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

RESPONSE TO PRE-BID QUERIES-II

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;
Date: 27-01-2025

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				Please help to extend the bid submission deadline by 08-10 working days further from current end date to ensure quality bid preparation and submission.	Please refer to Corrigendum-2
2	BoQ-20-a/ 20-b		We have figured out that in the final BOQ client has asked for per unit per month cost but they have also given the total quantity in another column, and there is no formula to calculate it. Kindly clarify the same.		Please refer to the updated BoQ
3				We request you to extend the submission deadline by at least 4 working days	Please refer to Corrigendum-2
4	BoQ- Storage --> Managed Blocked Storage	Single Disk with data redundancy 1024 GB SSD 20000 Sustained IOPS, 125 MB/Sec Sustained Throughput	Kindly clarify if the sustained IOPS is requested on a single volume of 1024 GB. Also, sustained IOPS of 20000 restricts major hypersclaers to quote in the bid and is preferring to particular CSP and we request to change the same for diverse participation.	Single Disk with data redundancy 1024 GB SSD 15000 Sustained IOPS, 125 MB/Sec Sustained Throughput	No change in RFP clause
5	BoQ-Network and Security --> Network Firewall --> Unit of Measurement	Per GB	The features requested in the RFP for the Network Firewall is provided as an advanced service by any CSP where the unit of measurement is based on 2 factors, first to be per instance per month & second per GB data processed per month. Kindly requesting to change the line item to 2 separate section, one to quote the firewall instance and two to quote the data processed	1. Per GB Per Month 2. Per Instance Per Month	Please refer to the updated BoQ

6	BoQ-Web Application Firewall	1 policy with 10 rules per month	WAF service provided by any CSP does not only rely on the parameters mentioned for assumption, rather there is a request scope as well which is taken in consideration for pricing. We request you to clarify the number of requests that the WAF needs to serve in a month.	1. 1 Policy Month 2. 10 Rules per Month 3. x no. of requests per Month	No change in RFP clause
7	BoQ-SSL --> with encryption keys	with encryption keys	Kindly clarify, as to what is needed in the SSL line item, is it SSL wild card required or is it that the department already has SSL certificate but required encryption keys to be supplied, but in that case already there is a line-item present for encryption keys in the BoQ. Hence, need clarity on what is exactly needed by the department in the line item.		No change in RFP clause
8	BoQ-Backup --> Managed backup tool	Per GB per Month	The Backup line item only consists of the amount of backup data that needs to be stored but backup solution will not only work based on the amount of storage required rather it will also required the number of vms that are needed to be backed up. Kindly requesting you to split the line item into two parts, first the amount of backup data storage required and second no. of vms that are required to be backed up.	1. Per GB per Month 2. No. of VMs Per Month	No change in RFP clause
9				Kindly extend the submission date for at-least 7 to 10 Working Days. This would allow us to finalize a high-quality submission	Please refer to Corrigendum-2
10				DBN has updated the PQ related to the value for Experience projects, but not changed the same in the RFP. Request you to please revise the Technical Qualification Marking criteria as per the issued Corrigendum for Pre-Qualification.	Please refer to Corrigendum-2

11				No Exemption to the EMD Amount, responded in Pre-bid query responses, but in the RFP its clearly stated at page No. 33? Exemption from EMD will be dealt in accordance with the relevant provisions of GeM-GTC-2024.?	No change in RFP clause
12				We kindly request your approval for a one-week extension to the submission deadline, which will enable us to complete all formalities and provide a comprehensive and compliant bid	Please refer to Corrigendum-2
13				The bidders require a significant amount of time to prepare a comprehensive proposal for the above-mentioned tender. Hence, we kindly request an extension of at least 15 days beyond the current deadline	Please refer to Corrigendum-2
14	5.1 Pre-Qualification Criteria – Bidder/ Page No 44		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	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 five financial years. 1) Three projects of minimum value of 4.00 Crore each having scope of 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	Please refer to Corrigendum-1
15	Page No 46/ CSP Qualification		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) incompassing the requirement mentioned in this RFP document.	Cloud Service Provider must have experience of executing at least 5 projects with the Government of India/State Government/PSU in the last Five financial years (FY 2021-22 and 2022-23 & 2023-24) incompassing the requirement mentioned in this RFP document.	No change in RFP clause

16	Page No- 48/ 5.3 Technical Evaluation Criteria:		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.	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.	No change in RFP clause
17	Page No 49/ Experience in Data Migration		Work orders or completion certificates from government/PSU projects Detailed case studies highlighting similar cloud projects, along with client references	Work orders or completion certificates from government/PSU / Enterprises projects Detailed case studies highlighting similar cloud projects, along with client references	No change in RFP clause
18	Page No 50/ Database		CSP Managed MySQL as a service: 24*7, should vertically scale compute based on the workload demand and allow per second billing - Should support horizontal scaling by adding/removing read replicas - Should have ability to create OnDemand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support data caching	CSP Managed MySQL as a service: 24*7, should vertically scale compute based on the workload demand and allow per month billing - Should support horizontal scaling by adding/removing read replicas - Should have ability to create OnDemand/manual backup/snapshots - Should support automatic backup from Standby to avoid IO activities suspension on primary node -Should support data caching	No change in RFP clause
19	Page No 52/ BOQ		26. WAF/ DDOS one Unit	The measurement unit for WAF/ DDOS must be in GB/TB Per Month or basis on the overall throughput required for the system	No change in RFP clause
20	Page No 43/Pre-Qualification Criteria – Bidder		2. 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)	Request department to change the minimum turnover of the MSP in order to get participation from good & capable MSP+CSP 2. Financials: Bidder must have an average annual turnover of minimum of INR 100 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)	No change in RFP clause