants for which support is required to avoid any gaps in understanding.	Details shall be shared with the successful bidder

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35	Page 17, Section 3.6 ii	Auto -Scaling	Bidder shall ensure the availability of services online 24X7 basis, on-demand, and dynamically scalable up or down as per request for service with two factor authentications through a secure web browser and provide scalable, redundant, dynamic storage.	Kindly note that dynamically scaling down block storage is not supported by all leading CSPs due to data integrity and performance considerations. It typically requires creating a new, smaller volume and migrating the data. Kindly suggest this is what is intended here.	The bidder understanding is correct
36	Page 17, Section 3.6 iii	Data storage and migration	There shall not be any additional cost associated with data transfer over and above the ordinary bandwidth charges, or for bulk transfer for any data of/related to DBN.	We understand 'data transfer' refers to data being brought into the cloud from existing environment. Kindly confirm	No change in RFP clause
37	Page 20, Section 3.10 xix	Security Captcha	Solution shall apply security measures like 'captcha' at the time of login by user in web portals/Mobile apps to determine whether the user is human or not, and to avoid unauthorized access by Other Software i.e., Bots etc.	We presume the captcha solution is expected to be implemented with the proposed cloud native WAF, kindly confirm and also provide additional details like- - number of captcha requests per month, - integration expectations with WAF, and - performance metrics for CAPTCHA verification Also, kindly add a BoQ line-item for CSP Native Captcha Service for Bot Protection, with UoM as 5 Million Request per month	No change in RFP clause
38	Page 21, Section 3.11 IV	Database	The solution should have the ability to aggregate, normalize and correlate activity from multiple heterogeneous Data Base Management Systems (DBMS)	Please clarify the intention for this requirement considering different databases will have different logs schemas, kindly confirm if DBN is looking for ETL services to be available in proposed Cloud if required to be used in future.	No change in RFP clause
39	Page 21, Section 3.11 Vii	Database Activity Monitoring	The solution should detect sensitive data types, including but not limited to credit card numbers in database objects	Our understanding is that this requirement is only for during migration to identify existing PII data, while for post migration the sensitive data types should be identified prior to writing the same in the database. Please confirm.	No change in RFP clause

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40	Page No -11 , Section 2 Scope of work, Sub section a	Assessment	a. Assessment of existing Systems	Please elaborate the assessment scope of work since it involve the efforts, kindly provide the detailed scoping for us to arrive at right effort estimation. We request to share AS-IS inventory for us to assess the workload	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
41	Page No -12 , Section 2 Scope of work, Sub section d	Performance and Reliability	The cloud hosting solution must offer reliable and consistent performance, with low latency and high throughput to meet application requirements.	Since low latency is core requirement and users are going to access this across India. We believe you need cost effective native CDN to access all cloud services. We thus suggest to add Technical capability : Should have native CDN with at least 10+ PoP in India Also, please add BoQ line item for CDN with 1 TB egress per month.	No change in RFP clause
42	Page No -12 , Section 2 Scope of work, Sub section e	Compliance	e. Compliance and Governance	Business Continuity is one of the core requirement for any CSP compliance and governance, We request you to add ISO 22301 which is for business continuity certification for CSP. It has to be there as CSP infra is critical for Bharat Nidhi portal to continuing their operations	No change in RFP clause
43	Page 13- Technical Requirement	Backup	xvii.The Bidder shall have proper DR backup and restoration mechanism, in addition to escalation procedure and emergency response in case of failure/disaster at DC.	This is process requirement therefore suggest to ask for ISO 22301 as Business Continuity Certification from CSP.	No change in RFP clause
44	Page 15- Technical Requirement	Firewall	Built-in security like IDS/IPS, DDoS mitigation, SSL Interceptor firewall etc. shall be provided in the cloud platform.	Security specifications and functional requirements are exhaustive in document and overlapping at many places. Some of the security requirements are more suitable for appliance based/ license based virtual appliances. We thus request you to kindly amend the security requirements into concise , non-overlapped sections which are more aligned to cloud-native services and having clear measurement metrics and volumetrics requirements. Accordingly, the BoQ may also be updated.	No change in RFP clause
45	Page 13, 3.1.vi., and, Page 17, 3.3	Scope of work	Physical CPU in the cloud platform should be of the latest generation, not released before 2021, and, A minimum equivalent CPU	A higher clock speed itself may not be the better performance benchmark indicator and it depends on other factors like generation of the CPU. We thus suggest you to amend these specifications as "physical	No change in RFP clause

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			processor speed of 3.0 GHz shall be provided.	CPU in Cloud platform for virtual machines shall be of production grade generation-3 and above processor"	
46	Page 17- Technical Requirement, 3.5	Antivirus	Provide anti-virus protection	We request you to segregate it as a third party line item, separate from Cloud services	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
47	Page 19- Technical Requirement, 3.10	Zero Trust	Solution shall be based on Zero Trust Model security architecture which means that by default, not everyone is trusted from inside or outside the network, and verification is mandatory for everyone trying to access the resources on the network. This additional layer of security	Kindly suggest if there is a requirement of a third-party zero trust solution as an additional layer of security, or the standard zero-trust mechanism as made available by CSP's security and identity mgmt. is sufficient to meet this requirement.	No change in RFP clause

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			has been introduced to prevent data breaches.		
48	Page 23- Technical Requirement, 3.14	NGFW	3.14. Next Generation Firewall (NGFW):	This looks to be specifications of a third party licenses based firewall which is not Cloud-native. CSP would have deployed much robust security solutions in place to address the requirements. However the specifications need to be changed accordingly, kindly see to amend the specifications.	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
49	Page 49-53, page 82-86, BoQ xls table-C		Table for URL for publicly mentioned price per month/ BoQ table-C	we suggest DBN to define minimum mandatory specifications and volumetrics details for each line item which must be complied by respective line item. This will ensure all bidders are quoting similar / equivalent Cloud services and will avoid any gaps / errors in solution	Please refer to the updated BoQ

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50	Page 76	Annexure K	Details of the Data Centre Facility and Cloud Service Offerings in India	For security and confidentiality reasons, some leading CSPs do not disclose details asked in this annexure, e.g., address of the data centers, capacity, and services/ equipment details. The other details, like, ISO certifications, tier-III conformance have already been asked elsewhere in RFP. We thus request to remove / modify this annexure accordingly.	The bidder may mention "Confidential" in case any details can not be shared
51	Page 20-21, Section 3.11	DAM	3.11. Database Activity Monitoring	These specs appears to be of a third party licensed solution which is not Cloud-native. While there is no corresponding line item under the BoQ w.r.t this requirement, request you to remove this section.	No change in RFP clause
52	Page 10, 1.2	General	DBN aims to drive digital transformation and modernization of government operations by leveraging cloud technologies and has been established to formulate and execute various projects keeping in mind the above goals and objectives	We understand that the BoQ defined in the tender is for the evaluation purpose only, and the MSP will provision services and quantities thereof required to implement and operate the solution based on DBN's actual requirements which would be explored during planning stage after project award. There could be additional Cloud services (and quantities) not listed in the BoQ which would be availed based on the weighted common discount worked out in the commercial BoQ. Kindly confirm.	The bidder understanding is correct
53	Page 12, e.	SLA	All maintenance activities must be performed in accordance with defined Service Level Agreements (SLAs) to ensure availability and performance standards as per prescribed SLAs	We understand that in order to ensure SLA achievement by the MSP, DBN is looking for publicly available SLAs of Cloud services from the proposed CSP of the MSP. kindly confirm	Kindly refer to Section 3.1. Hosting on a MeitY empanelled Cloud for details
54	Page 12, d.	Performance and Reliability	The cloud hosting solution must offer reliable and consistent performance, with low latency and high throughput to meet application requirements. Service-level agreements (SLAs) are in place to ensure a certain level of performance, uptime and response time.	We understand that DBN is looking for publicly available SLAs and service health dashboard from the proposed CSP of the MSP to strengthen / validate MSP's reports. Kindly confirm.	Kindly refer to Section 3.1. Hosting on a MeitY empanelled Cloud for details

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55	Page 12, e.	Compliance	e. The CSP should comply with relevant industry regulations and standards, such as GDPR as applicable in this project, ISO 27001, CMMI etc	1. We presume CSP's CMMi certification is not mandatory and CSP through it's bidder(s) is required to submit the relevant documents as asked in CSP PQ criteria.	Please refer to Section 5.2 Pre-Qualification Criteria – CSP
56	Page 12, f.	Integration and Interoperability	The cloud hosting platform should support easy integration with existing systems, applications and APIs	Kindly elaborate on the existing systems, integration protocols/ APIs etc details to ascertain workability of this requirement	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
57	Page 14, 3.1.xvii.	Backup	The Bidder shall have proper DR backup and restoration mechanism, in addition to escalation procedure and emergency response in case of failure/disaster at DC.	Kindly suggest if DBN is looking for CSPs that can support both Active-Active and Active-passive architecture by having 3 or more physically separate MeitY empanelled datacenters in India,. which can also help the MSP in creating flexible DR architecture.	MeitY Guidelines shall prevail in this case.
58	Page 15, 3.1.xxviii.	Antivirus	Provide anti-virus protection and OS level security as per standard operational procedures as defined in the Information Security Controls for Cloud Managed Services and supporting documentation.	Leading hyperscale CSPs do not have a native anti-virus offering. We thus request to segregate the BoQ table-C into a. Cloud-native and b. third-party services/ products, in order to enable bidders to quote and provide consolidated common weighted discount for Cloud services.	In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering. The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.

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					The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP
59	Page 16, 3.1.xliv.	DNS	Bidder shall configure the DBN provided domain name on its servers and provide dedicated virtual private network (VPN) connectivity.	We presume DBN is looking for a site-to-site VPN between offered Cloud and DBN's central location, kindly confirm. If yes, kindly remove requirement of Client-to-site VPN from BoQ line-item 20.	Please refer to the updated BoQ
60	Page 16, 3.1.xlv.	Mapping of IPs	Allow mapping of IP addresses to domains owned by the DBN, allowing websites or other applications operating in the cloud to be viewed externally as Government URLs and services.	Kindly suggest if DBN is looking for proposed CSP's CDN service that can help in improving performance, reducing latency and enhancing end-user experience. If yes, kindly add a line item in the BoQ table-C for the same with required metrics.	No change in RFP clause
61	Page 20, 3.11.	DAM	Database Activity Monitoring	Since DBN is asking for managed database service from the CSP, a separate Database Activity Monitoring solution may not be required (in fact, it's not part of the BoQ). We thus request you to omit this section.	No change in RFP clause
62	Page 20, 3.10.xix.	Captcha	Solution shall apply security measures like 'captcha' at the time of login by user in web portals/Mobile apps to determine whether the user is human or not, and to avoid unauthorized access by Other Software i.e., Bots etc.	Please confirm if this capability of captcha and bot protection is required to be natively made available as part of a Cloud security service offering.	No change in RFP clause

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63	Page 23, 3.14.	NGFW	Next Generation Firewall (NGFW)	<p>The specification of Next Gen Firewall seem to be favouring third-party / license based virtual firewall solutions. It's thus requested DBN to amend the specifications suitably to align to cloud-native offerings.</p>	<p>In case CSP native service is not available for any particular line item, the bidder may propose marketplace offerings. In such a case, the CSP must submit an undertaking from the authorised signatory that the particular line item is not available as a CSP native service. The cost of that line item must include licence, infra and any other peripheral service required to deliver that offering.</p> <p>The corresponding marketplace link must be provided as part of Bid response to S. No. 6 in Section 5.3 of the Technical Evaluation Criteria. If the link is not provided, the bidder shall not be eligible for Technical presentation.</p> <p>The bidder must ensure that ALL proposed services meet the SLAs defined in the RFP</p>
64	Page 26, 3.20.	Security	DDoS	<p>While the first line of specification asks for Cloud native DDoS service, subsequent specifications (e.g., ICSA certified & OS should be EAL or NDPP/NDcPP certified, Captcha approach) doesn't seem to align with Cloud-native offerings. It's thus requested DBN to amend the specifications suitably to align it to cloud-native offerings.</p> <p>Also, kindly define required metrics in BoQ for corresponding line item, like- no. of public IPs/ Protected resources deployed on Cloud (100 or more)</p>	<p>Please refer to the updated BoQ</p>

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65	Page 46, 5.2	Pre-Qualification Criteria – CSP,	Cloud Service Provider must have experience of executing at least 5 projects: Work Order and / or Signed Contract, completion certificate, ongoing certificate	<p>Cloud is offered on a self-service basis, typically there are no contracts signed between customer and CSP. Government customers procure cloud services indirectly from CSP's authorized partners/ MSPs. CSPs may thus do not have any work orders/agreements to this effect, and referenceable public sector customers testimonials are available on CSP's website in form of public case studies. We thus request DBN to amend this clause and accept a self declaration with the links to the website as the documentary evidence, as: "Documentary Evidence - Self-declaration from the Authorized Signatory of the CSP confirming the public case studies"</p>	CSP should submit a self certification providing project details signed by the authorised signatory of the CSP
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66	Page 46, 5.2, and, Page 47 5.3		General suggestion- to add additional CSP PQ and TQ criteria	<p>The tender being QCBS based where quality of the solution along with experience, capability and expertise of the CSP and MSP are of high importance; suggest DBN to consider including additional PQ criteria for CSP. Some of the suggested clauses (along with justification for inclusion) are as follows-</p> <ol style="list-style-type: none"> 1. Compute services offered by CSP for this tender shall have capability to be deployed in active-active configuration across physically distant MeitY empanelled locations. - it will ensure that overall solution has capability to deploy critical applications in active-active mode allowing to achieve high level of fault tolerance, high availability, and very low RPO / RTO. 2. MSI's proposed CSP should have minimum 3 MeitY empanelled data centres at physically different locations in India- Will help to achieve high level of fault tolerance, high availability, and very low RPO / RTO. 3. CSP should have its own FIPS 140-2 Level 3 complied dedicated single tenant Cloud HSM service in India that can be provisioned, if required, as a single-tenant HSM for managing encryption Keys- There would be PII info in the long term stored data, hence HSM might be required during project period to use for regulatory compliance 4. The proposed Cloud should have its own CSP Managed CDN service to reduce application access latency, and should have minimum 20 or more locations from which they are able to offer cloud native CDN services- CDN service can be utilized by CUSTOMER to enhance media and other content delivery experience of remote users. 5. CSP should have its managed NoSQL database service (DBaaS) in the cloud compatible with popular databases including MongoDB, Cassandra- Depending on the bidder's solutions, there might be a requirement of NoSQL database. Having an offering available from CSPs will help the bidders to stitch best suitable combination from variety of relational and NoSQL DBs 6. CSP should have ISO 22301 for Business 	No change in RFP clause
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				Continuity Management- ISO 22301 is the premium standard for business continuity. Having this certification by a CSP demonstrates conformance to rigorous practices to prevent, mitigate, respond to, and recover from disruptive incidents.	
67	Page 83-86, Table C- OPEX Cost: Item 10		Single Disk with data redundancy 1024 GB SSD 4 Per disk per month 20000 Sustained IOPS, 125 MB/Sec Sustained Throughput	Based on the targeted web based applications, ask of 20000 sustained IOPS seems to be very high and would not be a cost optimal solution. In most of the such application scenarios the required sustained IOPS is typically about 3000 IOPS. Request you to revise this requirement as "Single Disk with data redundancy 1024 GB SSD 4 Per disk per month 3000 Sustained IOPS, 125MB/Sec Sustained Throughput. "	No change in RFP clause
68	Page 83-86, Table C- OPEX Cost: Item 12		Single Disk 500 GB Storage and with data redundancy, Scalable IOPS and throughput to cater the requirement	Its unclear whether the requested disk is HDD or, SSD and neither the performance benchmark is defined. Request to please clarify the detailed requirements	Please refer to the updated BoQ

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69	Page 83-86, Table C- OPEX Cost: Item 13		Network Firewall	CSP Managed Network firewall specs should include specifications like throughput and amount of data processed in order for bidders to propose suitable configuration specs. E.g. 10 Gbps throughput and 1 TB data processed	Please refer to the updated BoQ
70	Page 83-86, Table C- OPEX Cost: Item 14		VA Tool	The unit of measurement for a VA tool should be number of VMs. Request to revise this specs as number of VMs	Please refer to the updated BoQ
71	Page 83-86, Table C- OPEX Cost: Item 18		Log Monitoring Log Analysis SIEM Services	Kindly elaborate on the requirement of 'SIEM Services' with relevant metrics for sizing like , data ingestion, processing, log sources, visualization requirements etc., both in specifications and corresponding details in BoQ	Please refer to the updated BoQ
72	Page 83-86, Table C- OPEX Cost: Item 19		Backup	CSP managed backup depends on factors like amount of storage and no. of VMs to be backed up. Request to revise the unit of measurement based on these two parameters in order for CSPs to quote correctly.	Please refer to the updated BoQ
73	Page 83-86, Table C- OPEX Cost: Item 21		Load Balancer	Current load balancer specs suggest " Network and Traffic Load Balancer". Our understanding here is that you have requested for managed load balancer to provide automated traffic distribution from one entry point to multiple back ends over layer 7. Please confirm	Please refer to the updated BoQ
74	Page 83-86, Table C- OPEX Cost: Item 21		Load Balancer	The unit of measurement for CSP managed load balancer is dependent on no. of requests and amount of data processed. Request to correct the specs in order for bidders to propose consistent specs.	Please refer to the updated BoQ
75	Page 83-86, Table C- OPEX Cost: Item 22		SSL	Our understanding is that the mentioned item is requesting for SSL/TLS public certificates for use on cloud. Please clarify	The bidder understanding is correct
76	Page 83-86, Table C- OPEX Cost: Item 23		DNS Management	DNS service of a CSP has no. of domains and no of queries per month as the metrics of measurement. Current specs only mention of one of the specs. Request to add additional specs	Please refer to the updated BoQ
77	Page 83-86, Table C- OPEX Cost: Item 26		Web Application Firewall	Missing unit of measurement, CSP managed WAF uses no. of WAF rules, no. of requests per month and amount of data processed as the metrics to define the sizing of the service. Request you to please align the unit of measurement specs appropriately.	Please refer to the updated BoQ
78		Experience	Technical Capability:		Please refer to Corrigendum-1

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	<p>RFP Evaluation Process: Pre-Qualification Criteria – Bidder: Sl.no 03</p>		<p>Bidder should have managed or managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector enterprise during the last three financial years.</p> <p>1) Three projects of minimum value of 4.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from On-Prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p> <p>Or</p> <p>2) Four projects of minimum value of 3.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from on prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p> <p>Or</p>	<p>Need exemption for the mention technical capability as we like to participate in the tender. We have the capability with similar work in enterprises and SME business with more than 300 workloads have been managed by us on AWS Cloud.</p>	
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			3) Five projects, of minimum value of 2.50 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from on prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services Note: Projects covering solution & infrastructure provided for self-use shall not be considered		
79	Bid Document: Document required from Seller	Experience	Experience Criteria, Bidder Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer	Please clarify the word experience criteria as we require exemption from experience.	No change in RFP clause
80	Table C- OPEX Cost:	8.Storage		Kindly confirm if there is a need to have 100% frequent access for "Hot storage for frequent access"	Please refer to the updated BoQ
81	Table C- OPEX Cost:	12.Storage		Kindly confirm the type of disk required	Please refer to the updated BoQ
82	Table C- OPEX Cost:	15. Key Management		Kindly confirm if cost of 1 key has to be put or 100 keys as unit price?	Please refer to the updated BoQ
83	Table C- OPEX Cost:	18. SIEM Service		Please specify the amount of Logs to be ingested or EPS for unit of measurement for SIEM	Please refer to the updated BoQ
84	Table C- OPEX Cost:	19. Backup tool		Please specify the unit of measurement - like per VM or per GB	Please refer to the updated BoQ
85	Table B - One time Cost:	One-time cost for Migration Services for all existing Setup &		Kindly provide details on existing applications so we can estimate the migration efforts	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details

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		applications on the Cloud			shall be shared with the successful bidder.
86	5.2 Pre-Qualification Criteria – CSP:	Cloud Service Provider must have experience of executing at least 5 projects with the Government of India/State Government/PSU in the last three financial years (FY 2021-22 and 2022-23 & 2023-24) encompassing the requirement mentioned in this RFP document.		CSPs engage with customers through a partner. As such we are unable to provide work orders. Kindly confirm if self certificate will be accepted	CSP should submit a self certification providing project details signed by the authorised signatory of the CSP
87	Annexure K: Details of the Data Centre Facility and Cloud Service Offerings in India	Operational Capacity (Number of Racks)		Certain information regarding Data Centres, such as "Operational Capacity (Number of Racks)" can not be shared. Kindly advise	The bidder may mention "Confidential" in case any details can not be shared
88	Table C- OPEX Cost:	6 Database		While the current application uses both MySQL and Postgres, BOQ only mentions MySQL. Kindly confirm if there will be a requirement for Postgres also	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.

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89	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 13 of 94)		Physical CPU in the cloud platform should be of the latest generation, not released before 2021	Request to clarify the reason of 4 year old CPU launch date that may become end of support by OEM in next couple of years. We suggest department should consider CPU released in last 1 year to get latest technology, Innovation and performance. Latest generation CPU are 40-70% higher performance vs CPU released 4 years ago.	No change in RFP clause
90	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 13 of 94)		Section 3.1. ii - The bidder shall be responsible for management and allocation of necessary IT infrastructure (compute, storage, security, network etc.) on cloud enabling all the applications to perform at the optimum level and in line with the SLAs defined.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
91	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 13 of 94)		Section 3.1. iv Bidder shall create different environments in cloud as per the requirement of the project. The non-production environments (if required) shall be separated from the production environment.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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				heads. We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	
92	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 13 of 94)		Section 3.1. vii Bidder shall provide all required support with regards to available APIs, data portability, migration etc., to the DBN to utilize in case of change of cloud service provider, migration back to NIC cloud or to a different cloud service provider	Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads. We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	Annexure J: Compliance Requirements MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.

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93	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. x Bidder shall be responsible for all costs associated with implementing, assessing, documenting and maintaining the empanelment.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
94	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xii Bidder should provide a code-free graphical interface that delivers point-and-click data integration that supports custom connections and transformations with a Low-code/NoCode approach	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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				perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	
95	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xiii Bidder should have capability of both IaaS and PaaS in their cloud setup so that DBN take leverage of such offerings as and when required time to time.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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96	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xvi Bidder shall be responsible for hosting the existing applications on cloud platform on Platform as a Service (PaaS)/Infra as a Service (IaaS) model. The hosting of the application should be carried out in at least Tier III Data Centre within India. Bidder shall be required to submit MeitY empanelment certificate issued to the Cloud Service Provider along with the technical proposal.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
97	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xvii The Bidder shall have proper DR backup and restoration mechanism, in addition to escalation procedure and emergency response in case of failure/disaster at DC.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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				perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	
98	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xviii Bidder will be responsible for installation of all the software required for the successful hosting of the applications in the Data Centre.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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99	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xxi The bidder shall formulate an effective Back-up Strategy and Disaster Recovery Plan and shall be responsible for implementing the same at the time of migration and commissioning of Digital Bharat Nidhi Applications in case if required in future.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
100	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xxii The bidder shall also ensure that the hosting services should be portable to another vendor without any changes to hosting environment in case of requirement.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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101	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 14 of 94)		Section 3.1. xxiii It is mandated that bidder shall host the applications on the MeitY empanelled CSPs only. In no case, bidder shall host the application on cloud platform of any company which has a history of data loss and security breaches.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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102	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxv Bidder shall ensure that VMs receive OS patching, health checking, Systematic Attack Detection and backup functions are working on timely basis and a schedule against the same shall be communicated in advanced to the DBN.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
103	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxvi Monitor VMs up/down status and resource utilization such as RAM, CPU, Disk, input/output operations per second (IOPS) and network through the use of CSP native orchestration tool/dashboard, the reports for the same shall be submitted as part of documentary evidence during monthly billing	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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104	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxvii Provide hardware or software based virtual load balancer services (VLBS) through a secure, hardened, redundant Managed Virtual Load Balancer platform.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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105	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxviii Provide anti-virus protection and OS level security as per standard operational procedures as defined in the Information Security Controls for Cloud Managed Services and supporting documentation.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
106	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxx DBN retains full ownership of all loaded software installed on virtual machines and any application or product that is deployed on the Cloud by selected bidder. The Bidder shall take utmost care in maintaining security, confidentiality and backup of this data	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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107	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxxi Bidder shall adequately size the necessary compute, storage and other cloud services required, building the redundancy wherever necessary into the architecture and load balancing to meet the service levels.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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108	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		<p>Section 3.1. xxxii While the initial sizing and provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP document, subsequently, it is expected that the bidder, based on the growth in the user load (peak and non-peak periods; year-on-year increase), shall scale up or scale down the compute, memory, and storage as per the performance requirements needed to run all modules of DBN applications in a seamless manner and meet the SLAs using the auto-scaling features (through an user-friendly dashboard)</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
109	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		<p>Section 3.1. xxxiv: The scaling up/scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits must be changed) must be carried out with prior approval by DBN. The bidder shall provide the necessary details including the sizing calculations, assumptions, current workloads and utilizations, expected growth/demand and any other details justifying the request to scale up or scale down. These requests shall be made prior to actual usage considering the future demand based on usages.</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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110	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 15 of 94)		Section 3.1. xxxv: Setup, configure and manage Virtual machines, containers. Storage (block, object etc., as applicable). Network and security (public subnets, private subnets, security rules, VLAN etc.). Identity and access management, database and database administration tasks. Managed Load Balancer. Managed Firewall, Built-in security like IDS/IPS, DDoS mitigation, SSL Interceptor firewall etc. shall be provided in the cloud platform.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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111	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xl: Bidder shall ensure the availability of services online 24X7 basis, on-demand and dynamically scalable up or down as per request for service with two factor authentications through a secure web browser and provide scalable, redundant, dynamic storage.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
112	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xli: Bidder shall provide a redundant local area network (LAN) infrastructure and static IP addresses or "private" non-internet routable addresses.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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113	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xlii: Bidder shall be able to deploy VMs in multiple security zones, as required for the project, defined by network isolation layer.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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114	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xliiii: Provide IP address assignment, including Dynamic Host Configuration Protocol (DHCP). Provide IP address and IP port assignment on external network interfaces	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
115	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xliv: Bidder shall configure the DBN provided domain name on its servers and provide dedicated virtual private network (VPN) connectivity.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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116	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xlv: Allow mapping of IP addresses to domains owned by the DBN, allowing websites or other applications operating in the cloud to be viewed externally as Government URLs and services.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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117	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xliv: Bidder shall support for providing secure connection to DC Site to DBN department or any hired third-party auditing agency.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
118	RFP Document (Section 3.1 Hosting on a MeitY Empanelled Cloud / Page 16 of 94)		Section 3.1. xlvii :Solution shall support network level redundancy for network connectivity with at least two different service providers. These two networks shall not share same back-end infrastructure. Redundancy in security and load balancers, in high availability mode, shall be provided to facilitate alternate paths in the network.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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				perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	
119	RFP Document (Section 3.1/ 14 of 94)		Hosting on a MeitY empanelled Cloud: vii : The Bidder shall have proper DR backup and restoration mechanism, in addition to escalation procedure and emergency response in case of failure/disaster at DC.	Request to clarify, does bidder need to size and quote the infrastructure for the DR site as well.	Disaster Recovery (DR) may be read as Data Recovery.
120	RFP Document (Section 3.2/ 16 of 94)		Bidder shall ensure availability of online services, on-demand and dynamically scalable (up or down) as per the request for service with two factor authentications through a secure web browser via public internet	To take the full advancement in cloud innovations - we suggest department to consider following features for Virtual Machines : a) Department should have the option to choose any combination of CPU core and memory rather than fixed-sized shapes. b) The proposed system virtual machine should be able to increase/or decrease physical cores and memory in the increment of one core and 1GB respectively. c) CSP Should support per hour billing option for Infrastructure - Virtual machine /compute services	No change in RFP clause

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121	RFP Document (Section 3.2. Virtual Machine Requirements/ 16 of 94		i. Bidder shall ensure availability of online services, on-demand and dynamically scalable (up or down) as per the request for service with two factor authentications through a secure web browser via public internet	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
122	RFP Document (Section 3.2. Virtual Machine Requirements/ 17 of 94		v Bidder shall ensure that VMs receive OS patching, health checking, Systematic Attack Detection and backup functions are working on timely basis and a schedule against the same shall be communicated in advance.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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123	RFP Document (Section 3.2. Virtual Machine Requirements/ 17 of 94		vi. Monitor VMs up/down status and resource utilization such as RAM, CPU, Disk, input/output operations per second (IOPS) and network through the use of orchestration tool/dashboard, the reports for the same shall be submitted as part of documentary evidence during monthly billing	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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124	RFP Document (Section 3.6. Storage Requirement/ 17 of 94		ii. Bidder shall ensure the availability of services online 24X7 basis, on-demand, and dynamically scalable up or down as per request for service with two factor authentications through a secure web browser and provide scalable, redundant, dynamic storage.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
125	RFP Document (Section 3.7. Network and IP Requirements/ 17 of 94		i. Bidder shall provide a redundant local area network (LAN) infrastructure and static IP addresses or “private” non-internet routable addresses	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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				perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	
126	RFP Document (Section 3.7. Network and IP Requirements/ 17 of 94		ii. Bidder shall be able to deploy VMs in multiple security zones, as required for the project, defined by network isolation layers.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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127	RFP Document (Section 3.8. Network and IP Requirements/ 17 of 94		v. Bidder shall ensure the cloud infrastructure provided is IPv6 compliant.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
128	RFP Document (Section 3.8. Network and IP Requirements/ 17 of 94		vi. Bidder shall support for providing secure connection to DC Site to DBN or any hired third-party auditing agency.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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129	RFP Document (Section 3.10. Data Governance & Security /20 of 94		xiv. The bidder shall be responsible for ensuring security of the solution from any threats and vulnerabilities. The bidder shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/detection, content filtering and blocking, virus protection, event logging & correlation and vulnerability protection through implementation of proper patches and rules.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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130	RFP Document (Section 3.10. Data Governance & Security /20 of 94		xv. The bidder shall ensure proper end point protection for any VM based Solution.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
131	RFP Document (Section 3.18. User Administration/ 25 of 94		i. SI shall implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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132	RFP Document (Section 3.18. User Administration/ 25 of 94		iii. Bidder shall implement multi-factor authentication (MFA) for the root account, as well as any privileged Identity and Access Management accounts associated with it.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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133	RFP Document (Section 3.21. Legal Compliance Requirements 26 of 94)		i. Bidder shall meet the ever-evolving security requirements as specified by CERT-In.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
134	RFP Document (Section 3.21. Legal Compliance Requirements 27 of 94)		iv. Bidder shall be prepared to submit the necessary artefacts and the independent verification within the timeframe	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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				perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements	
135	RFP Document (Section 3.21. Legal Compliance Requirements 27 of 94		v. Bidder shall not publish or disclose in any manner any information, without the DBN's written consent, the details of any safeguards either designed or developed by bidder under the agreement or otherwise provided by the DBN.	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalars viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>

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136	RFP Document (Section 3.21. Legal Compliance Requirements 27 of 94		vi. Bidder shall strictly adhere to the privacy safeguards as laid down, from time to time, by the DBN, MeitY, NIC and other appropriate government authorities	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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<p>137</p>	<p>RFP Document (Section 3.22.Migration & Installation Services 27 of 94</p>		<p>i. Bidder shall perform detail As-Is study of existing application and infrastructure landscape and submit the report. ii. Bidder in this regard shall be required to submit a migration plan to DBN for migrating the existing application/ workload on its proposed Cloud. Necessary support will be provided by the technical team of the DBN. iii. Bidder shall be responsible for cloud infrastructure / service deployment, migration, coordination with application stakeholders, specific troubleshooting or other planning tasks etc. as required by DBN. iv. Bidder is solely responsible for both transition of the services as well as migration of the VMs, data, content and other assets to the new environment. The migration shall also include the migration of underlying data & files from the current database(s) / storage into the new database(s) / storage on the cloud v. It is suggested to use migration tool to migrate the application smoothly and with minimum or zero downtime. vi. Bidder shall ensure successful deployment and running of the existing</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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			<p>solution in the new environment and bidder shall submit documents related to migration.</p>		
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<p>138</p>	<p>RFP Document (Section 3.23 .Monitoring Performance and Service Levels 28 of 94</p>	<p>i. Bidder shall provide and implement tools and processes for monitoring the availability of migrated and hosted applications, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues ii. Bidder shall ensure monitoring and reviewing the service levels (including availability, uptime, performance, application specific parameters, e.g. for triggering elasticity, request rates, number of users connected to a service detecting and reporting service level agreement infringements service level reports, monitoring the service levels and identifying any deviations from the agreed service levels iii. Bidder shall ensure monitoring of performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems, operating systems, applications, including API access within the bidder's boundary through tools and share the reports on monthly basis to the DBN iv. Native solutions shall be</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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			used for monitoring and performance dashboards.		
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<p>139</p>	<p>RFP Document (Section 3.24. Usage Reporting and Billing Management: 28 of 94)</p>	<p>i. Bidder shall track system usage, the same shall be submitted to DBN on monthly basis and at the end of every quarter as part of documentary evidence. ii. Bidder shall undertake monitoring, managing and administering the monetary terms of SLAs and other billing related aspects. iii. Backup, restore, disaster management and business continuity iv. Bidder shall configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases as per the policy laid by bidder and finalized in consultation with DBN. v. Bidder shall ensure daily incremental and weekly full backup taken for all services like virtual machines, storage etc. The backup shall be tested on a half yearly basis. However, DBN reserves the right to define / update the backup strategy for different applications and SI shall configure the backup policies as per requirements. vi. Bidder shall submit a well-defined plan for backup and recovery including processes and procedures etc. related to recovery or continuation of services.</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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<p>140</p>	<p>RFP Document (Section 3.25. Resource Management: 29 of 94)</p>		<p>i. Bidder shall adequately size the necessary compute, storage and other cloud services required, building the redundancy wherever necessary into the architecture and load balancing to meet the service levels as laid in the procurement document</p> <p>ii. While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the procurement document, subsequently, it is expected that the bidder, based on the growth in the user load (peak and non-peak periods; year-on-year increase), shall scale up or scale down the compute, memory, and storage as per the performance requirements needed to run all the DBN's applications in a seamless manner and meet the SLAs using the auto-scaling features.</p> <p>iii. In addition to auto-scaling, for any major expected increase in the workloads, carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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			<p>iv. The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits must be changed) must be carried out with prior approval by the DBN. The bidder shall provide the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.</p>		
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141	RFP Document (Section3.26. Helpdesk and Manpower: 29 of 94		<p>Bidder shall setup helpdesk for technical query resolution and ensure that the dedicated team of support staff are available 24/7 for such resolution of the queries. Bidder shall appoint a Project Manager who shall be point of contact for the DBN and should be placed at DBN Premises till the project Go-Live date. Details of the manpower shall be mentioned in RFP response as per Annexure R of this RFP Document.</p>	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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<p>142</p>	<p>RFP Document (Section 3.27. Exit Management / Transition-Out Services 29 of 94</p>	<p>Continuity and performance of the services at all times including the duration of the Agreement and post expiry of the Agreement is a critical requirement of DBN. It is the prime responsibility of bidder to ensure continuity of service at all times of the agreement including exit management period and in no way any facility/service shall be affected/degraded. Responsibilities of bidder with respect to exit management / transition-out services include:</p> <ul style="list-style-type: none"> i. Providing a comprehensive exit management plan ii. Provide necessary handholding and transition support for any other bidder to ensure the continuity and performance of the services to the complete satisfaction of the DBN. iii. Ensure that all the documentation required for smooth transition including configuration documents are kept up to date iv. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest with the DBN only. The Bidder shall take utmost care in maintaining security, confidentiality and backup of all including this 	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94)</i> - CSPs are required to show their compliances to the requirements specified in <i>Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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		<p>data.</p> <p>v. Ensure that all the documentation required by DBN for smooth transition including configuration history are and all such logs are handed over to DBN during the exit management process.</p> <p>vi. Upon the determination of the Agreement with DBN or in the event of pre-mature termination, it shall be the responsibility of the Bidder not to delete any data of for a period of 45 days after such determination or pre-mature termination of the Agreement, without the express approval of DBN. DBN shall pay for the cost for retaining the data as per the prices discovered in the commercial bid after the above referred period of 45 days, if required to retain the data.</p> <p>vii. Once the exit process is completed, remove the DBNs data, content and other assets from the cloud environment and certify that the VM, Content and data deletion to DBN</p> <p>viii. There shall not be any additional costs associated with the Exit / Transition-out process other than the cost of cloud services utilized for such transition. The managed services cost to support the exit management / transition</p>	
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			<p>shall be factored in the commercial bid of bidder. ix. Train and transfer the knowledge to the DBN team to ensure similar continuity and performance of the Services post expiry of the Agreement.</p>		
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143	RFP Document (Section 3.28. Termination of the Contract: 30 of 94		3.28. Termination of the Contract:	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document</i>. CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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<p>144</p>	<p>RFP Document (Section 3.29. Enterprise Management System: 30 of 94</p>	<p>i. In addition to the hardware and software requirements of this implementation, bidder shall also implement and maintain an Enterprise Management System (EMS). The EMS should be able to support the proposed hardware and software components at Cloud Platform over the tenure of the contract. The EMS should be capable of providing early warning signals to bidder/Dept on the solution performance issues, and future infrastructure capacity augmentation.</p> <p>ii. Bidder is required to supply, customize, implement, rollout, test, train, and maintain the EMS application and hardware at the Cloud Platform as per the requirements of this RFP. Bidder is expected to provide and implement an EMS encompassing the following functions:</p> <ul style="list-style-type: none"> a) Configuration Management b) Fault Management c) Incident, Problem and Change Management d) Asset Management e) Remote Control f) SLA management & monitoring g) Performance management h) Monitoring Backup and Management i) Event Management 	<p>Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given this fact and as per the RFP requirement mentioned in <i>Annexure J: Compliance Requirements (Page 75 of 94) - CSPs are required to show their compliances to the requirements specified in Section 3 Technical Compliance Document.</i> CSPs are required to show their compliances to the requirements specified in, only CSPs that directly execute projects can provide this section on their letter heads.</p> <p>We request that the Section 3 Technical Requirements is separated into two sections : Technical Requirements from the CSP compliance perspective and SOW compliance from a bidder solution perspective. This will enable hyperscalars to be able to provide compliance pertaining to CSP requirements</p>	<p>Annexure J: Compliance Requirements</p> <p>MSP (in consultation with CSP) is required to submit self certification for compliance to the requirements specified in Section 3 Technical Compliance Document.</p>
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- j) Server, storage and other infrastructure management
 - k) Monitor network components of the LAN & WAN
 - l) Network Link Monitoring
- iii. The system should be able to generate user friendly Graphical Reports, Trends, Dashboards, etc. in customised and standard form.
- iv. The system should provide error logging facility. The system should have ability to redo/ rollback a transaction after recovery from software/ hardware failure to ensure data integrity.
- v. The system should restrict users from deleting data directly unless authorized to do so. In case of authorized users also, only soft delete facility would be available.
- vi. The system should allow multiple users to access the same module simultaneously.
- vii. The system should display data according to user profile/ access rights.
- viii. The system should provide functionality to users in generating reports on their own without having knowledge about technical programming.
- ix. Any document or report should be previewed before printing.

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| | | | <ul style="list-style-type: none">x. The system should notify users automatically after report is generated.xi. The system should have a mechanism for resetting and emailing the new password to the users registered email ID, in case one forgets his passwordxii. The system should provide facility to block or unblock any user access | | |
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145	DBN Cloud Financial Bid - 1735542109.xlsx / Point no. 6 & 7		Database DB : CSP Managed MySQL as a service: 24*7 should vertically scale compute based on the workload demand and allow per second billing	<p>Request to modify the clause as : The CSP Managed MySQL with Enterprise support as a service: 24*7 should vertically scale compute based on the workload demand and allow per second billing</p> <p>Justification: MySQL Database are critical component for running the application. It should come along with Enterprise support to address any bug fixes, security vulnerability etc. to ensure smooth operations.</p>	Since the requirement is for managed database, it is expected that the service is managed and supported by the CSP.
146	DBN Cloud Financial Bid - 1735542109.xlsx / Point no. 6 & 7		Database DB Services	<p>The requested configuration are 1vCPU:4GB of RAM , which may not be optimal for database performance. Usually the industry configuration are 1vCPU to 8GB.</p> <p>Justification: A higher memory allocation per vCPU can provide the following benefits for database workloads: 1. Accommodate larger buffer pools to cache frequently accessed data, improving performance. 2. Complex database queries can be memory-intensive. Having more RAM per vCPU allows for better query performance. 3. Reduce disk I/O operations by caching more data and indexes in memory. 4. Support a higher number of concurrent connections and transactions with increased memory availability.</p>	No change in RFP clause
147	DBN Cloud Financial Bid - 1735542109.xlsx / Point no. 6 & 7		Database DB Services	<p>The requested configuration doesn't have any Storage capacity & performance specified for the database server.</p> <p>Request to include capacity of storage, type & performance of storage would be included for database servers.</p> <p>As general practice - Database server would need minimum of 60 to 200 IOPS per GB of storage & throughput of 600 KBPS/GB to achieve reasonable performance.</p>	Please refer to the updated BoQ

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148	DBN Cloud Financial Bid - 1735542109.xlsx / Point no. 10, 11 & 12		Single Disk with data redundancy 1024 GB SSD 20000 Sustained IOPS, 125 MB/Sec Sustained Throughput	<p>Request to increase the 20000 IOPS to minimum 80000 IOPS per volume and 125MB/sec throughput to 500MB/Sec for 1024GB of volume.</p> <p>Justification: 20000 IOPS with 1024GB volume will in effect provides only 20 IOPS/GB which is very less considering the latest generation SSD support from 50 IOPS/GB to 225 IOPS/GB. With the increase in adoption of machine learning, data analytic, artificial intelligent - there is exponential growth of data that require high performance compute and storage to process the business requirements.</p> <p>Current technology trends demands high performance premium SSD/NVMe based SSD for data processing. The price of NVMe SSDs has dropped as the technology becomes more widely available, and the price of old SATA SSD vs NVMe SSD is almost same. All the CSPs provide the high performance storage to meet the current workload demands.</p> <p>We request department to seek the price of premium SSD /Ultra disk SSDs that will significantly improve the performance once the application migrated to cloud and should support the future workload requirements as well.</p> <p>Increasing IOPS & throughput will help department to get the latest technology with high performance disks and help to optimize the price of other resources.</p> <p>These high performance disks comes almost at same price or even lower price from the older disk types (HDD or standard SDD) based on 10-12 year old technology. Few CSPs places caps on IOPs to sell their older technology and forced their client to over provision resources to attain the higher IOPS.</p>	No change in RFP clause
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149	DBN Cloud Financial Bid - 1735542109.xlsx / Point no. 13		Network and Security : Network Firewall - Qty 2	<p>Request to clarify the reason for 2 number of firewalls. Usually we have observed requirement of 1 firewall service with high availability cluster per cloud network.</p> <p>Is 2 qty requirement to support the high availability ?</p>	Please refer to the updated BoQ
150	DBN Cloud Financial Bid - 1735542109.xlsx / Point no. 1 to 7		VM Configurations & Database Size are T-Shirt size (i.e. 4, 8, 16 vCPU) .	<p>With the T-Shirt size config (4vcpu, 8vCPU, 16 vcPU) - the Scaling up would requires doubling of resources which would impact high cost to department when there is need to scale up the resources during peak period.</p> <p>Request to consider flexible shapes for Web server & Database (like 6vCPU, 10 vCPU, 12 vCPU as well) that allow to leverage the real value & benefits of cloud, which provides cost advantages as well as flexibility in managing the infrastructure as per actual workload requirement.</p> <p>E.g. If some application is running with 8vCPU & 64GB RAM and when there is need to increase the load by 20% to cater the batch processing need - department will have to select the next available configuration which will be 16vCPU & 128GB RAM - the price of same would be double of 8vCPU & 64GB RAM.</p> <p>With flexible shapes, department can choose to configure 10vCPU & 80GB RAM to cater the 20% increase in load for application running with 8vCPU & 64GB RAM (previous example) - the price increment will also be in that proportion only i.e. 20%.</p> <p>Most of the CSPs have developed the innovative approach for resource allocation that puts customer in control of processing and memory to meet workload needs and throughout the entire lifecycle of a workload by having flexible allocation/de-allocation of resources.</p> <p>The flexible shapes are optimize for per-core licensing costs with a precise core count and memory. Flexible instances can support different core-memory ratios: 1 to 64 GB per core unlike pre-defined that support either 8GB or 16GB only.</p>	No change in RFP clause

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151	RFP Document (Section 3.11, 3.12 & 3.29/ 20, 22 & 31 of 94)		3.11 Database Activity Monitoring 3.12. Managed Threat Detection Service 3.29. Enterprise Management System:	Request to clarify do bidder need to quote for these services as no such line items in the financial bid for the said requirements.	No change in RFP clause
152	RFP Document (Section 5.2 Pre Qualification Criteria - CSP/ Page 46 of 94)		Sl. No. 2 : Cloud Service Provider must have experience of executing at least 5 projects with the Government of India/State Government/PSU in the last three financial years (FY 2021-22 and 2022-23 & 2023-24) encompassing the requirement mentioned in this RFP document.	Not All CSPs engage with customers/government organizations directly. In India, hyperscalers viz. OCI, AWS, MS Azure and GCP have managed services partners that do the one time installation and ongoing operations and maintenance of projects for the customers. Given the above fact, now all CSPs will have the below: a. Work Order and / or Signed Contract (And) b. For Completed Projects - Client Completion Certificate or Completion Certificate issued & signed by the competent authority of the client entity on the entity's letterhead OR Copies of payments received, signed by the Statutory Auditor/Company Secretary of the Bidders or any other document certifying the status of the project OR For on-going projects - Satisfactory Work in Progress Certificate (certifying that the requisite services are being provided for at least three months), from the Client Request the department to remove this pre qualification criteria as this is restricts hyperscalars from participating in the RFP and promotes only the players who execute government projects directly.	CSP should submit a self certification providing project details signed by the authorised signatory of the CSP
153	49, Section 5.3	Technical Evaluation Criteria	URL for publicly mentioned price per month	We request that kindly allow that MSP can submit the rate card on Letterhead as all MSPs may not have a price calculator that is publicly available	No change in RFP clause
154	52, 85	Type of Service	HSM protection and Key operations	Please suggest what the use case is for HSM. Also, what is the Application with which the HSM to be integrated? Do we need a KMS in-between to integrate?	No change in RFP clause

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155	NA	General	NA	Please clarify regarding DR considerations - quantum (i.e 50% or 100% ; Active-Active; Active-Passive)	Disaster Recovery Site is not required
156	Page No. 44, Section 3	Technical Capability	<p>Technical Capability: Bidder should have managed or managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector enterprise during the last three financial years. 1) Three projects of minimum value of 4.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from On-Prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services Or 2) Four projects of minimum value of 3.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from on prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services Or 3) Five projects, of minimum value of 2.50 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from on prem Physical Infrastructure to</p>	<p>We request you to kindly relax point no." 1)<i>Three projects of minimum value of 4.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from On-Prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services"</i> asking minimum value of 4.00 Crore each is restricting us to participate, so we would like to request you to kindly ask for 3 Projects having cumulative Value of 12+ Crores, It would help you in getting more participants & competitive price discovery.</p>	Please refer to Corrigendum-1

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			Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services Note: Projects covering solution & infrastructure provided for self-use shall not be considered		
157	11	1.4	Existing application details	As is Migration or After assessment they will decide migration approach	No change in RFP clause
158	11	1.4	Existing application details	In case application redesign or modifications who will manage the application changes	The application related services are not in scope of this RFP
159	11	2	Scope of Work (SoW), Assessment of existing application	Kindly Share existing any landing zone/ architecture diagram, if applicable/detailed inventory of the existing infrastructure and applications	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
160	13	3.1	Hosting on a MeitY empanelled Cloud	Are there preferred orchestration platforms or self-service portals for provisioning infrastructure	The bidder is required to propose the same as part of technical response to the RFP
161	13	3.1	Hosting on a MeitY empanelled Cloud, Cloud Environments	How many environments are expected (e.g., development, testing, staging, production)	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing

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					Applications. Additional details shall be shared with the successful bidder.
162	16	3.2	Virtual Machine Requirements, the request for service with two factor authentications through a secure web browser via public internet	Should the two-factor authentication be integrated with existing systems or user directories?	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
163	17	3.4	Operating System (OS), Management of the OS processes and log files including security logs retained in guest VMs	Will the client provide OS licenses, or is the bidder expected to procure and manage them?	No change in RFP clause
164	17	3.5	Security Requirements-Antivirus	Should antivirus protection be provided for all VMs, endpoints, or only specific environments (e.g., production, staging)?	No change in RFP clause
165	18	3.8	IP Addressing	What is the approximate number of static or private IP addresses required for the project?	No change in RFP clause
166	18	3.8	IP Addressing	How many domains owned by DBN need to be mapped to cloud-hosted services?	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
167	18	3.8	IP Addressing	What is the expected number of concurrent users or devices requiring VPN access?	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
168	18	3.8	IP Addressing	What is the minimum bandwidth requirement for each of the two redundant internet lines?	No change in RFP clause
169	3. Technical Requirements: Page No. 14	3.1. Hosting on a MeitY empanelled Cloud	xii. Bidder should provide a code-free graphical interface that delivers point-and-click data integration that supports custom connections and transformations with a Low-code/No Code approach	Kindly requesting you to clarify what kind of interface is required here as it is not clear as to what the actual requirement is.	No change in RFP clause

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170	3. Technical Requirements: Page No. 14	3.1. Hosting on a MeitY empanelled Cloud	xvii. The Bidder shall have proper DR backup and restoration mechanism, in addition to escalation procedure and emergency response in case of failure/disaster at DC.	Kindly requesting you to clarify as to how is the DR line items to be quoted as the pricing for DR region services will be different than DC region services and the same is not mentioned in the BoQ.	Disaster Recovery (DR) may be read as Data Recovery.
171	3. Technical Requirements: Page No. 14	3.1. Hosting on a MeitY empanelled Cloud	xxi. The bidder shall formulate an effective Back-up Strategy and Disaster Recovery Plan and shall be responsible for implementing the same at the time of migration and commissioning of Digital Bharat Nidhi Applications in case if required in future.	Kindly requesting you to clarify as to how to quote the backup storage as in the BoQ only the backup tool cost has been considered and not the storage cost.	Please refer to the updated BoQ
172	3. Technical Requirements: Page No. 28	3.22. Migration & Installation Services	v. It is suggested to use migration tool to migrate the application smoothly and with minimum or zero downtime.	Kindly requesting you to clarify the current NIC datacenter location so that migration one-time costs can be considered in the BoQ accordingly	Kindly refer to Section 1.4 Existing Applications Details: and Annexure Q: Details of Existing Applications. Additional details shall be shared with the successful bidder.
173	3. Technical Requirements: Page No. 28	3.23. Monitoring Performance and Service Levels	i. Bidder shall provide and implement tools and processes for monitoring the availability of migrated and hosted applications, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues	Kindly requesting you to clarify if Application performance Monitoring software is also required or is it only related to infrastructure monitoring.	No change in RFP clause
174	3. Technical Requirements: Page No. 29	3.26. Helpdesk and Manpower	Bidder shall appoint a Project Manager who shall be point of contact for the DBN and should be placed at DBN Premises till the project Go-Live date.	Kindly requesting you to clarify if the project Go-Live means, post migration O&M phase or does it mean migration start date post planning phase.	Project Go-Live date refers to completion of migration activities and production Go-Live of the applications.

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175	5.1 Pre- Qualification Criteria – Bidder: Page No. 43	Financials: Bidder must have an average annual turnover of minimum of INR 10 crores over the last three financial years (FY 2021-22 and 2022-23 & 2023-24) from providing Cloud infrastructure & management services Bidder should have positive net worth in each of the last three financial years (FY 2021-22 and 2022-23 & 2023-24)	We request for clarity on Average Annual Turnover in context of the Project Value experience, which is asked in Pre-Qualification, as it seems to be a mismatch in the proportion of the Turnover to the Cumulative Project Value required in Experiences.	No change in RFP clause
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176	<p>5.1 Pre- Qualification Criteria – Bidder: Page No. 44</p>	<p>Technical Capability: Bidder should have managed or managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector enterprise during the last three financial years.</p> <p>1) Three projects of minimum value of 4.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from On-Prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p> <p>Or</p> <p>2) Four projects of minimum value of 3.00 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from on prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p> <p>Or</p> <p>3) Five projects, of minimum value of 2.50 Crore each</p>	<p>As per the prescribed guidelines, the precious experience of the bidder in terms of value should be in proportion of the Project value of the floated RFP.</p> <p>Suggestion: Kindly requesting you to clarify, the value of asked Projects, as per the GFR/GeM GTC guidelines asking of project experience value must be in proportion to Estimated value of the Project, where one project of 80 % of the estimated value of the bid Or, two projects of 60% of the estimated value of the bid Or, three projects of 40% of the estimated value of the bid can be asked from the participating bidders/firms. As indicated by the EMD amount and our estimation, the Project values asked for in the TQs do not relate to the Project Value of this RFP in terms of commercial proportions.</p> <p>Kindly requesting you to consider changing these values according to the GFR/GeM GTC guideline, and in proportion to the Project Value of this RFP in order to conduct a fair evaluation and wider participation, as the current values asked for the previous experience of the bidder is more indicative of this Project value being larger than our estimation.</p>	<p>Please refer to Corrigendum-1</p>
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			<p>having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from on prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p>		
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Note: Projects covering solution & infrastructure provided for self-use shall not be considered

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177	5.1 Pre-Qualification Criteria – Bidder: Page No. 44		<p>Technical Capability: Three/Four/Five projects of minimum value of 4.00 / 3.00 / 2.5 Crore each having scope of Application and Data Migration Services to Cloud (At least one project should be of Migration from On-Prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p>	<p>Kindly requesting you to allow "Cloud Hosting, Implementation" for the eligibility criteria of Technical Capability. Kindly requesting you to consider amending the clause as:-</p> <p>Three/Four/Five projects of minimum value of 4.00 / 3.00 / 2.5 Crore each having scope of Cloud Hosting/Implementation/Application and Data Migration Services to Cloud (At least one project should be of Migration from On-Prem Physical Infrastructure to Cloud, setting up & hosting of IT infrastructure & systems at Cloud) and providing managed services</p>	Please refer to Corrigendum-1
178	5.1 Pre-Qualification Criteria – Bidder: Page No. 44		<p>For on-going projects - Satisfactory Work in Progress Certificate (certifying that the requisite services are being provided for at least three months), from the Client</p>	<p>For On-going projects, we request you to please also allow Confirmation of payment received or invoicing as Proof document.</p>	No change in RFP clause
179	5.3 Technical Evaluation Criteria: Page No. 48		<p>Bidder's Relevant Experience- Bidder should have experience of managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector Enterprise during the last three financial years.</p>	<p>Requesting to amend the Clause as: Bidder's Relevant Experience- Bidder should have experience of managing the IT infrastructure for Cloud services for at least 3 Cloud Solution Projects in Central Government or State Government or Public Sector Enterprise during the last five financial years.</p>	No change in RFP clause

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180	5.3 Technical Evaluation Criteria: Page No. 48		<p>7+ Years Experience CV :</p> <table border="1" data-bbox="651 325 1037 469"> <thead> <tr> <th></th> <th colspan="3">7+ Years Experience CV</th> </tr> </thead> <tbody> <tr> <td>CV Count</td> <td>15</td> <td>10</td> <td>5</td> </tr> <tr> <td>Marks</td> <td>10</td> <td>8</td> <td>5</td> </tr> </tbody> </table> <p>awarded for each resource having experience of more than 15 years maximum up to Five (5) Marks</p>		7+ Years Experience CV			CV Count	15	10	5	Marks	10	8	5	<p>Kindly requesting you, clarify on the Number of CV with 7+ Years experience.</p> <p>As per our understanding if the bidder/firms have 15 resources and out of them 5 resources are 7+ experience, in that case Bidder will get 5 Marks? For getting full marks bidder need to have all 15 resources with 7+ Years Experience and 5 Resources with more than 15+ Years Experience.</p>	<p>To score full marks, all 15 proposed resources should have 7+ Years of relevant experience and 5 out of these 15 resources should have 15+ years of relevant experience as mentioned in the RFP</p>
	7+ Years Experience CV																
CV Count	15	10	5														
Marks	10	8	5														
181	5.3 Technical Evaluation Criteria: Page No. 49		<p>Experience in Data Migration</p> <p>Projects executed having Data and application Migration as their work milestone</p> <p><3 Projects - 5 Marks 3-5 Projects- 7 Marks >5 Projects- 10 Marks</p>	<p>Kindly requesting you to allow "Cloud Hosting, Implementation" for the Technical Evaluation Criteria. Kindly requesting you to consider amending the clause as:-</p> <p>Experience in Data Migration/Implementation/Cloud Hosting</p> <p>Projects executed having Data and application Migration/Cloud Implementation/Cloud Hosting</p> <p><3 Projects - 5 Marks 3-5 Projects- 7 Marks >5 Projects- 10 Marks</p>	<p>No change in RFP clause</p>												
182	GeM Bid Document Page No. 2		<p>EMD : 6,00,000/-</p>	<p>We Kindly requesting you to allow EMD exemption as per GeM General Terms & Conditions Page No. 19, Clause 4. (xiii) (m)</p>	<p>No change in RFP clause</p>												
183	Table for URL for publicly mentioned price per month Page No. 52 & In BOQ Table C-OPEX Cost		<p>Point No. 20 - VPN - Point to Point, Site to Site</p> <p>- 10 Site to Site VPN connections</p> <p>- 100 Client to Site VPN</p>	<p>Kindly requesting to split the quoting line item for both of the S2S & P2S VPN service requirement, as the pricing for both are different and the current line item preferred for a particular CSP. Hence, the request is to allow wider participation for all major CSPs.</p>	<p>Please refer to the updated BoQ</p>												

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184	Table for URL for publicly mentioned price per month Page No. 53 & In BOQ Table C-OPEX Cost		Point No. 27 - DDoS Security - Quantity 1	Kindly consider redefining the unit of Measurement (UOM) for DDoS service in the BOQ as the current UOM is not clear, as how is it to be billed. Suggesting : Unit of Measurement could be aligned to Number of Resources covered under the service & the amount of Data Processed.	Please refer to the updated BoQ
185	5.3 Technical Evaluation Criteria Page No. 49		7. Technical Presentation High Availability and Security Plan- 5 Marks	Throughout the RFP it has been stated that services are required in high availability mode but in the SLA it has been mentioned that the uptime requirement is only of 99.5%. Kindly requesting you to clarify if the SLA needs to be taken under consideration in the technical proposal creation OR is it that high availability is a mandatory requirement because both of these statements seem a bit contradictory and could result in inflation of the financials of the BOQ.	No change in RFP clause