

### **FINAL QUERY RESPONSE SHEET**

|                     |   |
|---------------------|---|
| Name of the Project | Assam Intra-State Transmission System Enhancement Projects                                  |
| Funding Agency      | Asian Infrastructure Investment Bank (AIIB)   |
| Name of the Work    | Procurement of Managed Cloud based DC DR service for hosting of AEGCL SAP ERP. (Package-N2) |
| Bid Reference No.   | AEGCL/MD/AIIB/ERP-PKG-N2/2023/07  |

#### **REMARKS:**

The internal meeting with the ERP Consultant was held on 02/12/2023 to discuss the queries submitted by the prospective bidders via email to [erpsupport@aegcl.co.in](mailto:erpsupport@aegcl.co.in). During discussion, it has been observed that most of the queries/clause change request may not be feasible for AEGCL and it was decided that the ERP Consultant will recheck/analyze the requested queries and will prepare the final response to the queries. Thereafter, comprehensive reply/clarifications shall be uploaded in the AEGCL site as well as e-tender portal in response to their raised queries on the bid document.

#### **NAME OF THE PROSPECTIVE BIDDERS THAT SUBMITTED QUERIES:**

- M/s Yotta Data Services Private Limited,
- M/s CtrlS Datacenters Ltd,
- M/s AeonX Digital Solutions Pvt. Limited,
- M/s Cyfuture India Pvt Ltd and
- M/s Tata Communications Limited
- M/s VSN International Pvt Ltd
- M/s Airtel
- M/s Convergent Communications

#### **MEMBERS PRESENT IN THE INTERNAL MEETING:**

1. Sri Mithun Aich, AGM (IT) cum Project Manager (ERP), AEGCL
2. Dr. Ferdous Ahmed Barbhuiya, ERP Consultant, AEGCL
3. Smt. Akalpita Das, AM (IT), AEGCL
4. Sri Faruk Alam, AM (IT), AEGCL

## QUERIES ON BID DOCUMENT

**TABLE-1**

| Sl. No.  | Clause No./ Section/ Page No.                             | Description   | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|--|---|---|---|-----------|--|
| <b>Section III - Evaluation and Qualification Criteria</b> |   |   |   |           |  |
| 1  | 2.1 CSP Qualification Criteria: A. Technical Capabilities | 'The CSP shall have at least two data centers in India which are geographically apart with provision for Business Continuity and DC-DR facilities without any restriction to provide the desired RTO and RPO levels as defined in the RFP. The minimum distance between DC and DR should be at least 500KM  | We request you to amend the clause as: "The CSP shall have at least two data centers in India which are geographically apart with provision for Business Continuity and DC-DR facilities without any restriction to provide the desired RTO and RPO levels as defined in the RFP. The minimum distance between DC and DR should be at least 100KM". This is as per MEITY empanelment guideline the distance should be 100KM. Request you to consider our request.                     | No Change |  |
| 2  | 2.1 CSP Qualification Criteria: A. Technical Capabilities | CSP or MSP/SI should have executed at least 3 projects of DC/ DR with an order value of minimum INR 3.0 Cr each project hosted out of the proposed DC/ DR facility for a period of minimum 1 year. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission.  | Request you to amend the clause as: "CSP or MSP/SI should have executed at least 3 projects of DC/DR facility/cloud services with an order value of minimum INR 3.0 Cr each project hosted out of the proposed DC/ DR facility for a period of minimum 1 year. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission."   | No Change |  |
| 3  | 2.1 CSP Qualification Criteria: A. Technical Capabilities | CSP should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 5.0 Cr each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission. | Request you to amend the clause as: "CSP should have executed at least 2 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 2.0 Cr each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission." | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                                      | Description   | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|---|--|-----------|--|
| 4       | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | The CSP should be certified by SAP to provide SAP operations. And the Cloud infrastructure for SAP should comply to the SAPs guidelines for certified hardware and software to run SAP workload.  | Request you to amend as below: "The CSP should be certified by SAP for Cloud and Infrastructure operations and SAP Hana operations"  | No Change |  |
| 5       | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | CSP should be certified for ISO 27001, ISO 27017 and ISO 27018, ISO 22301, 27701:2019   | Request you to amend the clause as: "CSP should be certified for ISO 27001, ISO 27017 and ISO 27018, ISO 22301 and Tier - 3" as MEITY has mandated only these certifications. However, ISO 27701 is based on ISO 27001 so, request you to remove ISO 27701.  | No Change |  |
| 6       | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | The CSP must have documentation of all the services available in public domain. The CSP also should have a certification program on its platform having a record of certifying more than 500 professionals.   | Request you to amend the clause as: "The CSP must have documentation of all the services available in public domain. The CSP also should have a certification program. Please submit declaration"  | No Change |  |
| 7       | 2.1 CSP Qualification Criteria; Minimum; B. Financial Capabilities | The average annual turnover of the CSP in the last 3 (three) financial years in India ending 31st March 2023 should not be less than Rs. 500 Crore  | Request you to amend the clause as: "The average annual turnover of the CSP in the last 3 (three) financial years in India ending 31st March 2023 should not be less than Rs. 100 Crore" so, that to include maximum competition and also to give chance to make in India CSPs to participate.   | No Change |  |
| 8       | 2.1 CSP Qualification Criteria; Minimum; B. Financial Capabilities | The CSP should have liquid assets or / and evidence to availability of unutilized credit facilities of not less than Rs. 100 crore (Rupees hundred crore only). The certificate of the Banker regarding the availability of unutilized credit facility should not be dated earlier than 30 (thirty) days prior to the date of opening the bid. Liquid Asset = Current Asset – (Inventory + pre-Paid expenses)                             | Request you to amend the clause as: "The CSP should have liquid assets or / and evidence to availability of unutilized credit facilities of not less than Rs. 10 crore (Rupees Ten crore only). The certificate of the Banker regarding the availability of unutilized credit facility should not be dated earlier than 30 (thirty) days prior to the date of opening the bid. Liquid Asset = Current Asset – (Inventory + pre-Paid expenses)" | No Change |  |
| 9       | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | CSP or MSP/SI should have executed at least 3 projects of DC/ DR with an order value of minimum INR 3.0 Cr each project hosted out of the proposed DC/ DR facility for a period of minimum 1 year. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission. Purchase order/ LOI and any relevant document as evidence for the support periods. | CSP do not work directly with Government customers, we will request to accept the PO of the bidder. We as CSP can provide case studies available as Public Case Studies on the website for reference   | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                                      | Description  | Queries  | Response   | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|--|--|--|--|
| 10      | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | CSP should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 5.0 Cr each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission. Purchase order/ LOI and any relevant document as evidence for the support periods. | CSP do not work directly with Government customers, we will request to accept the PO of the bidder. We as CSP can provide case studies available as Public Case Studies on the website for reference   | CSP or MSP/SI should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 5.0 Cr each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission. Purchase order/ LOI and any relevant document as evidence for the support periods. | SL No: 17 of Table 1 of Addendum-I                             |
| 11      | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | The CSP should be certified by SAP to provide SAP operations. And the Cloud infrastructure for SAP should comply to the SAPs guidelines for certified hardware and software to run SAP workload.   | SAP only certifies the instances which can be used to deploy SAP HANA workload. Information about SAP certified instances is present on the SAP website and AWS website. We can provide these links and a self-certificate for the same. Kindly clarify the same is required for this requirement. | No Change  |  |
| 12      | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | The CSP shall submit a self-declaration/ undertaking that it has no potential conflicts of interest that exists, arise or may arise (either for the Bidder or its team) in the course of performing the service. The bidder shall strictly avoid conflict of interest with other assignments.  | As the bidder is the Prime party submitting the bid, the clause of conflicts of interest with CSP doesn't arise. We would request to remove this clause  | Clause may be discarded  | SL No: 18 of Table 1 of Addendum-I                             |
| 13      | 2.1 CSP Qualification Criteria; Minimum; B. Financial Capabilities | The CSP should have liquid assets or / and evidence to availability of unutilized credit facilities of not less than Rs. 100 crore (Rupees hundred crore only). The certificate of the Banker regarding the availability of unutilized credit facility should not be dated earlier than 30 (thirty) days prior to the date of opening the bid. Liquid Asset = Current Asset – (Inventory + pre-Paid expenses)  | As CSP is not bidding directly in this RFP, we would request that this requirement for the bidder. Change to CSP/MSP   | The CSP or MSP/SI should have liquid assets or / and evidence to availability of unutilized credit facilities of not less than Rs. 100 crore (Rupees hundred crore only). The certificate of the Banker  | SL No: 19 of Table 1 of Addendum-I                             |

| Sl. No. | Clause No./ Section/ Page No.                             | Description   | Queries  | Response   | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|--|--|--|
|         |   |   |  | 14 regarding the availability of unutilized credit facility should not be dated earlier than 30 (thirty) days prior to the date of opening the bid. Liquid Asset = Current Asset – (Inventory + pre-Paid expenses) |  |
| 14      | 2.1 CSP Qualification Criteria: A. Technical Capabilities | Must be empaneled in Meity as a Cloud Service Provider for last three years.  | This clause is restricting competition hence request you to remove no of years and amend the clause as “Must be empaneled in Meity as a Cloud Service Provider for Public cloud, Virtual Private cloud and Government Community Cloud services.”   | No Change  |  |
| 15      | 2.1 CSP Qualification Criteria: A. Technical Capabilities | CSP or MSP/SI should have executed at least 3 projects of DC/ DR with an order value of minimum INR 3.0 Cr each project hosted out of the proposed DC/ DR facility for a period of minimum 1 year. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission.  | Request you to please consider BFSI Organization and Public limited company and clause needs to be amended as “Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU/Private Organization within last 5 years from the date of tender submission.”   | No Change  |  |
| 16      | 2.1 CSP Qualification Criteria: A. Technical Capabilities | CSP should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 5.0 Cr each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission. | Please amend the clause as - CSP should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 20 Lakh each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU/Private Organization within last 5 years from the date of tender submission. | No Change  |  |
| 17      | 2.1 CSP Qualification Criteria: A. Technical Capabilities | The CSP should be certified by SAP to provide SAP operations. And the Cloud infrastructure for SAP should comply to the SAPs guidelines for certified hardware and software to run SAP workload.  | We have already applied for renewal process and we will get the renewed certificate by/before March 2024. So request to accept Self Declaration for the same.  | No Change  |  |
| 18      | 2.1 CSP Qualification Criteria: A. Technical Capabilities | The CSP must have documentation of all the services available in public domain. The CSP also should have a certification program on its platform having a record of   | Request you to please delete this clause.  | No Change  |  |

| Sl. No. | Clause No./ Section/ Page No.                                      | Description  | Queries  | Response   | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|--|--|--|--|
|         |  | certifying more than 500 professionals.  |  |  |  |
| 19      | 2.1 CSP Qualification Criteria; Minimum; B. Financial Capabilities | The average annual turnover of the CSP in the last 3 (three) financial years in India ending 31st March 2023 should not be less than Rs. 500 Crore   | Request to consider the turnover of group companies and add the below note in the clause:<br><br>Note: Turnover from the group companies* can be considered.<br><br>*Group Company: A group as defined in Accounting Standard (AS) 21 or the companies whose majority shareholding is with the same common promoters#.<br><br>#Promoter(s) refers individual and his/her relatives as defined under the provisions of the companies act 2013 and the rules notified there under. | No Change  |  |
| 20      | 2.1 CSP Qualification Criteria; Minimum; B. Financial Capabilities | The Net Worth of the CSP as on last day of the preceding financial year shall not be less than 50% of the Paid-up Share Capital. The Net Worth shall be calculated based on Subscribed and Paid-up Capital + Free Reserves + Unallocated balance surplus amount of Profit & Loss Account if not reduced from Reserves, less (i) Expense not written off (ii) Loss in Profit and loss Account | Please amend the clause as - The Net Worth of the bidder as on last day of the preceding financial year shall not be less than 50% of the Paid-up Share Capital. The Net Worth shall be calculated based on Net worth as per Ind-AS - 32 of accounting standards as notified under Section 133 of Companies Act, 2013.   | Net worth is defined in the Sec. 2 (57) of the Companies Act 2013. IND AS 32 relates to Financial Instruments: Presentation & not anything with Net worth. Sec 133 of the Companies Act 2023 is related to role of Central Govt. to prescribe A/c standards. | SL No: 21 of Table 1 of Addendum-I                             |
| 21      | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | CSP or MSP/SI should have executed at least 3 projects of DC/ DR with an order value of minimum INR 3.0 Cr each project hosted out of the proposed DC/ DR facility for a period of minimum 1 year. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission.                                       | Change it to:<br>CSP or MSP/SI should have executed at least 3 projects of DC/ DR with an order value of minimum INR 3.0 Cr each project hosted in Meity empaneled DC/ DR facility for a period of minimum 1 year. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission  | No Change  |  |
| 22      | 2.1 CSP Qualification Criteria: A. Technical Capabilities          | CSP should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year with an order value of minimum INR 5.0 Cr each project  | Change it to:<br>CSP should have executed at least 3 SAP ECC or SAP S4 HANA projects with DC/ DR hosted on Cloud deployment from the proposed DC / DR facility for a period of minimum 1 year  | No Change  |  |

| Sl. No. | Clause No./ Section/ Page No.                                | Description   | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|---|---|-----------|--|
|         |  | within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU within last 5 years from the date of tender submission.   | with an order value of minimum INR 5.0 Cr each project within last 5 years from the date of tender submission. Out of these 3 projects, minimum 1 should be from any State/ Central Government Entity/ PSU/Indian Enterprise within last 5 years from the date of tender submission.  |           |  |
| 23      | 2.1 CSP Qualification Criteria: A. Technical Capabilities    | Purchase order/ LOI and any relevant document as evidence for the support periods.  | Change it to:<br>Purchase order/ self-declaration on CSP letter head and any relevant document as evidence for the support periods.   | No Change |  |
| 24      | 2.2 MSP/SI Qualification Criteria: A. Technical Capabilities | MSP/SI should have executed at-least 2 (two) Data Center Implementation & Managed project [which have included server, storage, Networking & Security] /Cloud based Data Center Managed Services in the last 5 years from the date of tender submission. One of these projects must be for Government/ PSU client in India  | MSP/SI should have executed at-least 2 (two) Data Center Implementation & Managed project [which have included server, storage, Networking & Security] / Cloud based Data Center Managed Services in the last 5 years from the date of tender submission. These projects should be from Government/ PSU/private /Public listed client in India. | No Change |  |
| 25      | 2.2 MSP/SI Qualification Criteria: B. Financial Capabilities | The average annual turnover of the bidder in the last 3 (three) financial years in India ending 31st March 2023 should not be less than Rs. 30 Cr. (Rupees Thirty Crores) only  | We request you to please give us MSE category Relaxation on MSP/SI Turnover   | No Change |  |
| 26      | 2.2 MSP/SI Qualification Criteria: A. Technical Capabilities | MSP/SI must have at least 10 employees in their payroll for last three years - PF statement showing number of employees.  | Request you to amend as below: "MSP/SI must have at least 200+ employees in their payroll for last three years - HR Head undertaking to be notarized"   | No Change |  |
| 27      | 2.2 MSP/SI Qualification Criteria: A. Technical Capabilities | MSP/SI should have executed at-least 2 (two) Data Center Implementation & Managed project [which have included server, storage, Networking & Security] /Cloud based Data Center Managed Services in the last 5 years from the date of tender submission. One of these projects must be for Government/ PSU client in India. | MSP/SI should have executed at-least 2 (two) Data Center/Cloud Services Implementation & Managed project [which have included server, storage, Networking & Security] / Cloud based Data Center Managed Services in the last 5 years from the date of tender submission. One of these projects must be for Government/ PSU client in India.     | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                                | Description  | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|--|--|---|--|
| 28      | 2.2 MSP/SI Qualification Criteria: A. Technical Capabilities | The CSP must have at least 150 IT professional in Cloud computing for 24x7 management of different technology domains with L1, L2 and L3 skill. • Compute • Storage • Network • Cloud Security Platforms (Database, Middleware, .Net, Java)  | Please amend as follows: The CSP must have at least 100 IT professional in Datacenter and Cloud computing for 24x7 management of different technology domains with L1, L2 and L3 skill.<br>•Compute<br>• Storage<br>• Network<br>• Cloud Security Platforms (Database, Middleware, .Net, Java)   | No Change   |  |
| 29      | 2.2 MSP/SI Qualification Criteria: A. Technical Capabilities | The CSP must have at least 150 IT professional in Cloud computing for 24x7 management of different technology domains with L1, L2 and L3 skill. • Compute • Storage • Network • Cloud Security Platforms (Database, Middleware, .Net, Java)  | As the support for the AEGCL would be provided by the bidder, we would request to asked the requirement from bidder. We as AWS has common teams which work on AWS Support and instead on focusing on specific services, the engineers work on delivering the entire cloud services.  | The CSP or MSP/SI must have at least 150 IT professional in Cloud computing for 24x7 management of different technology domains with L1, L2 and L3 skill. • Compute Storage • Network • Cloud Security Platforms (Database, Middleware, .Net, Java) | SL No: 20 of Table 1 of Addendum-I                             |
| 30      | 2.2 MSP/SI Qualification Criteria: A. Technical Capabilities | MSP/SI should have executed at-least 2 (two) Data Center Implementation & Managed project [which have included server, storage, Networking & Security] / Cloud based Data Center Managed Services in the last 5 years from the date of tender submission. One of these projects must be for Government/ PSU client in India. | Please amend the clause as - MSP/SI should have executed at-least 2 (two) Data Center Implementation & Managed project [which have included server, storage, Networking & Security] / Cloud based Data Center Managed Services in the last 5 years from the date of tender submission. One of these projects must be for Government/ PSU client/Private Organization in India. | No Change   |  |



| Sl. No. | Clause No./ Section/ Page No.                                | Description   | Queries   | Response   | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|---|---|--|--|
| 31      | 2.2 MSP/SI Qualification Criteria: B. Financial Capabilities | The Net Worth of the bidder as on last day of the preceding financial year shall not be less than 50% of the Paid-up Share Capital. The Net Worth shall be calculated based on Subscribed and Paid-up Capital + Free Reserves + Unallocated balance surplus amount of Profit & Loss Account if not reduced from Reserves, less (i) Expense not written off (ii) Loss in Profit and loss Account   | Please amend the clause as - The Net Worth of the bidder as on last day of the preceding financial year shall not be less than 50% of the Paid-up Share Capital. The Net Worth shall be calculated based on Net worth as per Ind-AS - 32 of accounting standards as notified under Section 133 of Companies Act, 2013.  | Net worth is defined in the Sec. 2 (57) of the Companies Act 2013. IND AS 32 relates to Financial Instruments: Presentation & not anything with Net worth. Sec 133 of the Companies Act 2023 is related to role of Central Govt. to prescribe A/c standards. | SL No: 22 of Table 1 of Addendum-I                             |
| 32      | 3. QCBS Evaluation Criteria for Technical Bid                | The proposed CSP shall have average annual turnover from provisioning cloud services in India in the last 3 financial year (2020-2021, 2021-2022 and 2022-2023)<br><br><500 Cr - 0 marks<br>500 - 1000 Cr. - 5 marks<br>More than 1000 Cr - 10 marks  | Please amend the clause as: "The proposed CSP shall have average annual turnover from provisioning cloud services in India in the last 3 financial year (2020-2021, 2021-2022 and 2022-2023)<br><br><100 Cr - 0 marks<br>100 - 110 Cr. - 5 marks<br>More than 110 Cr - 10 marks"  | No Change  |  |
| 33      | 3. QCBS Evaluation Criteria for Technical Bid                | Number of SAP ECC or SAP S/4 HANA projects successfully hosted and managed on Government Community Cloud (GCC)/ Virtual Private Cloud (VPC) in last five years in India<br>For CSP only – Hosted and Managed Services<br>• 2 to 3 Projects – 2 Marks<br>• 3 to 5 Projects – 3 Marks<br>• More than 5 Projects – 5 Marks<br>In case, CSP has projects hosted and managed in any State/ Central Government Entity/ PSU within last 5 years<br>• 0 to 2 Projects – 2.5 Marks<br>• More than 2 Projects – 5 Marks | Number of SAP ECC or SAP S/4 HANA projects successfully hosted and managed on Government Community Cloud (GCC)/ Virtual Private Cloud (VPC) in last five years in India<br>For CSP only – Hosted and Managed Services<br>• 0 to 1 Projects – 2 Marks<br>• 1 to 2 Projects – 3 Marks<br>• More than 2 Projects – 5 Marks<br>In case, CSP has projects hosted and managed in any State/ Central Government Entity/ PSU within last 5 years<br>• 0 to 1 Projects – 2.5 Marks<br>• More than 1 Projects – 5 Marks | No Change  |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description   | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|--|-----------|--|
| 34      | 3. QCBS Evaluation Criteria for Technical Bid | Proposed CSP shall have experience of hosting SAP Applications.<br><br>Rating Criteria:<br>• Active Customers > 2000 - 5 Marks<br>• 1000 to 2000Active Customers – 2 Marks  | Proposed CSP shall have experience of hosting SAP Applications - 5 Marks   | No Change |  |
| 35      | 3. QCBS Evaluation Criteria for Technical Bid | The Cloud Service Provider should have Reference Architectures (with High Availability and Disaster Recovery) for the following SAP Applications and Databases. The Reference Architectures should have been validated / certified by SAP<br>1) HANA Database<br>2) S/4HANA Application (ASCS-ERS)<br>3) SAP Fiori Application with Sybase Database (ABAP + DB)<br>4) MaxDB Content Server<br>5) SAP Process Orchestrator / SAP Enterprise Portal (Java + DB) | Please amend as follows: The Cloud Service Provider should have Reference Architectures (with High Availability and Disaster Recovery) for the following SAP Applications and Databases. The Reference Architectures should have been validated. Please submit declaration.<br><br>1) HANA Database/SAP ECC<br>2) S/4HANA Application (ASCS-ERS)/SAP ECC | No Change |  |
| 36      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should have more than 100 SAP-certified instances for running SAP HANA DB. Information about the instance types that are certified and supported for SAP should be available in public domain reference link.   | Please amend clause as: "CSP should be able to offer cloud services from SAP certified datacenter."  | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description  | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|--|--|-----------|--|
| 37      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should provide auto scaling solution for SAP system based on SAP architecture (i.e. based on availability of SAP work processes) without any disturbances during scale up or scale down mechanism. The auto scaling mechanism should not be based on CPU or Memory utilization alone and it should be performed on the availability of SAP work processes. | Please amend as follows: "CSP should provide auto scaling solution for SAP system based on SAP architecture (i.e. based on availability of SAP work processes) without any disturbances during scale up or scale down mechanism. The auto scaling mechanism should not be based on CPU or Memory utilization". | No Change |  |
| 38      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should be able to offer SAP certified instances from multiple data centers in India to help DC/DR on cloud solution. CSP should only proposed SAP certified instances for hosting SAP workloads.   | Please amend clause as: "CSP should be able to offer cloud services from SAP certified datacenter."  | No Change |  |
| 39      | 3. QCBS Evaluation Criteria for Technical Bid | Experience of MSP/SI in the business of IT Infrastructure in India.  | Request you to amend the clause as: "Experience of MSP/SI in the business of IT infrastructure/Cloud Services in India." since these tender deals in cloud services the experience of cloud services should be considered.   | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description   | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|--|-----------|--|
| 40      | 3. QCBS Evaluation Criteria for Technical Bid | <p>Manpower of MSP/SI in Assam</p> <ul style="list-style-type: none"> <li>• 2 marks for up to 10 employees</li> <li>• 4 marks for up to 30 employees</li> <li>• 10 marks for up to 50 employees or more</li> </ul>  | <p>Since the scope of this tender is cloud services, the manpower/resources would be working remotely. However, if required the manpower/resource will travel for any discussion or meeting or requirement gathering. So, we request you to amend the clause as:</p> <p>"Cloud Manpower of MSP/SI in India:</p> <ul style="list-style-type: none"> <li>• 2 marks for up to 10 employees</li> <li>• 4 marks for up to 30 employees</li> <li>• 10 marks for up to 50 employees or more"</li> </ul> | No Change |  |
| 41      | 3. QCBS Evaluation Criteria for Technical Bid | <p>Manpower of MSP/SI in Assam</p> <ul style="list-style-type: none"> <li>• 2 marks for up to 10 employees</li> <li>• 4 marks for up to 30 employees</li> <li>• 10 marks for up to 50 employees or more</li> </ul> <p>PF document/Bank record of salary disbursal need to be submitted.</p> | <p>MSP/SI should have CSP Certified Manpower on Bidder's Payroll</p> <ul style="list-style-type: none"> <li>• 2 marks for up to 10 employees</li> <li>• 4 marks for up to 30 employees</li> <li>• 10 marks for up to 50 employees or more</li> </ul> <p>HR Certificate and certificate to be Incorporated and submitted</p>  | No Change |  |
| 42      | 3. QCBS Evaluation Criteria for Technical Bid | <p>The proposed CSP shall have average annual turnover from provisioning cloud services in India in the last 3 financial year (2020-2021, 2021-2022 and 2022-2023)</p> <p>&lt;500 Cr - 0 marks<br/>500 - 1000 Cr. - 5 marks<br/>More than 1000 Cr - 10 marks</p>                            | <p>Request to consider the turnover of group companies and add the below note in the clause:</p> <p>Note: Turnover from the group companies* can be considered.</p> <p>*Group Company: A group as defined in Accounting Standard (AS) 21 or the companies whose majority shareholding is with the same common promoters#.</p> <p>#Promoter(s) refers individual and his/her relatives as defined under the provisions of the companies act 2013 and the rules notified there under.</p>          | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description  | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|--|---|---|--|
| 43      | 3. QCBS Evaluation Criteria for Technical Bid | <p>Number of SAP ECC or SAP S/4 HANA projects successfully hosted and managed on Government Community Cloud (GCC)/ Virtual Private Cloud (VPC) in last five years in India</p> <p>For CSP only – Hosted and Managed Services</p> <ul style="list-style-type: none"> <li>• 2 to 3 Projects – 2 Marks</li> <li>• 3 to 5 Projects – 3 Marks</li> <li>• More than 5 Projects – 5 Marks</li> </ul> <p>In case, CSP has projects hosted and managed in any State/ Central Government Entity/ PSU within last 5 years</p> <ul style="list-style-type: none"> <li>• 0 to 2 Projects – 2.5 Marks</li> <li>• More than 2 Projects – 5 Marks</li> </ul> | <p>Please amend the clause as - In case, CSP has projects hosted and managed in any State/ Central Government Entity/ PSU/ Private Organization within last 5 years</p> <ul style="list-style-type: none"> <li>• 0 to 2 Projects – 2.5 Marks</li> <li>• More than 2 Projects – 5 Marks</li> </ul>             | <p>Number of SAP ECC or SAP S/4 HANA projects successfully hosted and managed on Government Community Cloud (GCC)/ Virtual Private Cloud (VPC) in last five years in India</p> <p>For CSP only – Hosted and Managed Services</p> <ul style="list-style-type: none"> <li>• 2 to 3 Projects – 2 Marks</li> <li>• 3 to 5 Projects – 3 Marks</li> <li>• More than 5 Projects – 5 Marks</li> </ul> <p>In case, CSP has projects hosted and managed in any State/ Central Government Entity/ PSU within last 5 years</p> <ul style="list-style-type: none"> <li>• 2 Projects – 2.5 Marks</li> <li>• More than 2 Projects – 5 Marks</li> </ul> | SL No: 23 of Table 1 of Addendum-I                             |
| 44      | 3. QCBS Evaluation Criteria for Technical Bid | <p>Proposed CSP shall have experience of hosting SAP Applications.</p> <p>Rating Criteria:</p> <ul style="list-style-type: none"> <li>• Active Customers &gt; 2000 - 5 Marks</li> <li>• 1000 to 2000 Active Customers – 2 Marks</li> </ul>   | <p>Please amend the clause as: Proposed CSP shall have experience of hosting SAP Applications.</p> <p>Rating Criteria:</p> <ul style="list-style-type: none"> <li>• Active Customers &gt; 500 (SAP or Without SAP) - 5 Marks</li> <li>• 100 to 500 Active Customers (SAP or Without SAP) – 2 Marks</li> </ul> | No Change   |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description   | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|--|-----------|--|
| 45      | 3. QCBS Evaluation Criteria for Technical Bid | <p>Minimum 5 case studies/referenceable customers in India using the CSP cloud platform from the Central or state government</p> <ul style="list-style-type: none"> <li>• 2-5 customer reference – 2 marks</li> <li>• More than 5 customer references – 5 Marks</li> </ul>  | <p>Please amend the clause as - Minimum 5 case studies/referenceable customers in India using the CSP cloud platform from the Central or state government or Private Organization.</p> <ul style="list-style-type: none"> <li>• 2-5 customer reference – 2 marks</li> <li>• More than 5 customer references – 5 Marks</li> </ul> | No Change |  |
| 46      | 3. QCBS Evaluation Criteria for Technical Bid | <p>The Cloud Service Provider should have Reference Architectures (with High Availability and Disaster Recovery) for the following SAP Applications and Databases. The Reference Architectures should have been validated / certified by SAP</p> <ol style="list-style-type: none"> <li>1) HANA Database</li> <li>2) S/4HANA Application (ASCS-ERS)</li> <li>3) SAP Fiori Application with Sybase Database (ABAP + DB)</li> <li>4) MaxDB Content Server</li> <li>5) SAP Process Orchestrator / SAP Enterprise Portal (Java + DB)</li> </ol> | Request you to please delete this clause.  | No Change |  |
| 47      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should provide a Service to automatically install, setup and configure SAP system along with HANA database in standalone and high availability configuration. The Cloud native service should facilitate automatic deployment of SAP System/Solution “End to End” and not limiting to automatic deployment of Infrastructure as a service alone. This service should be available from the User Interface console/portal of the respective Cloud Service Provider   | Request you to please delete this clause.  | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description  | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|--|--|-----------|--|
| 48      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should have SAP-certified instances for running SAP HANA DB. Information about the instance types that are certified and supported for SAP should be available in public domain reference link   | Please amend the clause as: CSP should have SAP-certified or in process instances for running SAP HANA DB. Information about the instance types that are certified and supported for SAP should be available in public domain reference link | No Change |  |
| 49      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should provide auto scaling solution for SAP system based on SAP architecture (i.e. based on availability of SAP work processes) without any disturbances during scale up or scale down mechanism. The auto scaling mechanism should not be based on CPU or Memory utilization alone and it should be performed on the availability of SAP work processes. | Request you to please delete this clause.  | No Change |  |
| 50      | 3. QCBS Evaluation Criteria for Technical Bid | CSP should be able to offer SAP certified instances from multiple data centers in India to help DC/DR on cloud solution. CSP should only proposed SAP certified instances for hosting SAP workloads  | Please amend the clause as: CSP should be able to offer SAP certified instances or in process from multiple data centers in India to help DC/DR on cloud solution. CSP should only oposed SAP certified instances for hosting SAP workloads  | No Change |  |
| 51      | 3. QCBS Evaluation Criteria for Technical Bid | Experience of MSP/SI in the business of IT Infrastructure in India.<br>• 2 marks for 5 Years<br>• 6 marks for 10 Years<br>• 10 marks for more than 15 years  | Please amend the clause as - Experience of MSP/SI in the business of IT Infrastructure in India.<br>• 2 marks for 2 Years<br>• 6 marks for 4 Years<br>• 10 marks for more than 5 years   | No Change |  |
| 52      | 3. QCBS Evaluation Criteria for Technical Bid | Manpower of MSP/SI in Assam<br>• 2 marks for up to 50 employees<br>• 4 marks for up to 75 employees<br>• 10 marks for up to 100 employees or more  | Please amend the clause as - Manpower of MSP/SI/Bidder<br>• 2 marks for up to 50 employees<br>• 4 marks for up to 75 employees<br>• 10 marks for up to 100 employees or more   | No Change |  |

| Sl. No. | Clause No./ Section/ Page No.                 | Description  | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|--|---|-----------|--|
| 53      | 3. QCBS Evaluation Criteria for Technical Bid | Experience of MSP/SI in the business of IT Infrastructure in India.<br>• 2 marks for 5 Years<br>• 6 marks for 10 Years<br>• 10 marks for more than 15 years  | Experience of MSP/SI in the business of IT Infrastructure in India.<br>• 3 marks for 5 Years<br>• 5 marks for 10 Years<br>• 8 marks for more than 15 years  | No Change |  |
| 54      | 3. QCBS Evaluation Criteria for Technical Bid | Manpower of MSP/SI in Assam<br>• 2 marks for up to 10 employees<br>• 4 marks for up to 30 employees<br>• 10 marks for up to 50 employees or more   | Manpower of MSP/SI in PAN INDIA<br>• 2 marks for up to 10 employees<br>• 4 marks for up to 30 employees<br>• 10 marks for up to 50 employees or more  | No Change |  |
| 55      | 3. QCBS Evaluation Criteria for Technical Bid | Number of SAP ECC or SAP S/4 HANA projects successfully hosted and managed on Government Community Cloud (GCC)/ Virtual Private Cloud (VPC) in last five years in India For CSP only – Hosted and Managed Services • 2 to 3 Projects – 2 Marks • 3 to 5 Projects – 3 Marks • More than 5 Projects – 5 Marks In case, CSP has projects hosted and managed in any State/ Central Government Entity/ PSU within last 5 years • 0 to 2 Projects – 2.5 Marks • More than 2 Projects – 5 Marks | Please change it to:<br>Number of SAP ECC or SAP S/4 HANA projects successfully hosted and managed on Government Community Cloud (GCC)/ Virtual Private Cloud (VPC) in last five years in India For CSP only – Hosted and Managed Services<br>• 2 to 3 Projects – 5 Marks<br>• 3 to 4 Projects – 7 Marks<br>• More than 4 Projects – 10 Marks | No Change |  |
| 56      | 3. QCBS Evaluation Criteria for Technical Bid | Proposed CSP shall have experience of hosting SAP Applications.<br>Rating Criteria:<br>• Active Customers > 2000 - 5 Marks<br>• 1000 to 2000 Active Customers – 2 Marks  | Remove this clause  | No Change |  |
| 57      | 3. QCBS Evaluation Criteria for Technical Bid | Minimum 5 case studies/referenceable customers in India using the CSP cloud platform from the Central or state government<br>• 2-5 customer reference – 2 marks<br>• More than 5 customer references – 5 Marks   | Change it to:<br>Minimum 3 case studies/referenceable customers in India using the CSP cloud platform<br>• 1-2 customer reference – 2 marks<br>• More than 2 customer references – 5 Marks  | No Change |  |



| Sl. No.                          | Clause No./ Section/ Page No.                 | Description  | Queries  | Response                                    | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|----------------------------------|---|--|--|---|--|
| 58                               | 3. QCBS Evaluation Criteria for Technical Bid | CSP should have more than 100 SAP-certified instances for running SAP HANA DB. Information about the instance types that are certified and supported for SAP should be available in public domain reference link | Change it to:<br>CSP should have more than 20 SAP-certified instances for running SAP HANA DB. Information about the instance types that are certified and supported for SAP should be available in public domain reference link | No Change                                   |  |
| 59                               | 3. QCBS Evaluation Criteria for Technical Bid | Self-Declaration from the Authorized signatory of the CSP on their letterhead & Public link  | Change it to:<br>Self-Declaration from the Authorized signatory of the CSP on their letterhead or public link  | No Change                                   |  |
| 60                               | 3. QCBS Evaluation Criteria for Technical Bid | Demo covering CSP Platform capabilities. Demo covering CSP service capabilities around advanced services like AI/ML  | Are there any specific use-cases which needs to be demonstrated& please list out advanced services which needs a demo.   | As per CSP capability                       | SL No: 30 of Table 1 of Addendum-I                             |
| <b>Appendix I: Scope of Work</b> |   |  |  |   |  |
| 61                               | 10. Security Requirement                      | CSP shall provide vulnerability scan reports from Web Application, Database, and Operating System Scans or the services for AEGCL to run the vulnerability scan.   | Kindly confirm, VAPT should be done VM base or IP based?   | No Change                                   |  |
| 62                               | 10.41 CSP Responsibility                      | SSL Certificate  | What type of SSL certificate is required. (Basic or wildcard)  | Wildcard SSL Certificate                    | SL No: 1 of Table 1 of Addendum-I                              |
| 63                               | 9. Disaster Recovery                          | There shall be asynchronous replication of data between Primary DC and DR  | Please share the bandwidth Link between DC to DR site.   | As per necessity, billing will be on actual | SL No: 2 of Table 1 of Addendum-I                              |
| 64                               | 14. Training and Knowledge Sharing            | CSP and/ or MSP/SI shall provide required training to AEGCL authorized team  | Training will be offsite or onsite? Who will provide the training material and environment.  | No Change                                   |  |
| 65                               | 18.12.1.a Failover/Failback                   | RPO -1 Hour and RTO - 30 Min   | Please reconfirm on this as generally, RPO is less than the RTO, IT should be RPO-30 Min and RTO -1 Hour. Kindly confirm   | No Change                                   |  |

| Sl. No. | Clause No./ Section/ Page No.                     | Description   | Queries  | Response                                    | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|--|---|--|
| 66      | 18.12.1.a<br>Failover/Failback                    | Internet Bandwidth capacity at DC & DR  | Please confirm the Internet Bandwidth requirement Size at DC & DR.   | No Change                                   |  |
| 67      | 18.12.1.a<br>Failover/Failback                    | Internet Bandwidth capacity at DC & DR  | If Internet bandwidth is not sized, please confirm no. of SAP users will be connecting at DC in normal operation & DR at failover  | No Change                                   |  |
| 68      | 18.12.1.a<br>Failover/Failback                    | Internet Bandwidth capacity at DC & DR  | Kindly confirm the Replication Bandwidth requirement between DC & DR, if the calculation is not done, please share the expected data that is going to be replicated between DC & DR. | As per necessity, billing will be on actual | SL No: 3 & 5 of Table 1 of Addendum-I                          |
| 69      | 10.41 Additional Requirements: CSP Responsibility | DDOS services is being asked  | Is it Basic or Premium with at least 1GB of Protection against the required bandwidth.   | No Change                                   |  |
| 70      | 10.41 Additional Requirements: CSP Responsibility | In eligibility, container services is asked   | Is this SAP services requirement or SAP VM to be deployed in a container environment.  | No Change                                   |  |
| 71      | 10.41 Additional Requirements: CSP Responsibility | Encryption services have been asked for VM  | Is this VM encryption being asked or only storage to be encrypted?   | Both  | SL No: 6 of Table 1 of Addendum-I                              |
| 72      | 10.41 Additional Requirements: CSP Responsibility | DR monitoring is being asked for RPO  | Are you looking for DRM Tool services?   | Yes, Cloud Native, CSP's DRM tool           | SL No: 7 of Table 1 of Addendum-I                              |
| 73      | 10.41 Additional Requirements: MSP Responsibility | Provision, manage and deploy HSM (High Security Module) as per User Department(s) requirement | please confirm on HSM requirements or is it Just for CSP responsibility prospective.   | CSP should have this capability             | SL No: 8 of Table 1 of Addendum-I                              |

| Sl. No. | Clause No./ Section/ Page No.                             | Description   | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|---|---|--|
| 74      | 10. Security Requirements                                 |   | Data Center Facility of the CSP should have the security toolset like<br>i)Standalone Network IPS- Protection from Known, Undisclosed threats.<br>ii) Anti-APT with sandbox-Protection from Unknown threats<br>iii) HIDS & HIPS with virtual Patching<br>iv) SAP NetWeaver Certified VSAPI Antimalware<br>Also following in terms of security<br>· Identity and Access Management (IAM)<br>· Multi-Factor Authentication (MFA)<br>· Encryption of data associated with VM.<br>· DDoS Protection (safeguards web applications running on cloud)<br>· TSL/SSL Certificate Management<br>· SIEM<br>· HSM<br>· Audit Services | CSP should have these features  | SL No: 9 of Table 1 of Addendum-I                              |
| 75      | 1. Overall Scope of work                                  | Dedicated VM and usage based VM's   | Requested dedicated hosts for production VMs. For non-production and DR instances, usage-based instances are requested. Are you referring to availability of the instances 24/7 as dedicated and on-demand for other instances?   | No Change   |  |
| 76      | 3. Specific Requirements                                  | Slot 1 (Jun-23): All DEV & QAS environment, non-Prod OpenText, SOLMAN, SAP router. Slot 2 (Aug-23): All Production environment (SAP & OpenText) and Load & Stress test environment. Slot 3 (Nov-23): All DR environment.  | Please provide the revised dates for the migration  | All environments to be operation as per RFP clause within stipulated time   | SL No: 15 of Table 1 of Addendum-I                             |
| 77      | 9. Disaster Recovery and Business Continuity Requirements | The CSP & MSP/SI shared basis shall conduct DR drill once in every six months of operation wherein the Primary DC shall be deactivated, and complete operations shall be carried out from the DR Site. However, during the change from DC to DR- Cloud or vice-versa (or regular planned changes), there should be no data loss depending on the application requirements of AEGCL. | Please provide the duration for which the operations will be carried in the DR site.  | The CSP & MSP/SI shared basis shall conduct DR drill once in every six months of operation wherein the Primary DC shall be deactivated, and complete operations shall be carried out from the DR Site | SL No: 16 of Table 1 of Addendum-I                             |

| Sl. No. | Clause No./ Section/ Page No.              | Description   | Queries   | Response   | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|--|---|---|--|--|
|         |  |   |   | for at least 24 business hours. However, during the change from DC to DR- Cloud or vice-versa (or regular planned changes), there should be no data loss depending on the application requirements of AEGCL. |  |
| 78      | 10. Security Requirements                  | Data Center Facility of the CSP should have the following security toolset: (i) Standalone Network IPS- Protection from Known, Undisclosed threats. (ii) Anti-APT with sandbox-Protection from Unknown threats (iii) HIDS & HIPS with virtual Patching (iv) SAP NetWeaver Certified VSAPI Antimalware | SAP certified VSAPI antimalware is primarily for sap applications and not for data center facility. Please remove this section from CSP DC facility and incorporate it in SAP application requirements  | No Change  |  |
| 79      | 2. General Requirements                    | Ability to integrate fully with the Government of India approved Certificate Authorities to enable AEGCL use the Digital Certificates/ Digital Signatures   | i. Kindly elaborate the kind of integration that is expected.<br>ii. We anticipate that the integration will happen either at the webserver level or at the application level. Kindly confirm.  | No Change  |  |
| 80      | 2. General Requirements                    | The CSP should implement SSO with MFA (Multi Factor Authentication) feature.  | Is the SSO with MFA feature expected to access the cloud platform or for logging into the virtual instance?   | No Change  |  |
| 81      | 2. General Requirements                    | Any required version/Software /Hardware updates, patch management etc. at DC & DR sites will be managed by the CSP/ MSP/SI for the entire contract period at no extra cost to AEGCL.  | Since the SAP application will be deployed and managed by ERP SI of AEGCL, the version/software updates in scope of bidder will be restricted to the operating system / underlying hardware. Kindly confirm if this understanding is correct.   | No Change  |  |
| 82      | Detailed Scope of Work: 3. Data Management | CSP shall be liable to transfer data back in-house or any other Cloud / physical environment as required by AEGCL, either on demand or in case of contract or order termination for any reason.   | Since the in-house or other environment is not under our management, we can provide all the required access to the infrastructure provided by us and the entity who is managing that location/infrastructure can copy the data to the destination as required by AEGCL. Kindly confirm. | No Change  |  |

| Sl. No. | Clause No./ Section/ Page No. | Description  | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|-------------------------------|--|---|---|--|
| 83      | 16. Role Matrix               | Network connectivity (MPLS) between the DC/DR to AEGCL MPLS  | <p>1. We interpret that the MPLS link will be brought in by AEGCL/partner and CSP will extend the connectivity to the proposed setup. Is this understanding, correct?</p> <p>2. Please share the count of MPLS links that are expected to be connected at DC and DR.</p> <p>3. Please share the type of connectivity (copper/fiber) and the link throughput for the MPLS links.</p> | No Change   |  |
| 84      | 10. Security Requirements     | The Data Center Facility of the CSP shall at minimum implement the security toolset: Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDoS Protection, HIDS / NIDS, Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Authentication & Authorization, and Auditing & Accounting) | Kindly confirm if we need to include the costing for respective Line Items. If yes - Please share the Sizing -There is no line item in commercial format for this scope, kindly confirm.  | The Data Center Facility of the CSP shall at minimum implement the security toolset: Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDoS Protection, HIDS / NIDS, Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Authentication & Authorization, and Auditing & Accounting). The offering should be bundled, added against BoQ items and there should not be separate cost for the same. | SL No: 24 of Table 1 of Addendum-I                             |
| 85      | 1. Overall Scope of work      | The selected bidder shall be responsible for managing and controlling the underlying Cloud Infrastructure including operating systems, storage, network, security, etc.  | The clause asks the bidder to be responsible for security of underlying Cloud Infrastructure but does not include the important aspect of securing infrastructure from vulnerability exploitation detection & prevention, also handling unknown ransomware/ State sponsored threats with Anti-APT Network   | No Change   |  |

| Sl. No. | Clause No./ Section/ Page No.                             | Description   | Queries   | Response                                    | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|---|---|---|--|
|         |   |   | analytics solution. Therefore, request to include the technical specifications for Network Intrusion Prevention System and Network Threat analytics Solutions.                      |   |  |
| 86      | 1. Overall Scope of work                                  | The CSP shall carry out the capacity planning and do the infrastructure sizing for AEGCL to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution. There should not be any constraints on the services. MSP/SI will be responsible for these activities. | Platform have the capability to provide the capacity as per the load req. but pricing may vary and it will be charged based on actual consumption. Please confirm our understanding | No Change                                   |  |
| 87      | 4. User/ Admin Portal Requirements                        | Provide Incident Management and Ticketing via web-based portal (tools) for any incident occurrence during the operations.   | Please confirm if customer/ application team needs access to Airtel's ITSM tool to resolve tickets. If yes, please provide number of resolvers to be considered.                    | No Change                                   |  |
| 88      | 12. Management Reporting Requirements                     | CSP shall also provision real time dashboard for monitoring resource utilization along with financial impact (billing) and reporting purposes for AEGCL.  | Please confirm if customer/ application team needs access to Airtel's ITSM tool to resolve tickets. If yes, please provide number of resolvers to be considered.                    | No Change                                   |  |
| 89      | 5. LAN/ WAN Requirements                                  | The data center and disaster recovery center facilities should support connection to the wide area network through high bandwidth links of appropriate capacity to take care of the needs of various types of user entities. Provision has to be made for segregation of access path among various user categories.   | Please provide the bandwidth requirements & how many such user entities needs to be configured.   | As per necessity, billing will be on actual | SL No: 25 of Table 1 of Addendum-I                             |
| 90      | 9. Disaster Recovery and Business Continuity Requirements | Replication Link sizing and provisioning shall be in scope of the CSP   | What is the expected link speed between DC & DR.  | As per necessity, billing will be on actual | SL No: 26 of Table 1 of Addendum-I                             |

| Sl. No. | Clause No./ Section/ Page No.   | Description  | Queries  | Response                                    | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---------|---|--|--|---|--|
| 91      | 18.12.1.a<br>Failover/Failback  | In the event of a disaster, the SAP system at Proposed Supplier's DR site will become primary system. All users of PURCHASER will connect to Supplier's DR site through Internet/MPLS/P2P link. The failover/failback from Main DC to DR and vice versa should be done through a proper announcement and informing all stakeholders. DR portal should have self-service ability to kick off various tasks including failover and failback. DC/DR restoration will be in scope of SUPPLIER. Once the site is restored SUPPLIER will notify PURCHASER and all users about the recovery | What is the expected link speed between DC & DR.   | As per necessity, billing will be on actual | SL No: 26 of Table 1 of Addendum-I                             |
| 92      | 14. Training and Knowledge Sharing  | CSP and/ or MSP/SI shall provide required training to AEGCL authorized team on user administration, remote system performance monitoring, issue status & tracking tool, SLA monitoring and any other relevant aspects as required by AEGCL.  | How many training sessions needs to conducted and for how many users.  | Adequately explained                        |  |
| 93      | 17. While proposing the solution, the bidder must propose the followings. | Solution Designing & Implementation -- Backup solution with different features, like snapshots of VM"s, online RDBMS backup (Standalone and Clustered), File system backups incremental and full back up of all data, restoration of data in test environment or as and when required.   | Please share the tentative total backup size requirement for 5 years.  | As per data Growth                          | SL No: 27 of Table 1 of Addendum-I                             |
| 94      | 17. While proposing the solution, the bidder must propose the followings. | Application hosting on Government Community Cloud -- The supplier should support PURCHASER in migrating the data from any offshore development center to Production environment in proposed Data Centre. Procedures and documentation to be developed for migration of applications, data & content. Hence, necessary connectivity needs to be provided by the supplier till the time of data migration.   | What is the data size which need to be migrated to factor the link.  | As per necessity                            | SL No: 28 of Table 1 of Addendum-I                             |
| 95      |   | RTO & RPO for SAP DBs  | RPO for SAP DBs will depend on SAP HANA replication. Our understanding is that SAP HANA replication will be configured by ERP SI (Yash Technologies). Please confirm this understanding. | No Change                                   |  |

| Sl. No.                       | Clause No./ Section/ Page No.       | Description  | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------------------------------|-------------------------------------|--|--|---|--|
| 96                            | 18.12.1.a<br>Failover/Failback      | Below are the RTO and RPO timelines<br><br>RTO – 30 mins<br>RPO – 1 hour   | In 2 different documents, different RTOs & RPOs are mentioned, kindly clarify which one to consider.   | Please read RTO as 30 min and RPO as 1 hour   | SL No: 31 of Table 1 of Addendum-I                             |
| <b>Appendix II: Tech_Spec</b> |                                     |  |  |   |  |
| 97                            | 1. Requirement of Cloud Environment | The Solution should offer Service catalogue listing availability of Cloud infrastructure like Virtual Machines, Storage, and Common Services etc offered by Government Community Cloud.  | As AEGCL has allowed Virtual Private Cloud (VPC) as an option, we will request to add VPC also as an option here   | No change   |  |
| 98                            | 1. Requirement of Cloud Environment | The Solution should allow easy inventory tracking of all the virtual assets in the Government Community Cloud. It should also store detailed information about assets.   | As AEGCL has allowed Virtual Private Cloud (VPC) as an option, we will request to add VPC also as an option here   | No change   |  |
| 99                            | 1. Requirement of Cloud Environment | In case of additional services required in a far off CSP region in India for business continuity, CSP should have the option to provide a region at least 200KM away from primary region and this far off region should be active for last five years and Meity certified.   | We would request AGCL to allow a secondary Region which is certified by MeitY as irrespective of the years of operation. We as AWS have been empaneled with MeitY with Mumbai Region with 3 Datacenters since 2017. We further got another Hyderabad Region with 3 Datacenters empaneled in 2022. We have 6 DCs which are empaneled by MeitY | No change   |  |
| 100                           | 1. Requirement of Cloud Environment | Software console shall provide a single view of all virtual machines including DC and DR and the status of replication for DC and DR, allow monitoring of system availability and performance and automated notifications with email alerts. Management console shall provide reports for performance and utilization of physical servers, Virtual Machines & hypervisors. It shall co-exist and integrate with leading systems management vendors | In AWS cloud hypervisor layer is being managed by AWS cloud team. Customer doesn't need to monitor as this responsivity comes to AWS. We would request to remove hypervisor from monitoring and this section.  | Software console shall provide a single view of all virtual machines including DC and DR and the status of replication for DC and DR, allow monitoring of system availability and performance and automated notifications | SL No: 10 of Table 1 of Addendum-I                             |



| Sl. No.                  | Clause No./ Section/ Page No.                               | Description  | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|--------------------------|---|--|---|---|--|
|                          |   |  |   | with email alerts. Management console shall provide reports for performance and utilization of physical servers & Virtual Machines. It shall co-exist and integrate with leading systems management vendors |  |
| 101                      | 1. Requirement of Cloud Environment                         | It should able to integrate and manage virtual MAC and WWN numbers for better and tight integration prospective.   | In cloud virtual MAC and WWN are being managed by global infrastructure team and customer doesn't need to manage. We would request AEGCL team to remove this line for cloud service provider. | Clause may be discarded   | SL No: 11 of Table 1 of Addendum-I                             |
| 102                      | 8. Server/VM Security - HIPS +Netweaver Antimalware Scanner | Solution should support at least Windows 10, Windows Server 2008, 2012, 2016, RHEL 32 bit and 64 bit, CentOS, Debian, Ubuntu, AIX, HP-UX, Oracle Linux, and SUSE   | In AWS cloud AIX and HP-UX operating systems. We would request AEGCL to remove these two OS from this list.   | Solution should support at least Windows 10, Windows Server 2008, 2012, 2016, RHEL 32 bit and 64 bit, CentOS, Debian, Ubuntu, Oracle Linux, and SUSE  | SL No: 12 of Table 1 of Addendum-I                             |
| 103                      | 8. Server/VM Security - HIPS +Netweaver Antimalware Scanner | Should have ability to go back in time by analyzing historical data and pinpoint patient 0   | Need clarification  | Clause may be discarded   | SL No: 13 of Table 1 of Addendum-I                             |
| 104                      | 2. Virtual Machine or Compute                               | Virtual Machines offered should be with the latest generation processor offered by the processor OEM (Not later than 2021)   | Need clarification what if later than 2021 releases.  | Virtual Machines offered should be with the latest generation processor offered by the processor OEM (Not earlier than 2021)  | SL No: 14 of Table 1 of Addendum-I                             |
| <b>Appendix III: SLA</b> |   |  |   |   |  |
| 105                      | V. Resolution Time of Problems                              | Recovery Time Objective (RTO) - is maximum elapsed time allowed to complete recovery of application processing at DR site. It is measured during the regular planned / unplanned DC- DR Drill or an DC/ DR outage. AEGCL intends to maintain RTO of maximum 4 hours. | In 2 different documents, different RTOs & RPOs are mentioned, kindly clarify which one to consider.  | Please read RTO as 30 min and RPO as 1 hour   | SL No: 31 of Table 1 of Addendum-I                             |

| Sl. No.   | Clause No./ Section/ Page No. | Description  | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|---|-------------------------------|--|--|---|--|
|   |                               | Recovery Point Objective (RPO) - is the maximum amount of time lag between Primary and Secondary storages. For all application and data at primary site, AEGCL intends to maintain RPO of maximum 15 minutes.                          |  |   |  |
| <b>Annexure VI_plan-dc-dr-merged</b>            |                               |  |  |   |  |
| 106   | Description                   | Instance should be SAP certified   | Is the virtual instance expected to be SAP certified? Can the cloud offering be SAP certified instead of instance?   | No change   |  |
| 107   | Description                   | Storage should be SSD, 16000 IOPs, 250 MBps Throughput   | Is the IOPS mentioned for the total storage volume of the instance or per TB?  | No change   |  |
| 108   | Sizing Assumptions for DC     | Should have flexibility of increase/ decrease of hardware resources (RAM, CPU) on fly as per the Project requirement   | Decrease of CPU/RAM for a virtual instance will require downtime and cannot be done on the fly. Can this sizing assumption be revised accordingly?   | No change   |  |
| <b>Appendix A - Description of the Services</b> |                               |  |  |   |  |
| 109   | 6. Manpower deployment        | The Tenderer must demonstrate that it will have the personnel for the key positions that meet the following requirements: Two such professional has to be deployed as part of the deliverables for the entire duration of the project. | <p>Cloud Operation Engineer (Full-time)</p> <p>2 such resources will be deployed in customer premises or remote support is needed from them.</p> <p>In the shared BOQ, 10 resources are asked, kindly elaborate:</p> <ul style="list-style-type: none"> <li>How many resources are needed</li> <li>What type of resources are required with which skills.</li> </ul> | Point no. 6: Manpower deployment of Appendix A - Description of the Services under Section IX – Special Conditions of Contract may be referred. | SL No: 29 of Table 1 of Addendum-I                             |

**TABLE-2**

| SL NO            | Clause No./ Section/ Page No.                                | Description   | Queries  | Response        | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|------------------|--|---|--|-----------------|--|
| <b>BOQ 55218</b> |  |   |  |                 |  |
| 1                |  |   | Please specify the rate has to be quoted per month or per year basis.  | No change       |  |
| 2                |  |   | RFP asked for DR set up but there is no DRM tool costing has been asked in the commercial sheet.                               | No change       |  |
| <b>GENERAL</b>   |  |   |  |                 |  |
| 3                | <b>Please add following in PQ to ensure quality services</b> |   |  |                 |  |
|                  |  | <b>Requirement</b>  | <b>Supporting Document</b>   | <b>Response</b> |  |
|                  |  | CSP will be MeitY empaneled & STQC audited as per Ministry of Electronics and Information Technology (MeitY) empanelment process as on the last date of submission of the bid | Empanelment Certificate issued by MeitY  | No change       |  |
|                  |  | CSP will have a minimum average turnover of INR 500 Cr for the last three financial years. FY-20, FY21, FY22 and positive avg net worth of 100 Cr.                            | Self-declaration from the Authorized signatory of the CSP on their letterhead or a CA certificate                              | No change       |  |
|                  |  | CSP will have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3         | Self-declaration from the Authorized signatory of the CSP on their letterhead or Public Link                                   | No change       |  |
|                  |  | Payment Card Industry Data Security Standards (PCI DSS) Level 1 version 3.2 for storing, processing, and transmitting credit card information in the cloud                    | Self-declaration from the Authorized signatory of the CSP on their letterhead or Published compliance details on CSP's website | No change       |  |

| SL NO | Clause No./ Section/ Page No. | Description  | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|--|---|-----------|--|
|       |                               | CSP should have ISO 22301 certification for business continuity implementation.  | Self-declaration from the Authorized signatory of the CSP on their letterhead or Published details on CSP's website                 | No change |  |
|       |                               | CSP should provide financially backed compute infrastructure availability of >=99.99% from India Data Center.  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same | No change |  |
|       |                               | Compute Auto-scaling Capabilities: The cloud system should be able to automatically spin new instances from an image on events like CPU utilization, network throughput and Disk read and write operations. Also, should be able to use preconfigured, template images to get servers launched or create an image containing our applications, libraries, data, and associated configuration settings. | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same | No change |  |
|       |                               | Information Availability for the customer on the CSP Portal:<br>Published uptimes<br>Incident Reports<br>Security Bulletins<br>Audit Reports   | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same | No change |  |
|       |                               | Data Encryption: CSP should automatically encrypt data both in transit outside of physical boundaries not controlled by CSP and at rest by default and provide numerous ways for you to control your own encryption keys and data access.  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description  | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|--|--|-----------|--|
|       |                               | CSP should provide the option of managing and deployment of the containers in an on premise and multi-cloud environment. It should also give the functionality to be able to migrate VM's to containers as part of application modernization.              | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same  | No change |  |
|       |                               | The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP.   | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same  | No change |  |
|       |                               | CSP should provide the managed service for data analytics and should allow for petabyte scale analytics with unlimited tables per dataset  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same  | No change |  |
|       |                               | CSP should provide the option of Trusted VMs and Container instances . Trusted VMs are hardened instances that verify VM identity and defend against rootkits and bootkits. CSP should deploys a custom-built hardware root of trust to verify VM identity | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same  | No change |  |
|       |                               | CSP should provide centralized vulnerability and threat reporting service  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same  | No change |  |
|       |                               | Data Platform should provide the ability to reliably store large amounts of data and should provide automatic cost optimization by tiering of older data.  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same  | No change |  |
|       |                               | CSP should provide VM's which provides encryption of data in transit , at rest using customer-managed encryption keys (CMEK) and customer-supplied encryption keys (CSEK), and providing encryption of data while in use.                                  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change |  |
|       |                               | CSP should provide tools for application modernization like managed Kubernetes services and CI/CD pipelines  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change |  |

| SL NO | Clause No./ Section/ Page No.  | Description  | Queries  | Response        | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|--|--|--|-----------------|--|
|       |  | CSP should provide storage with object versioning to support the retrieval of objects that are deleted or replaced   | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
|       |  | CSP should provide different options like PAYG, 1 year commit and 3-year commit compute infrastructure   | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
|       |  | CSP should have a marketplace for procuring third party services e.g. databases, NextGen Firewall, Disaster recovery management software.  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
|       |  | CSP should be able to give the unit price for vCPU and per GB of RAM for the VM's The unit license prices for Windows, Redhat, Ubuntu, MSSQL server should also be visible on the CSP website. | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
|       |  | CSP should be able to provide average sub millisecond retrieval time for all the data tiers available including the data stored in archive tier  | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
|       |  | CSP should have a public calculator link for creating and validating the list prices of CSP.   | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
|       |  | CSP should be in the leaders quadrant of Gartner for Infrastructure as a service for the last 3 consecutive years.   | Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same. | No change       |  |
| 4     | <b>Please add follow parameters in technical marking to ensure quality service</b> |  |  |                 |  |
|       |  | <b>Criteria</b>  | <b>Parameter</b>   | <b>Response</b> |  |
|       |  | Application Modernization- Fully Managed Implementation of Kubernetes Services   | <ul style="list-style-type: none"> <li>SLA on control plane, worker nodes, pods</li> </ul>   | No change       |  |

| SL NO | Clause No./ Section/ Page No. | Description   | Queries   | Response  | Reference to SI. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|---|---|-----------|--|
|       |                               |   | <ul style="list-style-type: none"> <li>• Automatic upgrades with release channels</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Integrated system and workload logging and metrics out of the box</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Native Backup and restore for Kubernetes resources and persistent data</li> </ul>                                    | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Seamless CI/CD with cloud native CI/CD tools</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Utility to migrate from monolithic VM to a container</li> </ul>  | No change |  |
|       |                               | Application Modernization- Security                   | <ul style="list-style-type: none"> <li>• Binary authorization &amp; trusted images</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• All in-cluster control plane components and proxies use FIPS 140-2 validated encryption modules</li> </ul>           | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Application IAM identity to enable applications to securely consume other services and APIs on the CSP.</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Private clusters to prevent unintended public access to services and endpoints and management</li> </ul>             | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Hardened node images with container optimized OS images &amp; containered</li> </ul>                                 | No change |  |
|       |                               | Application Modernization- Automation and scalability | <ul style="list-style-type: none"> <li>• Pay for resources consumed not resources provisioned; Deploy workloads without any pod sizing requirement</li> </ul> | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Seamlessly scale up to 10,000+ nodes in a single cluster or scale out to 1000's of clusters</li> </ul>               | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>• Cost-effectively scale AI/ML workloads with multi-instance GPUs</li> </ul>   | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description                               | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|---|--|-----------|--|
|       |                               |   | <ul style="list-style-type: none"> <li>● Simplified, fully-managed workload scaling with built-in 4 dimensional autoscaling: cluster and node autoscaling</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● K-native implementation for features like scale-to-zero, autoscaling, in-cluster builds, and eventing framework for cloud-native applications on Kubernetes.</li> </ul> | No change |  |
|       |                               | Application Modernization-DevOps          | <ul style="list-style-type: none"> <li>● Open-source basis</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Binary Authorization</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Image streaming from Artifact registry</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Fully managed, even for private networks</li> </ul>   | No change |  |
|       |                               | Application Modernization-Operations Mgmt | <ul style="list-style-type: none"> <li>● Zero effort log &amp; metric collection-Integrated Workload metrics</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Support for multi-cloud or hybrid cluster observability</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Out of the box Integrated dashboard for all K8 signals and System metrics monitoring at no cost to the customer</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Native support for Prometheus and open APIs (OTEL)</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● CSP Native solution for Backup and PITR for kubernetes workloads</li> </ul>   | No change |  |
|       |                               |   |  |           |  |
|       |                               | Application Modernization- Networking     | <ul style="list-style-type: none"> <li>● Single VPC across multiple regions</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>● Load balancer traffic is distributed directly to the Pods which should receive the traffic, eliminating the extra network hop</li> </ul>                                | No change |  |



| SL NO | Clause No./ Section/ Page No. | Description                                 | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|---|--|-----------|--|
|       |                               |   | • Efficient handling of Load balancing without any pre-warm of load balancer instances   | No change |  |
|       |                               |   | • Multiclust er ingress based load balancing across workloads running in various regional kubernetes clusters  | No change |  |
|       |                               |   | • Multi-clust er services enabling pods of a service to reside across multiple clusters and pods accessing services across clusters seamlessly                           | No change |  |
|       |                               | Application Modernization- Customer support | • Built to support customers for open cloud strategy - application portability including service mesh manifests based on Istio without cloud vendor locking              | No change |  |
|       |                               |   | • In-built support to monitor cost for container workloads using usage metering.   | No change |  |
|       |                               |   | • Cost optimization insight of the K8 cluster from the console   | No change |  |
|       |                               | Serverless Platform Support                 | • Should be managed Platform offered by the CSP as cloud native.   | No change |  |
|       |                               |   | • Should provide capability to scale zero to peak demands  | No change |  |
|       |                               |   | • Must have built in fault tolerance and support event driven architecture   | No change |  |
|       |                               |   | • Must have set of native services available to enable communication between decoupled components within microservices, distributed systems, and serverless applications | No change |  |
|       |                               | DevOps                                      | • CSP should offer DevOps service to manage the complete CI/CD pipeline, Code review, code deploy, code and git management   | No change |  |
|       |                               |   | • Automatically build, test, distribute, deploy and monitor iOS, Android, Windows and  | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description               | Queries  | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|---------------------------|--|-----------|--|
|       |                               |                           | macOS apps—all in one place  |           |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Developers can regularly merge their code changes into a central repository, after which automated builds and tests are run.</li> </ul>   | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Should securely store and version application's source code and automatically build, test, and deploy the application and built in connectors to tap into data sources from within and outside cloud sources.</li> </ul>        | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Supporting CI/CD pipeline with easier traffic versioning feature for cloud run for canary deployments.</li> </ul>   | No change |  |
|       |                               | Application Integration   | <ul style="list-style-type: none"> <li>• Must provide native control and capabilities to create, publish, maintain, monitor, and secure APIs at any scale for serverless workloads and web applications</li> </ul>   | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Create a flexible API to securely access, manipulate, and combine data from one or more data sources</li> </ul>   | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Event-driven architecture</li> </ul>  | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Reliable high throughput pub/sub</li> </ul>   | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Should support No Code API Integration and should provide managed workflow platform like Apache Workflow</li> </ul>   | No change |  |
|       |                               |                           | <ul style="list-style-type: none"> <li>• Establish Governance, Security and Analytics for inter services/east-west traffic</li> </ul>  | No change |  |
|       |                               | API Life Cycle Management | <ul style="list-style-type: none"> <li>• API platform should have the functionality of the full life cycle management of the API and should not be just an API gateway. The platform should help in building, running , monitoring handling threat protection</li> </ul> | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description   | Queries  | Response  | Reference to SI. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|---|--|-----------|--|
|       |                               |   | analytics, monetization & developer experience   |           |  |
|       |                               |   | ● API platform should support zero trust security architectures  | No change |  |
|       |                               |   | ● API platform should be available for all deployments hybrid, cloud and on premise  | No change |  |
|       |                               |   | ● API platform should be able to Spike arrest, advanced quotas, caching, CDN for APIs.   | No change |  |
|       |                               | API Life Cycle Management -In Built AI and protection | ● API platform should be able to help in monetizing the API's at runtime with different categories as defined by the customer  | No change |  |
|       |                               |   | ● API platform should have Threat protection, BOT detection, IP Allow/Deny list, IdP Integration , API Product Security controls, Security mediation all as in-built functionalities and no third party threat protection is required for the API's being managed by the platform. | No change |  |
|       |                               |   | ● API platform should be able to do App, Developer & API analytics with PII Controls (Data Masking, Obfuscation)   | No change |  |
|       |                               |   | ● API platform should be able to use AI/ML for :   | No change |  |
|       |                               |   | a.API Abuse Prevention   |           |  |
|       |                               |   | b.API Pattern Detection  |           |  |
|       |                               |   | c.API Threat Protection  |           |  |
|       |                               |   | d.Developer Engagement   |           |  |
|       |                               |   | e. API SLA Management  |           |  |
|       |                               | Malware Analysis & Threat hunting service             | ● The Platform should be an open community based contribution coming from over 200+ countries with visibility into latest threats with over 500K+ new files each day & should provide web application for manual / human   | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|-------------|---|-----------|--|
|       |                               |             | investigations (Incident response & threat hunting) & also provide API for programmatic interaction with Malware dataset.   |           |  |
|       |                               |             | <ul style="list-style-type: none"> <li>It should be able to scan submitted files (or its hash info) with 65+ AV solutions &amp; characterize files with multiple dynamic analysis sandboxes.</li> </ul>   | No change |  |
|       |                               |             | <ul style="list-style-type: none"> <li>It should also have the ability to scan URL's with 50+URL scanners, provide Whois Lookup info for domains / IP's &amp; provide threat reputation for domains &amp; IP's with over 50 datasets / scanners.</li> </ul>                   | No change |  |
|       |                               |             | <ul style="list-style-type: none"> <li>The platform should use Yara Language or equivalent for continuous monitoring for certain malware families &amp; it should be able to map historical threat campaigns by launching Yara Rules / or equivalent back in time.</li> </ul> | No change |  |
|       |                               |             | <ul style="list-style-type: none"> <li>The service shall enable users to submit files, URLs, domains or IP's to analyze for malicious contents.</li> </ul>  | No change |  |
|       |                               |             | <ul style="list-style-type: none"> <li>It should allow to automatically triage data and focus on what really matters - complete visibility into any type of artifact: files, domains, IP addresses, URLs, SSL certificates</li> </ul>   | No change |  |
|       |                               |             | <ul style="list-style-type: none"> <li>The service should be a platform which is a Web application for manual human investigations (incident response &amp; threat hunting). API for programmatic interaction with malware dataset</li> </ul>                                 | No change |  |
|       |                               |             | <ul style="list-style-type: none"> <li>The service should have the ability to scan URLs with 60+ URL scanners, provide threat</li> </ul>  | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description                 | Queries   | Response  | Reference to SI. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|-----------------------------|---|-----------|--|
|       |                               | Managed Threat Intelligence | reputation for domains and IPs & provide Whois lookup information as well as SSL certificates for domains & IPs. The service should be able to hunt and scan malicious domains or URLs.   |           |  |
|       |                               |                             | <ul style="list-style-type: none"> <li>It should have the capabilities to search for malware files by MD5, SHA1, SHA256 &amp; also domains, IPs and URLs.</li> </ul>  | No change |  |
|       |                               |                             | <ul style="list-style-type: none"> <li>Threat Intel Provider must have intel collection from open &amp; private sources in more than 30 languages and threat intel gleaned from years of Incident response and breach investigation.</li> </ul>   | No change |  |
|       |                               |                             | <ul style="list-style-type: none"> <li>The Threat intel provider should be in the leaders quadrant under Forester External Threat Intelligence Services report for two consecutive years.</li> </ul>  | No change |  |
|       |                               |                             | <ul style="list-style-type: none"> <li>The proposed TI solution should not be an product operating in Silo and should be part of a platform which helps it to be plugged in to operationalize Threat Intel, including the platform to run emulation of real attack binaries and malware safely and authentically against organization's security environment, to test for effectiveness.</li> </ul> | No change |  |
|       |                               |                             | <ul style="list-style-type: none"> <li>Security effectiveness platform &amp; Threat intelligence should be from the same OEM and must work in an integrated manner.</li> </ul>  | No change |  |
|       |                               |                             | <ul style="list-style-type: none"> <li>The solution should provide Intelligence pertaining to TTPs/Methodologies for APT groups and Malwares, covering the entire attack lifecycle and should have the ability to chain single attacks/behaviors , in order to emulate live attacks in production environments.</li> </ul>  | No change |  |

| SL NO | Clause No./ Section/ Page No. | Description   | Queries   | Response  | Reference to Sl. No. of Addendum [Table 2] wherever applicable |
|-------|-------------------------------|---|---|-----------|--|
|       |                               | Re captcha for frontend application Security  | <ul style="list-style-type: none"> <li>Stops bots and other forms of fraud from attacking search, checkout, payment, and other critical webpages along with protection at WAF</li> </ul>  | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>Support iOS and Android SDK</li> </ul>   | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>Should offers unique capabilities for enhanced detection such as extra granular scores, reason codes for high-risk scores, and the ability to tune the risk analysis engine for specific needs.</li> </ul> | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>Should detect password leaks and breached credentials to prevent account takeovers (ATOs) and credential stuffing attacks. It should also help with account and payment defender.</li> </ul>               | No change |  |
|       |                               |   | <ul style="list-style-type: none"> <li>SLA of 99.9%</li> </ul>  | No change |  |
| 5     |                               | Delivery time lines-150 as off now as per given performance criteria – Request to extended the delivery time from 150 days to 200 days. |   | No change |  |
| 6     |                               | Payment terms- the payment terms are not clearly mention in RFP Please clarification for the same                                       |   | No change |  |