Amendment No. 1

Ref: GEM/2024/B/4433983/Amdt. – 1  
Date: 19.01.2023

To,

M/s .............  
.................

Sub: Amendment No. 1 in Tender/RfP No. GEM/2024/B/4433983 Dated:04-01-2024 for "Procurement of Private Cloud Service (Data Centre & Disaster Recovery Centre) for hosting SAP and Non-SAP applications."

Ref:

2. Pre-bid meeting held on 11th January 2024.

Dear Sir/Madam,

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

1. For replies against queries, please refer to attached Annexure – A.
2. Please refer to attached Annexure – B for RTGS Details.
3. Clarification in Price Break Up as mentioned below:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description as per RfP</th>
<th>Clarified as</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Price Break-up in excel</td>
<td>1) No change in Price Break-up excel is permitted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2) Bidders are required to quote total prices inclusive of GST on &quot;GeM portal&quot;. In addition, Bidder should note that “Financial Document indicating Price Break-up”(in pdf format) is required to be uploaded as per the details indicated in the Price Break-up excel sheet. Prices required to be quoted in Price Break-up excel are exclusive of GST.</td>
</tr>
<tr>
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<td></td>
<td>3) GST @ 18% shall be considered for calculating total award price, however, GST shall be paid at actuals in line with RfP Documents.</td>
</tr>
</tbody>
</table>

Dear Sir/Madam,

Please refer to attached Annexure – B for RTGS Details.

Best Regards,

[Signature]

[Name]

[Designation]

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

Thanking You,

for and on behalf of EESL

Neeraj Pal
DM (Contracts)
Annexure-A

Procurement of Private Cloud Service (Data Centre & Disaster Recovery Centre) for hosting SAP and Non-SAP applications

Tender No. Bid Number: GEM/2024/B/4433983 Dated: 04-01-2024

1. Section No. 3: Qualifying Requirements for MSP

Bidder should have successfully executed/completed "Similar work" in the last 3 years, as on the originally scheduled date of bid opening (i.e., date of bid opening as per NIT). The said provision of RfP/Bidding Documents shall remain unchanged. However, Bidders may note that for the purpose of Qualifying Requirement (QR), executed/completed work shall be considered in line with Certification/Verification/Confirmation issued by Client Employer who has awarded such work on the Bidder.

- Single Work Order valued not less than Rs. 7,70,40,000/-
- DR
- Two Work Orders each valued not less than Rs. 2,21,50,000/-
- DR
- Three Work Orders each valued not less than Rs. 1,65,20,000/-
- "Similar work" means experience of "cloud deployment at DC & DR and post deployment support involving any three from below:
  - Installation
  - Commissioning,
  - Configuration
  - Backup
  - Maintenance of Backup
  - Data synchronization to DR,
  - DR- DR
- The work "executed" mentioned above means the bidder should have achieved the criteria specified above even if the entire contract is not completed/closed. However, the work executed/completed must include "Similar work" as above.
- In case of orders under execution, the value of work executed till the originally scheduled date of bid opening (as per NIT), as certified by the Client shall be considered. However, the work executed/completed must include "Similar work" as above.
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2. Section No. 3: Qualifying Requirements for MSP

Bidder should have at least two current Cloud hosting customers/clients for SAP Application with minimum 250 ECC users at DC & DR infrastructure, as on originally scheduled date of bid opening.

Bidder should have at least two current Cloud hosting customers/clients for SAP Application with minimum 250 ECC users at DC & DR infrastructure, as on originally scheduled date of bid opening.

- Single Work Order valued not less than Rs. 3,70,40,000/-
- DR
- Two Work Orders each valued not less than Rs. 1,85,20,000/-
- DR
- Three Work Orders each valued not less than Rs. 2,31,50,000/-
- "Similar work" means experience of "cloud deployment at DC & DR and post deployment support involving any three from below:
  - Installation
  - Commissioning,
  - Configuration
  - Backup
  - Maintenance of Backup
  - Data synchronization to DR,
  - DR- DR
- The work "executed" mentioned above means the bidder should have achieved the criteria specified above even if the entire contract is not completed/closed. However, the work executed/completed must include "Similar work" as above.
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Can we agree on Mumbai or New Delhi courts specifically?

Clarified As:

- The said provisions of RfP/Bidding Documents shall remain unchanged.
<table>
<thead>
<tr>
<th>Section</th>
<th>Text</th>
</tr>
</thead>
</table>
| 9 GTAC/18/35 | In any event, neither party shall be liable for any special, incidental, punitive, exemplary or consequential damages arising out of or in connection with the Contract entered between the parties. The aggregate liability of either party, whether under the contract, in tort or otherwise, shall not exceed the total contract value, provided that this limitation shall not apply to:  
(i) Any obligation or claim arising out of or in connection with any third party claim of IPR infringement,  
(ii) In the event of any gross negligence or willful misconduct on part of either party, as finally judicially determined by a court of competent jurisdiction.  
Bidder suggests the aggregate liability of Bidder should be capped to an amount that shall not exceed recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO/order giving rise to the liability. |
| 3 GTAC/23.1/38 | Assignment  
We request Contractor to allow the assignment between TC Affiliates and Subsidiaries without taking written consent.  
Clarified As: The said provision of RfP/Bidding Documents shall remain unchanged. |
| 6 GTAC/23.2/38 | The Seller shall at all times indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trademark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trademark being made against the Buyer, the Buyer shall notify the Seller. Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.  
Bidder requests to add the following exceptions to the said clause:  
1. Not using the said products in combination with other products not provided by the Bidder.  
2. Equipments not being used as per the instructions provided by the Bidder. |
| 7 GTAC/23.2/38 | Buyer and Seller agree to indemnify, defend and hold harmless GeM:  
23.2.1 Breach of the contract  
23.2.2 3rd party third party claims due use of the Website  
23.2.3 claims made by 3rd party regarding content/ information or materials provided by Seller cause any damage to a third party  
23.2.4 Violation of any IP rights  
Bidder requests to restrict this section to claims arising from damage to tangible property, personal injury or death caused by either party’s negligence or wilful misconduct.  
Bidder further suggests addition of the following clause: With respect to all claims including those for intellectual property claims, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such claims, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO/order giving rise to the liability. |
| 8 ATC/Point20/Pg17/(a) TERMINATION OF CONTRACT | (a) Breach of contractual obligations Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of the Contract where that breach is not capable of remedy; or if the Service Provider breaches any provisions of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.  
Bidder suggests at least 30 days prior written notice to be given before termination, also this clause to be made mutual. |
| 9 ATC/Point20/Pg17/(b) | (b) Termination for Buyer’s Convenience  
Bidder suggests deletion of this clause  
Clarified As: The said provision of RfP/Bidding Documents shall remain unchanged. |
| 10 ATC/Point22/Pg18 | Contractual provisions under the Contract  
Bidder seeks the document on the documents. Bidder would like to understand whether ATC document prevails or terms of the Master Service Agreement. |
| 11 1.28 Master Services Agreement | Bidder seeks the document on the documents. Bidder would like to understand whether ATC document prevails or terms of the Master Service Agreement. |
| 32 1.13 Termination | Bidder suggests at least 30 days prior written notice to be given for termination with clause, also this clause to be made mutual.  
Bidder further suggests termination for convenience to be deleted in entirety.  
Effects of termination to be made mutual  
Clarified As: Provision of RfP is amply clear. The said provision of RfP/Bidding Documents shall remain unchanged. |
Bidder suggests the clause to be replaced with the below-mentioned clause:

1. Indemnification. Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party’s negligence or willful misconduct. Customer shall also indemnify, defend and hold Supplier harmless from any and all claims (including claims by any Governmental Authority seeking to impose penal or criminal sanctions) (i) relating to Customer’s or its End Users’ use of the Services, and/or (ii) claims arising from Customer’s breach of Section 3.1 or Section 3.5.

2. The indemnified Party under Section 5.1: (i) must notify the other Party in writing promptly upon learning of any claim or suit for which indemnification may be sought, provided that failure to do so shall have no effect except to the extent the other Party is prejudiced thereby; (ii) shall have the right to participate in such defense or settlement with its own counsel and at its sole expense, but the other Party shall have control of the defense and settlement; and (iii) shall reasonably cooperate with the defense.

3. Damages. NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMER’S LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES, FOR ANY LIABILITY NOT EXCLUDED BY THE FOREGOING OR SECTION 4, SUPPLIER SHALL IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY SUPPLIER PURSUANT TO THE APPLICABLE COF GIVING RISE TO THE LIABILITY.

4. Limitation For Services-Related Matters. SUPPLIER’S SOLE LIABILITY AND CUSTOMER’S SOLE REMEDY FOR DAMAGES ARISING OUT OF OR RELATING TO ANY ACT OR OMISSION RELATING TO THE FURNISHING OF OR THE FAILURE TO FURNISH SERVICES (INCLUDING BUT NOT LIMITED TO MISTAKES, OMISSIONS, INTERRUPTIONS, FAILURE TO TRANSMIT OR ESTABLISH CONNECTIONS, FAILURE TO SATISFY SERVICE LEVELS OR SPECIFICATIONS, DELAYS, ERRORS OR OTHER DEFECTS) IS LIMITED TO ANY APPLICABLE CREDIT ALLOWANCES DUE AND/OR CUSTOMER’S RIGHT TO TERMINATE A PARTICULAR SERVICE UNDER THE APPLICABLE SERVICE LEVEL GUARANTEES AS SET FORTH IN THE RELEVANT SERVICE SCHEDULE(S).

Customer acknowledges and agrees that the foregoing limitations and exclusions of liability are reasonable and are a material inducement for Supplier entering into and providing services pursuant to this Agreement. notwithstanding the above, nothing in this Agreement shall be construed as limiting the liability of either Party for: (A) personal injury or death resulting from the negligence of a Party or its employees, (B) fraud or fraudulent misrepresentation, or (C) willful misconduct.
14 1.19.  Intellectual Property Rights

Bidder suggests the following clause to be replaced

1. Intellectual Property. Customer is and shall remain exclusively entitled to all right and interest in and to all Customer Technology, and Supplier is and shall remain exclusively entitled to all right and interest in and to all Supplier Technology. Customer shall not, directly or indirectly, review, originate, decompile, disassemble or otherwise attempt to derive source code or other trade secrets from Supplier Technology.

2. Intellectual Property Infringement Claims. In the event of a third party claim of intellectual property infringement, Supplier may, at its sole option, (i) obtain for Customer the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, or (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in Sections 2(ii) - (iv) are not available, Supplier may so notify Customer and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section 4.6 is Customer's sole and exclusive remedy for any intellectual property infringement claims.

Clarified As:

The said provisions of RFP/Bidding Documents shall remain unchanged.

15 Page 72  Table I

Can we add additional line items in the BOQ to replace the services being provisioned?

Clarified As:

The said provisions of RFP/Bidding Documents shall remain unchanged.

16 Page 74  DC/DR BW

Can we provide a burstable model of BW rather than a fixed model?

A burstable model allows on-demand consumption of BW rather a constant allocation.

Clarified As:

Can be accepted, subject to a clarification on bandwidth requirements.

17 Page 97  Prevention of Cyber Breach

What is the cap on any penalties due to data breach?

Clarified As:

provision of RFP is amply clear.

18 Page No 01 Transitioning

Transitioning IN - Migration from existing cloud.

1. Required details about SAP database and applications and their versions to review & plan for migration.

2. Required details about SAP-integrated 3rd party applications.

3. Please share the current application high level architecture diagram and its dependencies clearly mentioned in logical diagram. This would help us to align the same in the target architecture by incorporating design best practices.

4. Please let us know if we have any SAP upgrades requirements along with migrations.

Clarified As:

Higher size can be accepted.

19 GTC clause 4.0, xiii(f) Point No 2

Bid Security (INR 46,30,000/-) As per GEM GT&C Bidder having turnover more than 500 Cr are exempted for submitting EMD. We request you please clarify that we can submit EMD exemption letter in hardcopy considering EMD.

We request you please clarify that we can submit EMD exemption letter in hardcopy considering EMD.

Clarified As:

Bidders are requested to not change any format (price bid of RFP Documents unless permitted to do so.

20 Page 69 / Table A & B BOQ

Generic Available T-shirt sizes doesn't have the required configuration hence we will provide 4 vCPU and 126 GB RAM instead of 16 vCPU and 64 GB RAM hence requesting you to change the same in the BOQ as it will impact on the SAP licensing cost.

Clarified As:

Higher size can be accepted.

21 Page 69 / Table A & B BOQ

Generic Available T-shirt sizes doesn't have the required configuration hence we will provide 4 vCPU and 126 GB RAM instead of 16 vCPU and 64 GB RAM hence requesting you to change the same in the BOQ as it will impact on the SAP licensing cost.

Clarified As:

Higher size can be accepted.

22 Page 69 / Table A & B BOQ

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Clarified As:

Higher size can be accepted.

23 Page 69 / Table A & B BOQ

Generic Available T-shirt sizes doesn't have the required configuration hence we will provide 8 vCPU and 32 GB RAM instead of 4 vCPU and 16 GB RAM hence requesting you to change the same in the BOQ as it will impact on the SAP licensing cost.

Clarified As:

Higher size can be accepted.

24 Page 69 / Table A & B BOQ

Generic Available T-shirt sizes doesn't have the required configuration hence we will provide 32 vCPU and 768 GB RAM instead of 32 vCPU and 756 GB RAM hence requesting you to change the same in the BOQ as it will impact on the SAP licensing cost.

Clarified As:

Higher size can be accepted.

25 Page 69 / Table A & B BOQ

Generic Available T-shirt sizes doesn't have the required configuration hence we will provide 32 vCPU and 768 GB RAM instead of 32 vCPU and 756 GB RAM hence requesting you to change the same in the BOQ as it will impact on the SAP licensing cost.

Clarified As:

Higher size can be accepted.

26 Page 72  SLA based monthly availability

99.95% has been asked. Kindly clarify if all the components should be in USA to achieve this SLA.

Clarified As:

Bidder shall meet SLA.

The said provisions of RFP/Bidding Documents shall remain unchanged.
54 Page 73

Data out Unlimited internet bandwidth utilisation by applications hosted VMs.

(Do you need the rate card for data transfer per GB model?)

Certified As:

The said provisions of RFP/Bidding Documents shall remain unchanged.

55 Page 73

Backup & Archival Services

Kindly provide the policy details

Certified As:

Backup policy will be formulated jointly, for details, refer to page no 75 of TFC

56 Page 73

SOC Services

Kindly elaborate on what type of SOC services are required and what is the total EPS count which is required

Certified As:

SIEM must be included. Bidder shall monitor, prevent, detect, investigate and respond to cyber threats around the clock.

57 Page 73

Active directory configuration, migration and management

AD Management at EESL office should be owned by EESL team

Certified As:

Users management will be done by EESL team, configuration change and management will be as to Bidder's scope.

58 Page 77

Firewall throughput is appended below:

- Firewall throughput - 3 Gbps
- Throughput With Full security implementation - 1.5 Gbps
- Throughput With Next Gen Threat Protection - 3 Gbps
- Throughput With IPS - 3 Gbps

This is high throughput requirement. It is the maximum limit which can be utilized and Bidder should have the capacity to provide this or is this required from Day 1?

Certified As:

The said provisions of RFP/Bidding Documents shall remain unchanged.

59 Page 77

Throughput of WAF should be at least 2 Gbps

This is high throughput requirement, it is the maximum limit which can be utilized and Bidder should have the capacity to provide this or is this required from Day 1?

Certified As:

The said provisions of RFP/Bidding Documents shall remain unchanged.

60 Page 81 / Transitioning

Bidder shall be responsible for the migration of all the SAP and Non-SAP applications from the existing cloud to the new cloud.

Application migration should be done by Application Vendor. Bidder should be responsible to provide the infrastructure and do the infrastructure migration and post migration, application configuration & management should be done by Application Vendor hence request you to change the clause. Also, kindly provide the source infrastructure details like Hypervisor, location, server configuration, OS etc to devise the migration plan accordingly.

Certified As:

1. No change in Scope.
2. OS details - Already shared
3. Source Hypervisor - VMWare
4. Physical TDI boxes for HANA DBs

61 Page 81 / Transitioning

Bidder shall provide the application up and running for the business operations as running on the existing cloud to declare as delivery of cloud without any disruption (including DC and DR).

Application migration should be done by Application Vendor. Bidder should be responsible to provide the infrastructure and do the infrastructure migration and post migration, application configuration & management should be done by Application Vendor hence request you to change the clause. Also, kindly provide the source infrastructure details like Hypervisor, location, server configuration, OS etc to devise the migration plan accordingly.

Certified As:

1. No change in Scope.
2. Source Hypervisor - VMWare
3. Physical TDI boxes for HANA DBs
4. Locations - ESDS (Mumbai, Bangalore)

62 Page 81 / Transitioning

Bidder shall provide the application up and running for the business operations as running on the existing cloud to declare as delivery of cloud without any disruption (including DC and DR).

Application migration should be done by Application Vendor. Bidder should be responsible to provide the infrastructure and do the infrastructure migration and post migration, application configuration & management should be done by Application Vendor hence request you to change the clause. Also, kindly provide the source infrastructure details like Hypervisor, location, server configuration, OS etc to devise the migration plan accordingly.

Certified As:

1. No change in Scope.

63 Page 78

The bidder shall implement necessary DDoS and ransomware protection for entire landscape at DC and DR.

Please confirm the scope of DDoS as it is not a part of BOQ

Certified As:

Bidder shall protect complete environment from DDoS attacks

64 Page 78

General Query

EPO/ETO

What is the current EPO and ETO and what tools are used for DR replication?

Certified As:

Bidder shall provide best tool to achieve the ETO & EPO as per tender requirement

65 Page 78

General Query

DC-DR

Where is the DC and DR setup running currently? Who is currently managing the DC and DR?

Certified As:

ESDS (Mumbai, Bangalore)

66 Page 78

General Query

Locations and Inventory

Please share the Hypervisor details.

What device monitoring is expected in HO and branch locations?

Which tool or software is used for monitoring DC and DR?

Certified As:

VAIO for monitoring DC and DR locations

67 Page 78

General Query

Backup

What is the backup tool used? What is the backup frequency?

Certified As:

1. Bidder shall provide best tool to achieve the tender requirement
2. Backup policy will be formulated jointly, for details, refer to page no 75 of TFC

68 Page 78

General Query

Resources

Which are the locations where Bidder is expected to have resources?

Certified As:

NCR

69 Page 78

General Query

Antivirus

Is there a solution already in place for virus detection?

Certified As:

Symantec

70 Page 78

General Query

Monitoring

Can we bring our monitoring tool?

Certified As:

Yes

71 Page 78

General Query

Access Management

Is there a PAM solution currently deployed?

Certified As:

Yes
46. General Query
Version
Please share the version of all the databases and OS flavors

[(1) SAP DBs — HANA DB 2.0 SP05 - 2 Systems (ECC 6.0 EHP 8 & BW 7.5) consisting (Dev, Qua, Prd & DR).
Sybase DB - ASE-16.0.04.02 - 5 Systems (PI Rel-7.5 , EP Rel-7.5 , BO 4.3 SP03, Solman 7.2 & Fiori Rel 1.0) consisting (Dev, Qua, Prd & DR)
(b) Non-SAP - MS SQL, mySQL, Oracle, MariaDB, DB2, postgresql, etc.
(2) OS - already shared in ATC]

47. General Query
SLA
What is the expected SLA?

48. General Query
Ticketing
Can we bring our Ticketing tool?

49. General Query
DR Drill
Could you please explain the expectation?

50. General Query
Penalty
Could you please explain more on penalty?

51. General Query
Reports
What are the Reports to be shared?

52. 2. Delivery Period
Migrate and provide all applications up and running for the business operation as running on the existing cloud to declare as delivery of cloud without any disruptions (including DC and DR). Bidder also has to provide activities wise detailed migration plan.

1. Kindly confirm total data size for the migration including Database Log/Flat files to (GB/TB) (Ex: 500GB/DR/1TB)
2. Existing server active name and version if any?
3. Please confirm the existing SAP Implementation partner and also confirm the scope of partner. Existing servers model and model?
4. Please share the SAP Landscape details.
5. Which SAP Module are implemented kindly confirm.
6. Also share the SAP cost of instance according to the SAP landscape.

53. Table E: Associated Services
1. Kindly confirm the required Rackspace and power at DC and DR site
4-6 U for MUX, router, switches, etc.

54. Table E: Associated Services
1) Kindly confirm total data size for migration including Database Log/Flat files in (GB/TB) (Ex: 600GB OR 1TB)
2) Existing hypervisor name and version if any?
3) Please confirm the existing SAP Implementation partner and also confirm the scope of partner. Existing servers model and model?
4) Please share the SAP Landscape details.
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6) Also share the SAP cost of instance according to the SAP landscape.

55. Table E: Associated Services
1. approx. 70-80% of BOQ sizing
2. VMWare
3. Amity software syst., ABC and change management of SAP applications after migration and acceptance.
4. MM, SD, PS, FI/ CO, HCM, Fieri, FIISL, BW & supporting system like solman, web dispatcher, PO, SAP routine, etc. at DC & Dev, Prd, Qua & DR
5. 3 VM sizing are according to the requirement

56. Table E: Associated Services
1. Kindly confirm is there any MPLS link will be terminated at DC and DR.
2. If yes, Kindly confirm the total number of links will be terminated at DC and DR site. (please confirm the required Cross connect at DC and DR site)
2 at DC and 1 at DR

57. Table E: Associated Services
1. Request you to confirm the Approx internet data consumption monthly so it will help us to size the internet bandwidth for the Environment.

58. Table E: Associated Services
1) Existing DC & DR to bidder’s DC & DR (ex. Migration (OS/Outsourcing, etc.)
2) Kindly confirm the existing DC and DR location

59. Table E: Associated Services
1. Kindly confirm the required Rackspace and power at DC and DR site
4-6 U for MUX, router, switches, etc.

60. Table E: Associated Services
1. Data in Unlimited internet bandwidth utilization by applications hosted VMs
2. Kindly confirm the approach internet data consumption monthly so it will help us to size the internet bandwidth for the Environment.

61. Table E: Associated Services
1. Active directory configuration, migration and management
2. Users management will be done by EESL team. However, migration, configuration changes and management will be in bidder scope
3. Users management will be done by EESL team. However, migration, configuration changes and management will be in bidder scope
4. Using VCM & single domain

62. Table E: Associated Services
1. Kindly confirm the total number of Domains and Subdomains
2. Single domain

63. Table E: Associated Services
1. Kindly confirm the existing DRM tool/Name version and edition
2. Bidder can provide any DRM tool

64. Table E: Associated Services
1. Kindly confirm the total number of users count for to bidder has to manage the active directory configuration, migration and management
2. Please confirm the total number of Domains and Subdomains

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5. 3 VM sizing are according to the requirement

69. Table E: Associated Services
1. Kindly confirm is there any MPLS link will be terminated at DC and DR.
2. If yes, Kindly confirm the total number of links will be terminated at DC and DR site. (please confirm the required Cross connect at DC and DR site)
2 at DC and 1 at DR

70. Table E: Associated Services
1. Request you to amend the clause as “Within 18 (Eighteen) Weeks from the date of Notification of Award.” Currently there is a delay of hardware delivery across all OEM and it’s a private Cloud requirement. So request you to extend the project deployment & Migration time line.

71. Table E: Associated Services
1. Request you to confirm the Approx internet data consumption monthly so it will help us to size the internet bandwidth for the Environment.

72. Table E: Associated Services
1. Data in Unlimited internet bandwidth utilization by applications hosted VMs
2. Kindly confirm the approach internet data consumption monthly so it will help us to size the internet bandwidth for the Environment.

73. Table E: Associated Services
1. Active directory configuration, migration and management
2. Users management will be done by EESL team. However, migration, configuration changes and management will be in bidder scope
3. Using VCM & single domain

74. Table E: Associated Services
1. Kindly confirm is their any MPLS link will be terminated at DC and DR.
2. If yes, Kindly confirm the total number of links will be terminated at DC and DR site. (please confirm the required Cross connect at DC and DR site)
2 at DC and 1 at DR

75. Table E: Associated Services
1. Request you to confirm the Approx internet data consumption monthly so it will help us to size the internet bandwidth for the Environment.

76. Table E: Associated Services
1. Kindly confirm total data size for migration including Database Log/Flat files in (GB/TB) (Ex: 600GB OR 1TB)
2. Existing server active name and version if any?
3. Please confirm the existing SAP Implementation partner and also confirm the scope of partner. Existing servers model and model?
4. Please share the SAP Landscape details.
5. Which SAP Module are implemented kindly confirm.
6. Also share the SAP cost of instance according to the SAP landscape.

77. Table E: Associated Services
1. approx. 70-80% of BOQ sizing
2. VMWare
3. Amity software syst., ABC and change management of SAP applications after migration and acceptance.
4. MM, SD, PS, FI/ CO, HCM, Fieri, FIISL, BW & supporting system like solman, web dispatcher, PO, SAP routine, etc. at DC & Dev, Prd, Qua & DR
5. 3 VM sizing are according to the requirement
1.13.2 Termination for Convenience

Closure of Transaction:

Terminate for Default:

LIST OF PROHIBITIVE ACTIVITIES:

70. In the event, the Purchaser terminates the Agreement in whole or in part, the Purchaser may

69. Notwithstanding above, GeM SPV / GeM Admin also reserve the right to

68. 3-months initially on first such offence and on repeat offence, the

67. 

66. I. Privacy and Security Safeguards

65. Section No. 19 Termination for Default:

64. Section No. 4 Noticewithstanding above, GeM SPV / GeM Admin also reserve the right to

63. (i) deliver to the Purchaser the parts of the system/application/solution executed by the

62. 

61. b) Termination for Buyer's Convenience:

60. a) Termination for Buyer's Convenience:

59. Further, in case of such termination for convenience, how Buyer will pay the dedicated costs, if any,

58. For your reference, please consider that the Project Market is at the stake of losing the contract

57. Please request for removal of the clasue since the clause gives the right of

56. The said provision of RfP/Bidding Documents shall remain unchanged.

55. The said provision of RfP/Bidding Documents shall remain unchanged.

54. The said provision of RfP/Bidding Documents shall remain unchanged.

53. Request to remove this as this is imposing additional liability. Clarified As:

52. Please confirm the DDOS mitigation throughput Performance should not be degraded

51. Termination for Convenience to

50. 3 months initially on first such offence and on repeat offence, the

49. If the seller does not perform its obligations within the Delivery Period / Date mentioned in the

48. The bidder shall implement necessary DDOS and ransomware protection for entire

47. The said provision of RfP/Bidding Documents shall remain unchanged.

46. Clarified As:

45. The said provision of RfP/Bidding Documents shall remain unchanged.

44. The said provision of RfP/Bidding Documents shall remain unchanged.

43. If the seller does not perform its obligations within the Delivery Period / Date mentioned in the

42. The said provision of RfP/Bidding Documents shall remain unchanged.

41. The said provision of RfP/Bidding Documents shall remain unchanged.

40. Request to remove this clause since the clause gives the right of the

39. The said provision of RfP/Bidding Documents shall remain unchanged.

38. The said provision of RfP/Bidding Documents shall remain unchanged.

37. Since this is a vague and open-ended ground, request to either remove the word 'satisfactory' or align it well the agreed Scope of Work.

36. The said provision of RfP/Bidding Documents shall remain unchanged.

35. Request to remove this clause since the clause gives the right of the

34. Request to remove this as the clause gives the right of the

33. The said provision of RfP/Bidding Documents shall remain unchanged.

32. The said provision of RfP/Bidding Documents shall remain unchanged.

31. Request for removal of the clasue since the clause gives the right of the termination for convenience is reasonable.

30. The said provision of RfP/Bidding Documents shall remain unchanged.

29. The said provision of RfP/Bidding Documents shall remain unchanged.

28. The said provision of RfP/Bidding Documents shall remain unchanged.

27. The said provision of RfP/Bidding Documents shall remain unchanged.

26. The said provision of RfP/Bidding Documents shall remain unchanged.

25. The said provision of RfP/Bidding Documents shall remain unchanged.

24. The said provision of RfP/Bidding Documents shall remain unchanged.

23. The said provision of RfP/Bidding Documents shall remain unchanged.

22. The said provision of RfP/Bidding Documents shall remain unchanged.

21. Request for removal of the clasue since the clause gives the right of the

20. (a) Termination for Buyer's Convenience: If at any time after acceptance of the tender, the

19. The said provision of RfP/Bidding Documents shall remain unchanged.

18. The bidder shall implement necessary DDOS and ransomware protection for entire

17. Request for removal of the clasue since the clause gives the right of the

16. The said provision of RfP/Bidding Documents shall remain unchanged.

15. The said provision of RfP/Bidding Documents shall remain unchanged.

14. The said provision of RfP/Bidding Documents shall remain unchanged.

13. The said provision of RfP/Bidding Documents shall remain unchanged.

12. The said provision of RfP/Bidding Documents shall remain unchanged.

11. Request for removal of the clasue since the clause gives the right of the

10. The said provision of RfP/Bidding Documents shall remain unchanged.

9. The said provision of RfP/Bidding Documents shall remain unchanged.

8. The said provision of RfP/Bidding Documents shall remain unchanged.

7. The said provision of RfP/Bidding Documents shall remain unchanged.

6. The said provision of RfP/Bidding Documents shall remain unchanged.

5. The said provision of RfP/Bidding Documents shall remain unchanged.

4. The said provision of RfP/Bidding Documents shall remain unchanged.
Outsourcing of support services shall not be allowed. Please delete this clause.

82 Firewalls throughput is appended below.

- Throughput with IPS - 3 Gbps
- Throughput with Next Gen Threat Protection - 3 Gbps
- Throughput with Full security implementation - 1.3 Gbps

Table A: (SAP-DC) - Storage 1 - Additional Storage for Servers
1. Please suggest if there is any specific storage performance requirement in terms of IOPS/TB or overall total IOPS.
2. Does the storage needs to be dedicated physical appliance or it can be dedicated LUN/volume from a multi-tenant storage appliance?
3. SSD based storage should be provisioned for servers

Table A: (SAP-DC) - Storage 1 - Additional Storage for Servers
1. Please suggest if the cores mentioned in server sizing are physical cores or virtual cores.
2. Are the server instances mentioned in the inventory physical instances or virtual instances?

Table E (Associated Services)

- P2P link for DC/DR Replication - 80 mbps
- Please suggest if a single link is required for replication or redundancy of the link is to be factored.

Para No/Clause No 1.1.5

- SLC, RPO & ROI should be maintained

Section No. A(Qualifying Requirements for CSP)

- Outsource support services shall not be allowed.
- Please delete this clause.

Section No. A(Qualifying Requirements for CSP)

- Outsource support services shall not be allowed.
- Please delete this clause.

Section No. A(Qualifying Requirements for CSP)

- Outsource support services shall not be allowed.
- Please delete this clause.

Section No. A(Qualifying Requirements for CSP)

- The said provisions of RfP/Bidding Documents shall remain unchanged.

Section No. A(Qualifying Requirements for CSP)

- The said provisions of RfP/Bidding Documents shall remain unchanged.

Section No. A(Qualifying Requirements for CSP)

- The said provisions of RfP/Bidding Documents shall remain unchanged.

Section No. A(Qualifying Requirements for CSP)

- The said provisions of RfP/Bidding Documents shall remain unchanged.
Section No. E: Security Infrastructure & Security Administration Services

Page No. 77

83

<table>
<thead>
<tr>
<th>Paragraph</th>
</tr>
</thead>
<tbody>
<tr>
<td>Throughput of WAF should be at least 2 Gbps.</td>
</tr>
</tbody>
</table>

1. Since Table E on Page 72 (Point 7) does not specify that it has to be a dedicated WAF, our understanding is that the WAF service should support throughput up to 2Gbps. Please confirm.

2. Also, please confirm the minimum throughput required.

minimum 2 Gbps.

Section No. 5: Transitioning

Page No. 81

84

<table>
<thead>
<tr>
<th>Column</th>
</tr>
</thead>
<tbody>
<tr>
<td>Migration may be done by using lift and shift methodology or by means of both installations of operating systems, applications, DBs, relevant add-on, server backing up, SSL configuration and various other relevant configurations.</td>
</tr>
</tbody>
</table>

For lift and shift methodologies, please help with the existing cloud provider details.

2. Please help with the existing SAP landscape details in terms of application and SAP modules that are implemented.

1. ESDS (Mumbai, Bangalore)

2. MDM, SD, PI, FICO, HCM, PM, OSS, BL, BW & supporting systems like software, with add-on, PO, SAP notes, etc. at DC-(Dev, QA, Test, DR) & DR

Section No. 5: Additional Terms and Conditions (ATC)

Page No. 103

85

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
</table>
| Within twenty one (21) days of the receipt of the Notification of Award (NOA/LOA) of the Contract from EESL, the Contractor shall furnish Security Deposit (SD) or Performance Security (PS) in the form of a Bank Guarantee (BG) of value equaling 10% of the total Contract value. The said provision of RfP/Bidding Documents shall remain unchanged.

As per the Office Memorandum issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division vide OM No. F.11/2012-PDD dated 01 Jan 2012 regarding Amendment in General Financial Rules, 2017 - Rule 171 (3) Performance Security: The Performance Security should be for an amount of 5-7%. Hence, we request that the Performance Security may kindly be reduced to 5-3% instead of 14%. Copy of OM is attached for reference.

Amended as:

In line with OM No. F.11/2012-PDD dated 01 Jan 2024, performance security, wherever mentioned under subject tender, shall be contained at 5% instead of 10% of total award price. Rest all terms and conditions shall remain unchanged. |

Section No. 6: Eligibility Criteria for CSP

Page No. 154

86

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
</table>
| The CSP should have managed or managing the IT infrastructure for Data Centre/Cloud services (which involves SAP in HANA DB) to at least 1 client in India during last 3 years from the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

The CSP should have managed or managing the IT infrastructure for Data Centre: A cloud service (which involves SAP in HANA DB/EC) to at least 1 client in India during last 3 years from the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

The said provision of RfP/Bidding Documents shall remain unchanged. |

Page No. 72

87

<table>
<thead>
<tr>
<th>Table E: (Associated Services):</th>
</tr>
</thead>
</table>
| Bill of Quantity: CPU (Core) Are you referring to vCPU or Physical core?

Are you referring to Point to Site VPN?

92

<table>
<thead>
<tr>
<th>Section No.:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section No.: 1.2</td>
</tr>
</tbody>
</table>

What is Current bandwidth utilization (or Monthly Internet Data transfer) for existing set-up at DC site for respective applications?

95

<table>
<thead>
<tr>
<th>Section No.:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section No.: 1.3.3</td>
</tr>
</tbody>
</table>

The CSP should have at least two current Cloud hosting customers/clients for SAP application with minimum 250 ECC/HANA users at DC & DR (rack) infrastructure as on originally scheduled date of bid opening.

Bidder should have at least one current Cloud hosting customer/client for SAP application with minimum 250 ECC/HANA users at DC & DR (rack) infrastructure as on originally scheduled date of bid opening.

Certified As:

The said provision of RfP/Bidding Documents shall remain unchanged.

Page No. 15

88

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
</table>
| ESDS (Mumbai, Bangalore) to at least 1 client in India during last 3 years from the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

The said provision of RfP/Bidding Documents shall remain unchanged. |

The CSP should have managed or managing the IT infrastructure for Data Centre/Cloud services (which involves SAP in HANA DB) to at least 1 client in India during last 3 years from the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

The said provision of RfP/Bidding Documents shall remain unchanged. |

Page No. 15

89

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
</table>
| Migration of complete landscape (OS and network level) and acceptance from buyer to assess migration effort, could you please specify below:

1. Scope migration - apply clear in RFP
2. (a) SAP DBs -- HANA DB 2.0 SP05 - 2 Systems (EC 6.0 HEP & BW 7.5) consisting (EC, QP, P&DR & DR)
   (b) Non-SAP- MS SQL, mySQL, Oracle, MariaDB, DB2, postgresql, etc
3. OS details - already shared in ATC
4. Standard architecture with HANA DB and Sybase DB (1) EDS (Mumbai, Bangalore)
5. approx. 70-80% of BOQ sizing (5) (a) Physical TDI house - for HANA DBs
   (b) Vmware for non-SAP & SAP applications (HSM, SD, PI, FICO, HCM, PM, EDS, DR, BW & supporting systems like software, with add-on, PO, SAP notes, etc. at DC-(Dev, QA, Test, DR) & DR |

Certified As:

The said provision of RfP/Bidding Documents shall remain unchanged. |

Page No. 75

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<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annexure-I: Scope of Services</td>
</tr>
</tbody>
</table>

Provision of Private Cloud Service (Data Centre & Disaster Recovery Centre) for hosting SAP and Non-SAP applications for 5 years. Detailed refer to one of deployment models in Virtual Private cloud (VPc). Please refer to the following RFP/Bidding Documents shall remain unchanged. |

Page No. 75

91

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annexure-I: Scope of Services</td>
</tr>
</tbody>
</table>

Bill of Quantity: CPU (Core) Are you referring to vCPU or Physical core?

Yes |

Page No. 75

92

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table E: (Associated Services):</td>
</tr>
<tr>
<td><strong>Data in Unlimited internet bandwidth utilisation by applications hosted VMs:</strong></td>
</tr>
</tbody>
</table>

What is Current bandwidth utilization (or Monthly Internet Data transfer) for existing set-up at DC site for respective applications?

provision of RFP is ample clear

Page No. 75

93

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table E: (Associated Services):</td>
</tr>
<tr>
<td><strong>Bandwidth Application: Firewall (WAF) at DC/DR:</strong></td>
</tr>
</tbody>
</table>

How many Total bandwidth and WAF is required at DC? |

Blacklisted at DC & Single in DR. Proposal WAF should host multiple applications |

Yes |

Page No. 75

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<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table E: (Associated Services):</td>
</tr>
<tr>
<td><strong>Network ID for secure connections:</strong></td>
</tr>
</tbody>
</table>

Are you referring to Point to Site VPN?

Yes |

Page No. 75

95

<table>
<thead>
<tr>
<th>Para No/ Clause No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table E: (Associated Services):</td>
</tr>
<tr>
<td><strong>Back space and power supply at DC and DR:</strong></td>
</tr>
</tbody>
</table>

How much rack space is required at DC? How many equipment will be hosted at DR? |

Specify total Rack power of equipments at DR |

44.4 U for MEA, room, switch, etc. |
event logging & correlation and vulnerability protection

- Changes in Cloud Service
  - Backup policy will be formulated jointly
    - Refer SLA section of RFP
    - Refer line no. 15 of Table-E of BOQ

4. Scope of work/C. Server & Application vendors/EESL.

5. Transitioning.
   - BSD synchronization shall be facilitated and DRM tool shall be provided by bidder for all environments (Development / Test, Quality / Staging, and Training) should be logically isolated.
   - Each environment should have at least one current Cloud hosting customers/clients for SAP application with minimum 250 ECC/S4 HANA users at DC & DR & (each) infrastructure on or as originally scheduled date of bid opening.

6. Additional Requirement
   - A3. MS Windows 2022
   - A5. Translating (A)/
     - A5.1. All required hardware, software, link, licenses etc. for migration shall be provided by the bidder without any additional cost.

7. Table E: (Assured Services)
   - Active directory configuration, migration and management - DC, DR, EESL office
   - Please specify the existing infra detail with OEM and Make&Model.
   - Please provide the details of existing licences
   - Please provide the concurrency of TPS

8. Payment Terms
   - 25% of Migration cost (sl. no. A) Since SAP environment is critical environment we request department to consider any level of partnership with the proposed CSP.
   - 1) Users management will be done by EESL team. However, migration, configuration changes and management will be in bidder scope.
   - 2) MS Windows 2022
   - 3) AD (1) & ADC (3) at DC, DR & EESL Office

9. Security Safeguards
   - The CSP should have managed or managing the IT infrastructure for Data Centre / Cloud services (which involves SAP in HANA DB) to at least one client in India during last 3 years
   - The said provision of RfP/Bidding Documents shall remain unchanged.

10. Security Criteria for MS Windows 2022
    - A2. MS Windows 2022
      - A2.1. AD Users management will be done by EESL team. However, migration, configuration changes and management will be in bidder scope.
      - A2.2. Premium partnership will limit the participation. We request department to kindly consider any level of partnership with the proposed CSP.
      - A2.3. We request department to kindly consider any level of partnership with the proposed CSP.

11. Table E: (Assured Services)
    - Active directory configuration, migration and management - DC, DR, EESL office
    - Please specify the concurrency of TPS
    - Please add line item for these services as part of the commercial BOQ

12. Table E: (Assured Services)
    - Please specify the environment and sizing needed. As per BOM only Production and DR costing is bid.

13. Table E: (Assured Services)
    - Please specify the existing infra detail with OEM and Make&Model.
    - Please add line item for these services as part of the commercial BOQ

14. Table E: (Assured Services)
    - Please specify SD version and no. of users and integration scope of applications - very critical to RFP Application partners (SAP & Non-SAP) will not have any role in migration except during relevant information required for migration
Minimum qualification criteria of the resource should be:

- Price Bid Format (Table A and Table B)
- Resolution time is quite aggressive: Requesting department to increase it to 2 hrs. and make subsequent changes in other SLA parameter table.
- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

Help Desk Services Level:

- Table: Help Desk Services level SLA
- Resolution time: T=1 hr.
- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

Help Desk Services Level:

- Help Desk Services include, but not limited to, the following:
- Reports from the monitoring tools need to be submitted to this weekly.
- We understand cloud native tools will work here. Department is not testing for any dedicated specific monitoring tool.
- Yes

Technical Experience:

1.1.1 Bidder should have successfully executed/completed “similar work” in the last 3 years, as on the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

- Single Work Order valued not less than Rs. 5,70,40,000/- OR
- Two Work Orders each valued not less than Rs. 2,00,00,000/- OR
- Three Work Orders each valued not less than Rs. 1,85,20,000/-

- Cloud requirements vary by projects. cloud deployment is not standardized. Therefore it is requested that EESL consider removing the value for cloud component from this condition and only consider the projects showcased have a cloud deployment performed by bidder.

- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

Documents to be Submitted for Compliance By the Bidders:

1.1.2 Documentary evidence shall be furnished along with the bid.

- Documentary evidence shall be submitted in the form of copies of relevant work orders/contract agreements/purchase orders/L.O.A./L.O.I.s along with copies of any document in respect of satisfactory execution/completion of each of such purchase orders/contract agreements/purchase orders/L.O.A./L.O.I.s such as:

(a) Successful completion* certificate

(b) Any other documentary evidence that can substantiate the successful execution of each of such purchase orders/contract agreements/purchase orders/L.O.A./L.O.I.s submitted.

- Work orders along with the evidence for successful completion/execution shall only be considered for evaluation.

- “Successful means certificate issued by the client without any adverse remarks”.

1.1.3 As few projects are under NDA and their work orders, client artifacts cannot be shared, the bidder is requested to accept the self certificate from the company for the stated criteria and implementation status. Hence, kindly amend the provision accordingly.

- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

Financial Experience:

- Minimum 5 years of experience in similar IT services

- Minimum SAP DC & DR with details like:
  - Which all of these are running in HA clusters?
  - Which all servers have App Servers, HANA DB servers, PO, Solman, SAP router, etc.?
  - Which all servers are part of Prod, QA, Dev, Sandbox?

- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

Documents to be Submitted for Compliance By the Bidders:

1.1.4 Documentory evidence shall be furnished along with the bid.

- Documentary evidence shall be submitted in the form of copies of relevant work orders/contract agreements/purchase orders/L.O.A./L.O.I.s along with copies of any document in respect of satisfactory execution/completion of each of such purchase orders/contract agreements/purchase orders/L.O.A./L.O.I.s such as:

(a) Successful completion* certificate

(b) Any other documentary evidence that can substantiate the successful execution of each of such purchase orders/contract agreements/purchase orders/L.O.A./L.O.I.s submitted.

- Work orders along with the evidence for successful completion/execution shall only be considered for evaluation.

- “Successful means certificate issued by the client without any adverse remarks”.

1.1.5 As few projects are under NDA and their work orders, client artifacts cannot be shared, the bidder is requested to accept the self certificate from the company for the stated criteria and implementation status. Hence, kindly amend the provision accordingly.

- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

General Evaluation criteria:

- For selecting a competent vendor to perform such critical project, we request department to consider Quality Cost Based Selection (QCBS) evaluation method.

- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

General Bid submission extension:

- To prepare and get internal approvals. We request department to kindly extend the bid for another 2 weeks from date on query response.

- Certified As: The said provisions of RFP/Bidding Documents shall remain unchanged.

Page 98, 11:

Professional Antivirus:

To take care of advance persistent threats like ransomware which are very common nowadays and also to adhere with the compliance requirements in the RFP, just antivirus technology will not be sufficient – Security Solution should be for all cloud sources should include:

- Threat Mitigation
- Security Scorecards (SOC, CIS), Security Recommendations, Automated Vulnerability Assessment, post breach analysis of incident with automatic remediation, File Integrity Monitoring, Just in Time Access, and prevention from Elevation Attempts from Virtual Machines, probing, lateral movements for VMs, Databases, storage accounts, containers, and app services.

- Yes

Page 98, 15 and SOC services whenever mentioned in the RFP:

SOC services should include a SAP certified cloud native tool for Security Incident and Monitoring service should include Pay as you go model for data ingestion in GB per day and should provide cloud native integrated SIEM, SOAR, UEBA, Threat hunting from Elevation Attempts from Virtual Machines, probing, lateral movements for VMs, Databases, storage accounts, containers, and app services.

- Provision of RFP is simply clear

Page 98, 9:

Please confirm more detailed inventory around respective servers for SAP DC & DR, with details like:

- Which all servers are part of Prod, QA, Dev, Sandbox?
- Which all servers have App Servers, HANA DB servers, PO, Solman, SAP router, etc.?
- Which all of these are running in HA clusters?
- This will help define the VM, Storage and OS License types for respective Servers.

- detais will be shared with L1

Page 98:

The SLA based monthly availability is mentioned as 99.95%. Please define how this availability is measured?

- From SAP perspective, is it a system level availability or an infra level availability requirement?
- Is it only for SAP Production systems?
Please clarify SLA requirements in detail for SLA required from single instance of Virtual machine Storage - Managed database, managed Dimensional etc.

Minimum SLA should be 99.5% (online with the SLA offered by SAP directly) for each VMI cluster.

Minimum SLA for all storage should be 99.99% for availability with minimum 6 IOPS/Gb for all SAP data disks.

Certified As:
The said provisions of RFP/Bidding Documents shall remain unchanged.

Please clarify security requirements for the environment

The solutions must provide cloud security with native offerings for Firewall, Layer 7 WAF, DNS DDoS protection, encryption at rest and in transit as well as HSM supported TKCS, database activity monitoring and native MDM/MOSM services.

Certified As:
The said provisions of RFP/Bidding Documents shall remain unchanged.

Environment protection as per guidelines from NCPIC guidelines for security.

- The Web Application Firewall and DDoS service should have a scrubbing centre locally in India and not transfer traffic outside of India.
- The solution should support Positive security model and manual configuration to eliminate anomaly/attacks.
- The solution should have capability to protect multiple websites, Protect Applications with Custom Ports.
- Solutions should support out-of-path deployment without need to obtain SSL certificates.
- Solutions should support API-based integrations for out-of-path deployment to reduce latency.

Certified As:
The said provisions of RFP/Bidding Documents shall remain unchanged.

Management and monitoring of DC-DR. The management and monitoring of the entire DC-DR infrastructure should be on a single dashboard with real-time status of replication status using cloud native tools and not third-party tools.

Certified As:
The said provisions of RFP/Bidding Documents shall remain unchanged.

SAP certified backup agents All backup solutions should be BACKINT certified.

Certified As:
The said provisions of RFP/Bidding Documents shall remain unchanged.

1.1.1 - Bidder shall have successfully executed/ completed ‘similar work’ in the last 3 years, on or on the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

Requesting you to kindly remove this clause, as MSP we don’t receive direct order. The same can be validated through MSP.

Bidder shall meet these QRs

1.1.2 - The CSP should have managed or managing the IT infrastructure for Data Centre Cloud services (which involves SAP in HANA DB) at least 1 client in India during last 3 years from the originally scheduled date of bid opening (i.e., date of bid opening as per NIT).

Requesting you to kindly remove this clause, as MSP is involved delivering managed SAP services to client. Our cloud service operations are already audited by STQC, additionally we have ISO 9000 certified for managed services.

1.1.3 - Bidder shall have at least 50 IT Professionals (data center / networking / system administration / cloud services professionals / cloud security experts) on their payroll as on original date of bid submission. At least 10 of these professionals must have been certified in either one of the above said domain and experience (of minimum 3 years) in maintenance of cloud solutions, DR Management / virtual server administration / system administration, Virtualization, Networking etc.)

Requesting you to kindly remove this clause, as MSP we don’t receive direct order. The same can be validated through MSP.

1.1.4 - Managed Services

Technical support office should be within India and services shall be provided by bidder only.

Not outsourcing of support services shall not be allowed.

Requesting you to kindly remove this clause, as bidder is bound to provide more than 99.5% uptime SLA for availability of infra on monthly basis. Additionally bidder with SCMS responsible to provide business continuity along with CSP to meet the bid SLA.

Certified as:
1) No change in Price Break-up excel is permitted.
2) Bidders are required to quote total prices inclusive of GST on “GM portal”.
3) Bidders are required to note that “Financial Document indicating Price Break-up” (in pdf format) is required to be uploaded as per the details indicated in the Price Break-up excel sheet. Prices required to be quoted in Price Break-up excel are exclusive of GST.

4) GST @ 18% shall be considered for calculating total award price, however, GST shall be paid at actuals in line with RFP Documents.
Annexure-B

In reference to the ATC Document the detail of RTGS is as mentioned below:

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Account No.</th>
<th>Bank Name</th>
<th>Branch Name</th>
<th>RTGS DETAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENERGY EFFICIENCY SERVICES LIMITED</td>
<td>216400210001 2319</td>
<td>Punjab National Bank</td>
<td>LARGE CORPORATE BRANCH DELHI</td>
<td>IFSC CODE: PUNB0216400 00</td>
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<td></td>
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<td></td>
<td>MICR Code: 110751001 00</td>
<td>Branch: DELHI NEW, L.C.B.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ADDRESS: TOLSTOY HOUSE, TOLSTOY MARG, NEW DELHI, DELHI-110001</td>
<td></td>
</tr>
</tbody>
</table>

Note: Bidders submitting Bid Fee through RTGS shall upload the scan copy of receipt of transfer of amount in Envelope-I. Participation of bidder shall be subject to confirmation of amount transferred through RTGS. The details mentioned in document uploaded as proof of transfer of amount shall only be considered for verification purpose.

Bidder’s failure to submit nonrefundable fee towards the cost of Bidding Documents in the form of an acceptable Demand Draft along with the bid or an online payment through EESL ONLINE PAYMENT UTILITY or subsequently pursuant to Clarification as per ATC, except as exempted, shall lead to outright rejection of the Bid.