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1	22 & 125			Under this contract few new servers would be supplied at Tripura SDC as well as NDC Shastri Park, New Delhi.	Please clarify if there are any existing servers to be used for Cloud deployment apart from the new 8 blade servers that are going to be procured under this RFP. If Yes, then please provide us following details of existing servers 1) How Many existing servers at each location to be used for Cloud deployment 2) Server configuration (no of CPU, RAM, HD, connectivity slots)	Scope changed by issuing corrigendum dated 14Aug2015. Initial Cloud implementation would be done using 4 newly procured servers. In future any servers that are to be procured for Cloud Enablment may be procured using the rate discovered through this RFP. The cost of the of server and software will be discovered under this RFP.
2	124 & 125		Capex A1 and Capex A2		Please clarify on Capex (A1) and Capex (A2) Cost Tables. Is this for each Location requirement i.e. A1 table for Tripura SDC and A2 table for NDC NewDelhi?	Scope changed by issuing corrigendum dated 14Aug2015. For software licences Bidder need to provide details of OEM policy.
3	21 & 22	IV Scope of work	4.1.1.xii	Disaster Recovery using VM migration to primary site to secondary site.	We understand that existing DR solution is done using storage based LUN replication. Hence we assume that new VMs created after cloud deployment will leverage existing storage based data replication for DR protection. Plz confirm	Scope changed by issuing corrigendum dated 14Aug2015.
4	40	V	Help Desk related services		Plz clarify if we have to provide Helpdesk 24/7 onsite resource or remote 24/7 Helpdesk support?	The prospective bidder should come up with optimal approach to meet the defined SLAs and place the resources accordingly.
5	21	IV Scope of work	4.1.1.Viii		How many applications to be migrated? Please specify How many applications from Physical to Virtual or Virtual to Virtual application for cloud deployment	Scope of Migrating the Applications will be defined post Implementation.
6				Other Query	Is there any Hypervisor Preference to be quoted	No Such Preference.

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7	60		6.4 Specificat ion for Blade Server	2 HBA cards (with necessary ports, interfaces and cables for the solution to work).	Please clarify do we have to quote these HBA for existing servers? If Yes, Plz mention PCIe slot type	Scope changed by issuing corrigendum dated 14Aug2015.
8	124 & 125	Capex A1 and Capex A2		Linux Enterprise Edition (Latest OEM Version) Operating System - 2 Nos Windows Data Centre Edition (Latest OEM version) Operating System - 2 Nos	Server required are total 16 Nos for A1 and A2 whereas the OS license requirment is total 4 nos for A1 and 2 nos for A2. Plz clarify Also in scalability BOM, standard OS licenses of Windows and Linux is asked. Please clarify the usage of the same.	Scope changed by issuing corrigendum dated 14Aug2015. 4 Server Licenses will be procured through this as per the Server Specification given in the RFP.
9	126	Scalability BOM		Hyper-V - 4 Nos Linux Xen - 4 Nos KVM - 4 Nos ESXi - 4Nos	Please clarify the purpose of scalability BOM. Will this be included to arrive at final cost of the solution? Since scalability BOM has 4 Qty for each Hypervisor, plz clarify qty 4 of each hypervisor represents 4 blade servers (2 per location)?	Scalibility BOM is meant for Supply and Price Discovery. Yes, it will be included to arrive at final cost.
10	30	4.3 Operation and Maintenance	Backup and Restore Services	The SI shall be using the existing backup solution, policies and procedures that is available at SDC.	Please clarify whether any additional HP Data Protector agents for servers (new and existing to be used for cloud deployment) to be quoted or will be provided by SDC? If yes, How many agents?	IA need not to provide any backup agent. However, IA needs to implement the backup solution (provided by the state) for Cloud solution.

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11	59 & 60	6.3 Specification for Blade Enclosure/Chassis		<p>Shall be capable of providing flexibility in choosing between 10Gbps SR, LR, or LRM fiber and copper SFP+ uplinks. (Clause 17)</p> <p>The Blade Chassis should have configurable ports which should be compatible with the existing available ports in Switches in State Data Center (Clause 5)</p>	What type of ports are available in the ethernet switches for connecting blade chassis Switch modules? Whether is it Fiber/Copper, Single Mode/Multi Mode and distance?	Chassis will be connected to both Network switch and SAN switch. Required no. of ports will be provided to the bidder.
12	41	IT Infrastructure related Service Levels		The above SLA are applicable to the Servers which are procured through this RFP or the existing servers which are included or the new servers that will be procured subsequently from the DCCO.	We understand that existing servers must be under Warranty/Support contract through existing vendor. SLA required in RFP will depend on the existing support service agreement (duration/ support level etc) for the existing Infrastructure. Hence existing servers can be removed from the clause.	Scope changed by issuing corrigendum dated 14Aug2015. The above SLA are applicable to the Servers which are procured through this RFP as well for the new servers that will be procured subsequently from the DCCO.
13	16	Pre-Qualification Criteria			Balance Sheet for the Financial Year 2014-15 yet to publish. Request you to please consider FY 2011-12, 2012-13 & 2013-14	Provisional Balance sheet for Year 2014-15 may be accepted.

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14	86	Payment Schedule			Request to change the Payment Terms as below Mobilization advance - 10% of CAPEX Delivery of all the Components (Hardware's + Software's) - 25% CAPEX Installation, commissioning of the components and solution as part of this RFP - 25% CAPEX Successful Final Acceptance Test (FAT) and Training of State representatives and officials for the deployed solution - 25% CAPEX Balance 15% CAPEX will be amortized for the period of the project and shall be paid to the SI in equivalent QGR (Quarterly along with the OPEX)	No Change.
15	90	Liquidated Damages			Request to change the LD clause 0.5% of the contract value for undelivered/installed items, each week or part thereof, subject to a ceiling of 5% of the total contract value (excluding all taxes & duties and other charges)	No Change.
16	16	III (Eligibility Criteria).	1	The Bids shall be submitted by only the Bidder; no consortium is allowed in this Bid	We are requesting for a consortium to be allowed. Bloom Computers have another group company having same directors. The group company having experience in doing cloud infrastructure work. Hence requesting for allowing consortium for participating along with Bloom Computers. Please find attached the document of the list of Directors as certified by CA.	No change

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17	17	III (Eligibility Criteria).	8	The Bidder must have implemented/ commissioned at least one Cloud Implementation in Data Centre in India as on 31.03.2015 (Cloud Implementation for providing Cloud based services in their own Data Centre or on to the customer Data Centre shall be considered)	Requesting to consider cloud implementation in India / Abroad. Necessary Work Orders would be provided.	No change
18	86	VIII(General Conditions-Payment Schedule)	24 (Payment schedule)	Balance 30% CAPEX will be amortized for the period of the project and shall be paid to the SI in equivalent QGR (Quarterly along with the OPEX). Thus, the QGR would include both OPEX as well as the amortized CAPEX and SLAs would be applicable for the accumulated QGR value. In case the selected SI is not the DCCO for the O&M period, the remaining 30% CAPEX would be paid in four quarterly payments, with the initiation of the O&M period.	Request for 10% CAPEX to be amortized instead of 30%.	No change

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19	16	Eligibility Criteria	Pt.3	The Bidder's average annual turnover shall be at least INR 100 Crores in each of the last three financial years viz; 2012-2013, 2013- 2014, and 2014-2015 Note: The turnover refers to the Bidder's firm and not the composite turnover of	<p>We are one of the competent bidders who have their own data center and all the relevant certifications pertaining to tier – III data center. Our Datacenters are located at Noida & Jaipur.</p> <p>Further we request you to relax the turnover criteria to Rs. 20 Crores in each of the last three financial years.</p> <p>According to the value of the project, Rs 100 Crores turnover asked doesn't seem to be justified.</p>	No change
20	16	Eligibility Criteria	Pt.2	The Bidder shall have positive net worth of at least INR 50 crores as on 31st March 2015, and shall have a positive net worth in each of the following years 2010-2011, 2011-2012, 2012-2013, 2013-2014, 2014-2015	Also, we request you to relax the positive net worth.	No change
21		Server Virtualization Functional Capabilities		The Solution shall be able to run various operating systems like windows client, windows server, linux (RedHat, Suze Linux etc), solarisx86 and any other open source	Request to removal of OS Oracle Solaris as this particular OS will not fit into any of the Hypervisors as per the respective OEM Policies. Virtualization software shall allow heterogeneous support for guest operating systems like Windows Client, Windows Server, Linux (at least RedHat, Suse, Ubuntu, Oracle and CentOS).” Any open source OS working on X86 architecture cannot be supported as we would not have tested it.	Scope changed by issuing corrigendum dated 14Aug2015. Solarisx86 has been deleted.

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22		Service Portal Capabilities		The Solution shall be able to offer choice of various Service offering on multiple hypervisors (such as XEN, Hyper-V, VMware, KVM) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota	Citrix Xen Server is less popular compared to Linux KVM technology. KVM based technology is gaining importance in market and is present in all Linux OS offering. Citrix Xen is losing market	Bidder may come up with their Solution & Approach.
23		Service Provisioning Capabilities a) Service Portal Capabilities		The Solution should allow creation of library hosting various Operating System, Databases and middleware that can be selected while creating new virtual servers	Please remove "Databases & Middleware". The first goal of SDC Cloud enablement is to deliver IaaS & then gradually enhance the cloud platform to deliver PaaS & SaaS capabilities, considering the current scope as of now please remove (automatic deployment) of databases & middleware	No change
24		Service Provisioning Capabilities b) User Department Requirements		The User Departments should be able to view Department's infrastructure as Services e.g. : group his servers by-application LOB servers, All web servers, all Small servers etc	Please change it to: "The User Department should be able to view various parameters of department's infrastructure as a Service. Every vendor has its different ways to represent the information about the Services the example could be endless like list of services, lease period, cost associated, utilization etc. hence it is advisable to remove "group his servers by- application LOB servers, All web servers, all Small servers etc"	No change

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25		Automation, Orchestration and Monitoring c) Monitoring capabilities		The Solution should provide a Knowledge base to store history of useful incident resolution	Please remove, as this capability is delivered via EMS & not a part of Cloud Platform. Delivered through EMS	The existing helpdesk solution in the SDC would be used ONLY for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. Access to existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution. However in case, Bidder has their own helpdesk solution they can use the same.

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26	52	Security capability	6.2.2	As per RFP, we understand that existing security infra includes Firewall, IPS and malware protection. As per our undersanding, you have not asked for solution for Advanced Targated Attack or Anti-APT solution. Security Analytics and Forensics Solution.	<p>We recommoned to add security analytics tools to capture full network session to do the retrospective analysis. This tool will be integrated to SIEM. Suggest to have SIEM and Security analytics tools from different OEM to follow the layered security architecture. Also, Suggest to add the sandboxing technology for advanced malware analysis.</p> <p>we recommend to add minimum requirement as mentioned below to have compititive evaluation of solution:</p> <ol style="list-style-type: none"> 1. The proposed solution should Protect Against Advanced and unknown Threats. 2. The solution should have complete network visibility through high speed packet capture and analysis. The solution should able to capture complete session and able to do retrospective analysis to identify the root cause of incident. 3. The solution should be able to classify, extract and reconstructs network activity and should capture all packets from network in real time. 4. The Solution should be able to decrypt and capture HTTPS traffic based on policy configured. 5. The solution shall do the Malware analysis through usage of dedicated on-premise sandbox appliance and no file shall be sent outside network for Analysis. 6. The solution should have enough storage to store and do the analysis of last 3 month activities. <p>Today's threat landscape is populated by advanced and sophisticated intrusions that take the form of advanced persistent threats, advanced targeted attacks, advanced malware, unknown malware,</p>	No change
27	52	Security capability	6.2.2		Request you to please confirm if we have SIEM solution Deployed	No

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28	52	Security capability	6.2.2	Today DDoS is a big threat to critical on-line services and a dedicated always on, first line of defense to inspect traffic in real-time is very essential to protect the availability of these services. We understand that Dedicated DDoS protection solution has not been considered.	<p>We Recommend to have Dedicated DDoS solution with below minimum features:</p> <ol style="list-style-type: none"> 1. The system must provide models with multiple interface pairs to allow connectivity to multiple service providers. 2. The system must implement hardware bypass in all of its service (protection) interfaces. 3. The system must be deployable inline as a layer 2 “bump in the wire” introducing no frame encapsulation changes. 4. The system must use stateless attack detection and filtering. 5. The system must have the option of supporting an SSL security module within the system to provide visibility into SSL-secured traffic. 6. The system must be able to trigger the request for an upstream cloud mitigation either manually or automatically in case the volume of DDoS attack exceeds the ingress capacity of the ISP link/links. 7. The system must be able to block Invalid Packets (including checks for Malformed IP Header, Incomplete Fragment, Bad IP Checksum, Duplicate Fragment, Fragment Too Long, Short Packet, Short TCP Packet, Short UDP Packet, Short ICMP Packet, Bad TCP / UDP Checksum, Invalid TCP Flags, Invalid ACK Number) and provide statistics for the packets dropped. 8. The system must provide the ability to block bot-originated traffic according to system-supplied signatures. 9. The system should also support GeoIP tracking and use IP and domain reputation to block threats. 10. The system must provide DDoS protection from active DDoS campaigns based on IP reputation. <p style="text-align: right;">The</p>	No change

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29	52	Security capability	6.2.2	As per RFP, we understand that There is requirement for Identity, Authentication and Role Based Access Control.	<p>We recommend the cover the following functionality as part of Privileded Access management Solution.</p> <ol style="list-style-type: none"> 1 Single Sign-on and Authentication 2 Shared Account Password Management 3 Access Control 4 Privileged Session Management and Log Management 5 Security (Cryptography, Encryption etc.) 6 Administration (Central web Console for unified Administration) 7 Active Directory / LDAP integration 8 Tracking system Integration, Workflow Integration (Electronic Approval based Password Retrieval) 9 SIEM Integration 10 Application password management 11 Auto Discovery of privileged accounts 12 Notification - Alert over email and SMS 13 Dashboard and Reporting (real time view of activities performed by privileged users, reporting etc.) <p style="text-align: right;">As per RFP</p> <p>Requirement of Policy based Access control, Pribililege Session management, authentication and Access Control.</p>	Provide Solution as per given Scope.

30	17	III (Eligibility Criteria).	8	The Bidder must have implemented/ commissioned at least one Cloud Implementation in Data Centre in India as on 31.03.2015 (Cloud Implementation for providing Cloud based services in their own Data Centre or on to the customer Data Centre shall be considered)	Requesting to consider cloud/ Data Center implementation / maintenance in India.	No change
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31	24	4.2	Table SI No 1	EMS (Performance Monitoring) CAL licenses	If additional CAL licenses are required for the Solution, who will provide the licenses?	State will Provide the additional licenses.
32	86		a. CAPEX Payment Schedule	Delivery of all the Components (Hardware's + Software's)- 10% of CAPEX	Since major payments to OEMs is to be released as per fixed schedule, request to make approx 50% CAPEX payment upon delivery. This will help bidder not to load the bid with other interest/capex amortization charges etc and provide optimized costing in the bid. Other payment milestones may be adjusted accordingly.	No Change
33		CAPEX (A1)	CAPEX (A1)	Linux Enterprise Edition (Latest OEM Version) Operating System	Please clarify the meaning of Enterprise edition. Linux subscription is available from different OEMs in different models i.e. 2 guest, 4 guest unlimited guest, standard support, premium support. Please mention the edition and type of support to be quoted.	Enterprise Licenses for Data Center should provide standard support for unlimited number of Guests
34	129	Scalability BoM	Scalability BoM	Latest Linux Std Server Edition (with in-built hypervisor)	<p>Please clarify the meaning of standard edition. Linux subscription is available from different OEMs in different models i.e. 2 guest, 4 guest unlimited guest, standard support, premium support. Please mention the edition and type of support to be quoted.</p> <p>As the scalability BOM items would be procured as on requirement basis, please mention the number of years for which linux support/ subscription to be quoted</p>	Latest Linux Standard Server Edition should support minimum 2 guests. The support for all equipments under BOM will be for a period of 5 years as mentioned in the RFP. If the software needs to be procured separately and the same is not covered under the initial/original solution of the RFP, the cost may be included in the first year/first time purchase price. The cost of the software should not be added in subsequent purchases.

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35	129	Scalability BoM	Scalability BoM	Cost of latest Hypervisors (as per requirements in FRS)	In scalability BOM qty mentioned against each hypervisor is 4. Please clarify it is 4 licenses/subscription or it is for 4 servers (as per specification.) Different OEMs have different license policy i.e. It can be one license per proc or it can be 1 license for 2 procs/ sockets.	Bidder needs to supply license as per OEM license policy. Bidder needs to provide license for the 4 Servers as per the server specification given in the RFP.
36	129	Scalability BoM	Scalability BoM	Cost of latest Hypervisors (as per requirements in FRS)	As the scalability BOM items would be procured as on requirement basis, Please clarify on number of years of support/ subscription to be quoted for scalability BOM items.	Support for all equipments under BOM will be for a period of 5 years
37	129	Scalability BoM	Scalability BoM	Cost of latest Hypervisors (as per requirements in FRS)	Cost of hypervisor is being discovered in RFP. However hypervisor management is also required for the solution i.e. Vcenter is required to manage ESX. Hypervisor management cost is not being discovered in RFP	If the hypervisor management software needs to be procured separately and the same is not covered under the initial/original solution of the RFP, the cost may be included in the first year/first time purchase price. The cost of the hypervisor management software should not be added in subsequent purchases.
38	17	4.1	4.1	Scope of Work	Please confirm that sufficient SAN Switch ports and storage space is available in SDC to setup the cloud solution	Yes.
39	17	4.1	4.1	Scope of Work	Please confirm that Antivirus for cloud solution servers will be provided by department	Yes.

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40	22	4.2-k	4.2-k	FAT completion would only be considered after FAT of at least one application developed by NIC, identified by the State has been put on the proposed cloud environment after testing all the solution capabilities as part of the FAT parameters.	Please confirm that application to be migrated on new setup is tested for such environment. During migration we assume that application team will be there to assist for any application related issues.	Yes.
41	17	Section IV	Cloud Enablement Infrastructure	Helpdesk	We understand that existing helpdesk tool will be extended for helpdesk. Please confirm	Yes.
42	57	6.2.2	Vi	The Solution shall have the ability to not just enforce policies but also track and report non-conformance	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of non conformance	Industry Standard definition of Non-Conformance implied.
43	59	6.2.3	xiv	The Solution shall allow easy inventory tracking all the physical & virtual assets in the Private Cloud. It shall provide capabilities to track usage and non-compliance situations.	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of non compliance	Industry Standard definition of Non-Conformance implied.

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44	60	6.2.3	xvi	The Solution shall allow the ability to identify non-compliant systems (both Virtual and Physical) in terms of Desired Configuration (e.g. Lack of a Firewall or a file system policy on a VM etc.) and automatically remediate the same wherever possible	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of automatically remediation	Industry Standard definition for automatically remediation wherever possible implied.
45	57	6.2.2	vii	The Solution shall generate reports on nonconformance and escalation for privileged access by unauthorized roles/ identities	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of non conformance	Industry Standard definition of Non-Conformance implied.
46	63		ii	The Solution shall identify idle, underutilized capacity to provide inputs to the capacity management function such that informed decisions can be taken	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of underutilization	Industry Standard definition for underutilization implied.
47	63	4	iv	The Solution shall provide forecast reports demonstrating forecasted utilization	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of forecasted utilization	Industry Standard solution for forecasted utilization implied.

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48	62	2	vi	The Solution shall allow selecting various Operating System as well as option of Installing additional software's on the provisioned Virtual Machines to User Department while Requesting for provisioning of new virtual servers from Self-service GUI	Please elaborate and clarify expectation with respect to this clause of FRS.	Yes. As per standard solution features of Cloud.
49	64	2	vi	The Solution shall be able to audit and monitor execution of processes and report on violations against the same	Please elaborate and clarify expectation with respect to this clause of FRS. What is the interpretation of processes and report on violations	As per Industry standard solution of Cloud Implementation.