



## ASSAM ELECTRICITY GRID CORPORATION LIMITED

OFFICE OF THE MANAGING DIRECTOR

Regd. Office: (FIRST FLOOR), BIJULEE BHAWAN, PALTANBAZAR; GUWAHATI - 781001

CIN: U40101AS2003SGC007238 GSTIN: 18AAFCA4973J9Z3

PHONE: 0361-2739520 Web: [www.aegcl.co.in](http://www.aegcl.co.in)

No. AEGCL/MD/AIIB/ERP-PKG-N2/2023/20

Date: 12/12/2023

### ADDENDUM - I

**Tender Reference No** : **AEGCL/MD/AIIB/ERP-PKG-N2/2023/07 dated 21/11/2023**

**Name of Work** : Procurement of Managed Cloud based DC DR service for hosting of AEGCL SAP ERP. **(Package-N2)**

**TABLE: 1**

Sl No.	Clause No.	As Existing	As Amended	Reference to Sl. No. of Response [Table 1] wherever applicable
1	Appendix-I-Scope of Work: CSP Responsibility	SSL Certificate: What type of SSL certificate is required. (Basic or wildcard)	Wildcard SSL Certificate	Sl. No. 62 of Table 1(A) in the Query Response Table
2	Appendix-I-Scope of Work: Disaster Recovery	There shall be asynchronous replication of data between Primary DC and DR	As per necessity, billing will be on actual	Sl. No. 63 of Table 1(A) in the Query Response Table
3	18.12.1.a Failover/Failback	How much of internet bandwidth is required at DC site. Replication Bandwidth requirement between DC & DR	As per necessity, billing will be on actual	Sl. No. 68 of Table 1(A) & Sl. No. 7 of Table 1(B) in the Query Response Table
4	General	Count of SSL VPN?	As per necessity, billing will be on actual	Sl. No. 8 of Table 1(B) in the Query Response Table
5	Appendix-I-Scope of Work	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. 68 of Table 1(A) in the Query Response Table



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6	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. 71 of Table 1(A) in the Query Response Table
7	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. 72 of Table 1(A) in the Query Response Table
8	10.41 Additional Requirements: CSP Responsibility	Provision, manage and deploy HSM (High Security Module) as per User Department(s) requirement	CSP should have this capability	Sl. No. 73 of Table 1(A) in the Query Response Table
9	Appendix-I-Scope of Work: 10. Security Requirements	<p>Data Center Facility of the CSP should have the security toolset like</p> <ul style="list-style-type: none"> <li>i) Standalone Network IPS- Protection from Known, Undisclosed threats.</li> <li>ii) Anti-APT with sandbox-Protection from Unknown threats</li> <li>iii) HIDS &amp; HIPS with virtual Patching</li> <li>iv) SAP NetWeaver Certified VSAPI Antimalware</li> </ul> <p>Also following in terms of security:</p> <ul style="list-style-type: none"> <li>• Identity and Access Management (IAM)</li> <li>• Multi-Factor Authentication (MFA)</li> <li>• Encryption of data associated with VM.</li> <li>• DDoS Protection (safeguards web applications running on cloud)</li> <li>• TSL/SSL Certificate Management</li> <li>• SIEM</li> <li>• HSM</li> <li>• Audit Services</li> </ul>	CSP should have these features	Sl. No. 74 of Table 1(A) in the Query Response Table
10	Appendix-II-Tech_Spec: Clause No. 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	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	Sl. No. 100 of Table 1(A) in the Query Response Table



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		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	availability and performance and automated notifications 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	
11	Appendix-II- Tech_Spec: Clause No. 1. Requirement of Cloud Environment	It should able to integrate and manage virtual MAC and WWN numbers for better and tight integration prospective.	Clause may be discarded	Sl. No. 101 of Table 1(A) in the Query Response Table
12	Appendix-II- Tech_Spec: Clause No. 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	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. 102 of Table 1(A) in the Query Response Table
13	Appendix-II- Tech_Spec: Clause No. 8. Server/VM Security - HIPS +Netweaver Antimalware Scanner	Should have ability to go back in time by analyzing historical data and pinpoint patient 0	Clause may be discarded	Sl. No. 103 of Table 1(A) in the Query Response Table
14	Appendix-II- Tech_Spec: Clause No. 2. Virtual Machine or Compute	Virtual Machines offered should be with the latest generation processor offered by the processor OEM (Not later than 2021)	Virtual Machines offered should be with the latest generation processor offered by the processor OEM (Not earlier than 2021)	Sl. No. 104 of Table 1(A) in the Query Response Table
15	Appendix-I-Scope of Work.pdf: Clause 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.	All environments to be operation as per RFP clause within stipulated time	Sl. No. 76 of Table 1(A) in the Query Response Table



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16	Appendix-I-Scope of Work.pdf: Clause 9. Disaster Recovery and Business Continuity Requirements	The CSP & MSP/SI shared basis shall conduct DR drill once in every six months of operation where in 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.	The CSP & MSP/SI shared basis shall conduct DR drill once in every six months of operation where in the Primary DC shall be deactivated, and complete operations shall be carried out from the DR Site 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.	Sl. No. 77 of Table 1(A) in the Query Response Table
17	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 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. 10 of Table 1(A) in the Query Response Table
18	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.	Clause may be discarded	Sl. No. 12 of Table 1(A) in the Query Response Table



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19	2.1 CSP Qualification Criteria; Minimum; B. Financial Capabilities RFP Clause No. 2.1(B) (2)	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)	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 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)	Sl. No. 13 of Table 1(A) in the Query Response Table
20	2.2 MSP/SI Qualification Criteria: A. Technical Capabilities RFP Clause No. 2.2 (A) (5)	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)	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. 29 of Table 1(A) in the Query Response Table
21	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	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. 20 of Table 1(A) in the Query Response Table
22	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	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	Sl. No. 31 of Table 1(A) in the Query Response Table



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		amount of Profit & Loss Account if not reduced from Reserves, less (i) Expense not written off (ii) Loss in Profit and loss Account	worth. Sec 133 of the Companies Act 2023 is related to role of Central Govt. to prescribe A/c standards.	
23	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>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. 43 of Table 1(A) in the Query Response Table
24	Scope of Work Clause No. 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 &	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	Sl. No. 84 of Table 1(A) in the Query Response Table





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		Authorization, and Auditing & Accounting)	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.	
25	Appendix-I-Scope of Work: Clause No. 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.	As per necessity, billing will be on actual	Sl. No. 89 of Table 1(A) in the Query Response Table
26	Appendix-I-Scope of Work: Clause No. 9. Disaster Recovery and Business Continuity Requirements & 18.12.1.a Failover/Failback	Failover/Failback - Replication Link sizing and provisioning shall be in scope of the CSP.  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.	As per necessity, billing will be on actual	Sl. No. 90 and 91 of Table 1(A) in the Query Response Table
27	Appendix-I-Scope of Work: 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	As per Data Growth	Sl. No. 93 of Table 1(A) in the Query Response Table



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		environment or as and when required.		
28	Appendix-I-Scope of Work: 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.	As per necessity	Sl. No 94 of Table 1(A) in the Query Response Table
29	Appendix A - Description of the Services: Clause 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.	Point no. 6: Manpower deployment of Appendix A - Description of the Services under Section IX – Special Conditions of Contract may be referred.	Sl. No 109 of Table 1(A) in the Query Response Table
30	3. QCBS Evaluation Criteria for Technical Bid	Demo covering CSP Platform capabilities. Demo covering CSP service capabilities around advanced services like AI/ML	As per CSP capability	Sl. No 60 of Table 1(A) in the Query Response Table
31	Appendix III: SLA: 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	Please read RTO as 30 min and RPO as 1 hour	Sl. No 105 of Table 1(A) in the Query Response Table

sd/-

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