



एनर्जी एफिशिएंसी सर्विसेज लिमिटेड  
विद्युत मंत्रालय के सार्वजनिक क्षेत्र के उपक्रमों की संयुक्त उद्यम कंपनी  
**ENERGY EFFICIENCY SERVICES LIMITED**  
A JV of PSUs under the Ministry of Power

### Amendment No. 8

Ref: EESL/06/2022-23/OTE/Cloud Service/ 222310010/Amdt. - 8

Date: 13.02.2023

To,

M/s .....

**Sub: Amendment No. 8** in Tender/RfP No. EESL/06/2022-23/OTE/Cloud Service/222310010 Dated: 25.10.2022 for "Procurement of Cloud Service (Data Centre & Disaster Recovery Centre) for hosting SAP and Non-SAP applications for 5 years."

**Ref:**

1. NIT/Bid Document No. EESL/06/2022-23/OTE/Cloud Service/ 222310010 Dated: 25.10.2022).
2. Pre-bid meeting held on 10<sup>th</sup> November 2022.
3. Amendment No. 1 dated 23.11.2022, Amendment No. 2 dated 09.12.2022, Amendment No.3 dated 23.12.2022, Amendment No. 4 dated 03.01.2023, Amendment No. 5 dated 12.01.2023, Letter Regarding Clarity in Amendment No 5 dated 13.01.2023, Amendment No. 6 dated 19.01.2023 and Amendment No. 7 dated 31.01.2023.

Dear Sir/Madam,

The following Amendment (s) to above mentioned RfP are hereby authorized: -

1. For replies against QR related queries, please refer to attached Annexure – X.
2. For replies against other than QR related queries, please refer to attached Annexure – Y.

Rest all terms and conditions of RfP/subsequent amendments remains unchanged.

Thanking You,

for and on behalf of EESL  
  
Neeraj Pal  
DM (Contracts)

पंजीकृत कार्यालय: एन. एफ. एल. बिल्डिंग, पाँचवा और छठा तल,  
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**Annexure-X**

**NIT/Bid Document No.: EESL/06/2022-23/OTE/Cloud Service/ 222310010 dated: 25/10/2022**

**Name of the Tender/Package: Procurement of Cloud Service (Data Centre & Disaster Recovery Centre) for hosting SAP and Non-SAP applications for 5 years.**

<b>Sr. No</b>	<b>RFP Clause</b>	<b>Query</b>	<b>Remarks</b>	<b>Amended as</b>
1	CSP shall provide DC & DR through private cloud / government community cloud at MeitY Empanelled and audited data center	CSP shall provide DC & DR through private cloud / government community cloud at MeitY Empanelled and audited data center	MeITY guidelines only refers to Virtual Private cloud & GCC & no guidelines exist for Private cloud	<b>Amended as:</b> CSP shall provide DC & DR through virtual private cloud / government community cloud at MeitY Empanelled and audited data center (as per current list).
2	MSP shall provide the documentary evidence from the CSP that they shall provide DC & DR through private cloud / government community cloud at MeitY empanelled and audited data center.	_____	_____	<b>Amended as:</b> MSP shall provide the documentary evidence from the CSP that they shall provide DC & DR through virtual private cloud / government community cloud at MeitY empanelled and audited data center.

**Annexure-Y**

**NIT/Bid Document No.: EESL/06/2022-23/OTE/Cloud Service/ 222310010 dated: 25/10/2022**

**Name of the Tender/Package: Procurement of Cloud Service (Data Centre & Disaster Recovery Centre) for hosting SAP and Non-SAP applications for 5 years.**

<b>Sr. No</b>	<b>RFP Clause</b>	<b>Query</b>	<b>Remarks</b>	<b>Clarified as/Amended as</b>
1	Multiple DBs (total 45 at DC/DR) available (HANA, Sybase, MaxDB, Oracle, MS SQL, MySQL, MariaDB, etc.	Kindly Provide the following information Database VM Sizes Database Version (for eg SQL Server Standard 2016) ATS / Software Assurance available for the database Licences compatible with the Cloud (many OEM's many different lic for cloud & On prem)	This information will help in the ensuring. Support of the Infrastructure on respective database version Support of associated software like Monitoring, Back, Disaster recovery to be database version aware	<b>Clarified as:</b> Refer section 4 (Part-C) along with its amendments
2	Database		We understand that the Database licenses will be provided by the EESL, if so any breach in SLA, or Security has to be owned by EESL & Bidder/ OEM will not be responsible for the same.	<b>Clarified as:</b> All types of SLA and security are under bidder's scope (except in case where DB version is under End of Support)
3	Privacy	We request you to kindly add ISO 27701 : 2019 Certification	Privacy of the data is utmost importance to EESL so this is a must have certification to ensure the data privacy	<b>Clarified as:</b> Bidder shall ensure utmost privacy. In addition to certification mandated in the QRs of RFP, CSPs facilities/services must be certified to be compliant to the following standards:  1. ISO 27017 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology  2. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.  3. ISO 20000-1 – NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1

4	Security	request you to kindly add PCI 3DS as well	The PCI 3DS Core Security Standard provides a framework for these critical EMV 3DS functions to implement security controls that support the integrity and confidentiality of 3DS transactions. The standard applies to entities that perform or provide these functions (3DSS, DS, and ACS)	<p><b>Clarified as:</b></p> <p>Higher version of certificate can be accepted</p>
5	_____	Request you to kindly add ISO 37001	It is an international anti-bribery standard that specifies requirements and provides guidance for establishing, measuring, maintaining, reviewing, and improving an anti-bribery management system	<p><b>Clarified as:</b></p> <p>In this regard it may be mentioned that provisions of Bidding Documents already covers provision regarding "Corrupt or Fraudulent Practices". Further, Bidders are required to submit form of acceptance of EESL fraud prevention policy and declaration as per Attachment-6 of Section-6 of the RFP/Bidding Documents along with the bid.</p>