

S No	RFP Page No. RFP Section	Content of RFP requiring Clarification(s)	Bidder Remarks	Response	
1	14	5.2. Security and Statutory Requirements. Certification/Compliance: Point (i) Page No. 14	The CSP/Bidder facilities/services need to be certified / compliant to the following standards based on the project requirements: <ul style="list-style-type: none"> !! ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards !! ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and information technology !! ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services 	As our audit process is going and the certificate is expected on mid of December for ISO/IEC 27017:2015 & ISO 20000-9 ; we request to accept the self declaration for the above mentioned certification.	Refer to Amendments
2	55	10.3. Penalties: Scope of Work (Cloud Services):Penalties shall not exceed 100% of the monthly bill.	Request you to limit maximum SLA breach penalty to 25% of monthly bill. Clarification required – We request you to link the SLA to individual services as against the overall monthly bill since it is not a true reflection of how much the impact of the outage was. Additionally the percentage rate of penalty is extremely high and should be reconsidered.	Recommended for inclusion	No Change
3	51	6.4. Terms and conditions	Monthly Payment will be based on the actual usage of the services and as per the "Unit Costs" under Pricing Summary Sheet	Please let us know what is minimum. Monthly & Yearly commitment.	the requirement is submitted as per boq for staging production and DR afor your reference. The payment will be pay as per usage on monthly basis. Hence no there is no minimum and maximum commitment.
4	10	5. Detailed Scope of Work	6. The application software and necessary licenses for deploying online application will be provided by IBM.	Will this include the database server licenses, also request you to specify the databases that will be implemented in the environment	Please refer to BOQ document published along with the RFP
5	11	5. Detailed Scope of Work	14. The bidder has to provision VPN gateway for accessing the Servers for troubleshooting. The connectivity has to be provided for 5 clients for troubleshooting issues. The internet connectivity required for VPN has to be separately provisioned.	Request if the Bandwidth for internet can be common for VPN, DC/DR replication and Public access	Yes.
6	11	5. Detailed Scope of Work	16. IBM estimates a data transfer of 5 GB per day from DC to DR for the applications. Bidder has to provision the bandwidth between DC and DR accordingly to meet the RPO and RTO requirements. The Bandwidth should be dedicated and should meet the SLA as per Para 10.	Request if the Bandwidth for internet can be common for VPN, DC/DR replication and Public access	Yes.
7	11	5. Detailed Scope of Work	18. DR drills need to be performed by the Bidder half yearly and/or on demand basis to check disaster preparedness.	Request if you can mention maximum number of drills per year	Wipro to provide the information
8	11	5. Detailed Scope of Work	10. The Bidder has to provide 50Mbps Internet connectivity at DC & DR respectively for access to the applications. The internet connectivity should be available to the applications as per the SLA requirements stated in Para 10. Additional charges for Data Ingress or Egress will not be paid by IBM	Does the bandwidth specified include the bandwidth requirements for VPN and DC/DR replication	Yes.
9	11	5. Detailed Scope of Work	12. The bidder has to provide load balancers for High Availability of the Web applications in DC.	Request you to specify the throughput requirements for the load balancer in term of HTTP/HTTPS, Number of connections and Transactions per second	Max number of concurrent connections is 1400, Throughput should be 1 Gbps
10	13	5. Detailed Scope of Work	27. The Bidder shall conduct vulnerability and penetration testing (from third party agency empaneled with CERT-in) on the cloud facility every 6 months and report should be shared with IBM. The Bidder needs to updates the systems in response to any adverse findings in the report; without any addition cost to IBM.	Is this for the Grid environment or for the infrastructure environment for IBM	Infrastructure Environment
11	13	5. Detailed Scope of Work	26. IBM will install Server and network monitoring and ticketing solution for management of the Cloud infrastructure. The bidder support team will have to use the mentioned tools to log tickets, update resolutions, perform change management, monitor VM instances and devices and provide monthly SLA reports.	Request you to consider using shared tools provided by the CSP inlieu of your tools to save on costs and leverage on shared efficiencies	No Change
12	10	5. Detailed Scope of Work	7. Windows Operating system licenses (Windows Server Standard) will be provided by IBM. The Windows OS licenses details will be shared with the successful bidder.	Request you to consider using Service Provider Licensing model to save on costs	No Change
13	14		5.2. Security and Statutory Requirements	Not clearly mentioned on security tools for the solution.	
14	11		The Bidder shall be responsible for provisioning of adequate internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access MTS application.	In the RFP current architecture & data size details are not mentioned. Kindly share the details with Total Number of Locations for the end users to access MTS Applications.	Being a Web Based Application, MTS is location independent
15	15		The CSP/Bidder shall report forthwith in writing of information security breaches to the IBM by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities or Confidential Information.	In such an event, we would request IBM to provide the lists of Officials who are nominated / to have access to the Project's Data, and Facilities. As security tools are not mentioned broadly, so CSP have limited scope on Data Security.	IBM will intimate the list of officials from time to time during the implementation
16	14		Point iii. The CSP/Bidder shall meet all the security requirements indicated in the IT Act 2000 the terms and conditions of the Provisional Empanelment of the Cloud Service Providers and shall comply to the audit criteria defined by STQC	Cloud Platform security is covered by CSP under MeitY guideline and STQC audited. VM level security comes under customer scope and it is a separate service (as in RFP no additional advance security tool is not mentioned).	Bidder shall provide the Anti-Virus services
17	13		Bidder shall provide at least one personnel at IBM site to work with IBM and IBM Application partner and be the point of contact throughout the contract period. The personnel should be available onsite Monday to Friday during IBM office hours.	Onsite recourse is difficult to provide onsite. Recourses will be available at DC & DR location to ensure the availability. So request you please removed this clauses	Bidder shall provide 24*7 support for services to work with IBM & IBM application partner. And to be the point of contact through out the contract period for resolving any services related issues
18	14		IBM will install HP Arcsight SIEM for the log and event management. The bidder has to utilize the logger for log forwarding and security event management	As SIEM is out of scope so, not possible to fulfill this requirement. Please elaborate the requirement for better understanding.	IBM will be installing a Full fledged SIEM solution in the environment through its partner. The request is to integrate the cloud VM's to the SIEM solution for Event tracking and monitoring.
19	13		The Bidder shall conduct vulnerability and penetration testing (from third party agency empaneled with CERT-in) on the cloud facility every 6 months and report should be shared with IBM. The Bidder needs to updates the systems in response to any adverse findings in the report; without any addition cost to IBM.	CSP conduct Infra level audit and VAPT and report cannot be shared as per the ISO 27001 guideline. Individual VM level VAPT will comes under separate service. Please elaborate the requirement for better understanding	As per RFP
20		Section 5, Point 5, Page 10	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, router, firewalls, and load balancers) to ensure accessibility of the servers as per defined SLA's.	We are assuming that network infrastructure in scope is limited to the CSP end and any network infrastructure on the IBM's end is out of scope for the Bidder. Can you please clarify. We are asking this question as it is not clear from the detailed scope of work in the RFP	Yes.
21		Section 5, Point 9 and 10, Page 11	The Bidder shall be responsible for provisioning of adequate internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access MTS application. The Bidder has to provide 50Mbps Internet connectivity at DC & DR respectively for access to the applications. The internet connectivity should be available to the applications as per the SLA requirements stated in Para 10. Additional charges for Data Ingress or Egress will not be paid by IBM	As you may know, there are two ways to connect to public cloud: 1) One can configure Site-to-site or Point-to-site VPN using the internet links available at the customer's end. This is however unreliable. There is no separate internet link required at the CSP end. 2) CSPs support dedicated private links (MPLS). For example - Azure supports Express Route. These are reliable, secure and charged at the CSPs end. However, these private links have to be implemented in conjunction with MPLS links from customer's or user's premises to CSP datacenter. With the above background, please find below our questions: 1) Under point #10, we are assuming you were referring to 50 Mbps of dedicated private links at CSP. There is no separate internet link required at the CSP end. Please clarify. 2) As these private links have to be implemented in conjunction with MPLS links from customer's or user's premises to CSP datacenter; charges, provisioning and management of those MPLS links are under the scope of IBM and NOT under the Bidder. Your existing MPLS providers can also be leveraged, provided they are supported by the dedicated connections at the CSP's end. Please clarify.	The applications to be deployed by IBM will be purely internet facing. IBM employees and all other users of the system will have to connect to the system over the internet. There is no requirement of a separate MPLS network. The internet Link requested can be deidated or shared as per the bidder but should provide necessary throughput to cater user concurrency and provide services as per SLA's

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22	Section 5, Point 14, Page 11	The bidder has to provision VPN gateway for accessing the Servers for troubleshooting. The connectivity has to be provided for 5 clients for troubleshooting issues. The internet connectivity required for VPN has to be separately provisioned.	If IBM chooses to use internet connection to access cloud using Site-to-Site VPN, then there is no limit on the number of users as long as the network bandwidth is adequate. In such a case, Bidder needs to set up VPN Gateway (for Site-to-Site VPN) on CSP end and users from IBM can connect using internet connection at IBM's end. However, the VNET gateways are typically charged basis the number of hours of operation and amount of data that goes out of the CSP datacenter. Please add this line item to the Price bid BoQ.	Wipro to provide the information
23	Section 5, Point 14, Page 11	The bidder has to provision VPN gateway for accessing the Servers for troubleshooting. The connectivity has to be provided for 5 clients for troubleshooting issues. The internet connectivity required for VPN has to be separately provisioned.	The number of VPN Gateways/Site-to-site VPNs / Express route connections to be created depends on the number of locations of the users. Can you please provide the following details: 1. number of locations of the users 2. number of total users and concurrent users at each location 3. Connectivity preferred from each location – internet link / MPLS link	Wipro to provide the information
24	Section 5, Point 8.a, Page 10	Backup solutions need to be the responsibility of the bidder for Production, DR and Staging in the form of disk to disk to tape or latest generation LTO (One Copy). Disk to Disk to tape will be preferred for database backups	There is no tape option on public cloud. We will provide disk to disk backup on Microsoft Azure along with required redundancy to meet the SLAs. Can you please remove the reference to tape in the RFP	The requested cloud services are not public cloud. It is Virtual Private Cloud/Government Community Cloud
25	Section 5, Point 7, Page 10	Windows Operating system licenses (Windows Server Standard) will be provided by IBM. The Windows OS licenses details will be shared with the successful bidder	As the licenses for all software (OS, DB etc.) will be provided by IBM, we are assuming that Bidder needs to quote for bare metal VM charges only. Please confirm. Further, can you please confirm if IBM has software assurance for the licenses. SA is required to bring your own license to cloud	The scope of work is providing IaaS. The detailed scope of work is provided in the Section 1, Clause 5.
26	Section 5, Point 25, Page 12	Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP.	Can you please provide examples of "operating systems and other system software that are outside of the authorization boundary of the CSP."	As per RFP
27	Section 5, Point 27, Page 13	The Bidder shall conduct vulnerability and penetration testing (from third party agency empaneled with CERT-In) on the cloud facility every 6 months and report should be shared with IBM.	Request you to add this line item to the price bid.	As per RFP
28	Section II, Point #1.11, Page 24	No Consortium is allowed.	It is not clear if there is any component of management of on-premise infrastructure in the scope of the Bidder If there is any on-premise infra-management component under the scope of the Bidder, request you to allow consortiums as we need to partner with vendors with such capabilities. However, there will be prime bidder and single point of contact for IBM	No Change
29	Price bid, 2.08 - Item 18	Price schedule - Backup costs	Please clarify whether the unit for backup charges is per instance? Generally, the cost of backup is dependent on the number of instances and the size of the instance to be backed up.	As per RFP
30	Price bid	VNET Gateway, Reserved IP Address	Please add the line items for VNET Gateway and Reserved IP addresses in the price bid.	As per RFP
31	Price bid	Total cost to be calculated by Bidder?	The Price Bid mandates quoting unit costs for various line items. Does the Bidder need to calculate and quote the total cost (by multiplying the quantities of each line item from the BoQ with the unit price) also in the bid? Or is this done by IBM for evaluation purposes?	The Bidder has to quote the Unit Prices as Per the Price Bid Format
32	5. Detailed Scope of Work Point (4)	The Bidder shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting MTS applications. The bidder has to manage and maintain the VM's including underlying Hardware, Operating systems, antivirus etc. for the contract period.	Kindly confirm the version details of the Windows OS licenses being provided by IBM along with support terms for the licenses. As the management for OS is expected from the bidder it is subject to support from Windows for the said license version.	Please refer to BOQ document published along with the RFP
33	5. Detailed Scope of Work Point (6)	The application software and necessary licenses for deploying online application will be provided by IBM.	Kindly confirm the support for all these licenses shall be provided by MTS Application Vendor for IBM and is not the scope for the bidder.	The scope of work is providing IaaS. The detailed scope of work is provided in the Section 1, Clause 5.
34	5. Detailed Scope of Work Point (7)	Windows Operating system licenses (Windows Server Standard) will be provided by IBM. The Windows OS licenses details will be shared with the successful bidder.	Kindly confirm the licenses for Suse and Redhat mentioned in the attached BOQ will also be provided by IBM.	Yes.
35	5. Detailed Scope of Work Point (8)	The Bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system states, databases and enterprise applications as per the backup policy.	Kindly provide the approximate daily data generation for the MTS project to calculate the required backup.	The bidder needs to arrive at the conclusion of the data generation based on the data storage requirements in the BOQ provided by IBM
36	5. Detailed Scope of Work Point (26)	IBM will install Server and network monitoring and ticketing solution for management of the Cloud infrastructure. The bidder support team will have to use the mentioned tools to log tickets, update resolutions, perform change management, monitor VM instances and devices and provide monthly SLA reports.	Kindly confirm the training for using the Server and Network Monitoring and Ticketing solution shall be provided by IBM/ MTS Application Vendor.	Yes. The product that will be implemented is one of the industry leading products and the bidder will have no challenge to use the system
37	5.2. Security and Statutory Requirements a. Certification/Compliance: Point (i)	The CSP/Bidder facilities/services need to be certified / compliant to the following standards based on the project requirements: -> ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards -> ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology -> ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services ->PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud – This standard is required if the transactions involve credit card payments.	As MeITy empaneled and audited CSPs meet stringent cloud security guidelines we request that an undertaking be submitted for compliance to said certifications and the clause be modified to "The CSP/Bidder facilities/services need to be certified / compliant to the following standards and an undertaking to be submitted based on the project requirements: -> ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards -> ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services ->PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud – This standard is required if the transactions involve credit card payments. "	Refer to Amendments
38	5.2. Security and Statutory Requirements a. Certification/Compliance: Point (v)	IBM will install HP Arcsight SIEM for the log and event management. The bidder has to utilize the logger for log forwarding and security event management	Kindly confirm IBM/ MTS Application Vendor shall provide the training to concerned bidder representative for using HP Arcsight SIEM tool for log and event management	Yes
39	BOQ	Processor Configuration Column mentioning 3GHz+ processor requirement	Under the Proposal for Empanelment of Cloud Service Offering of CSPs under MeITy point 5.9 Virtual Machine Requirements the mandatory requirement for all cloud deployment model with reference to CPU processor speed is min. 2.4GHz With the mentioned compliance request modification of the said clause to "Processor as specified under MeITy guidelines for all cloud deployments to be min 2.4GHz and should be able to handle Application Deployment"	As per MeITy standard
40	General		Kindly specify the total number of users of the system	around 15000

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41		General	Kindly specify the total number of domains and subdomains to propose SSL.	Single Domain	
42	Page No. 9	Section 5	Each of the environments mentioned above should be logically isolated, i.e., separate from the production environment in a different VLAN than the production environment and setup such that users of the environments are in separate networks.	Our Assumptions is Users, Production & Staging should be in separate VLAN. Specific traffic filtering between Inter VLAN traffic will be in scope of SI? Please confirm!	Yes
43	Page No. 9	Section 5	The Bidder shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting MTS applications. The bidder has to manage and maintain the VM's including underlying Hardware, Operating systems, antivirus etc. for the contract period. The indicative compute	Managed Infra Services for Virtualization Layer Including V-Center, Operating System, Antivirus? Please confirm! What about Database Administration? Who will manage it?	Database administration shall be carried out by IBM appointed System Integrator.
44	Page No. 10	Section 5	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, router, firewalls, and load balancers) to ensure accessibility of the servers as per defined SLA's. All the equipment's/Devices in the path have to be in HA mode.	Load balancer requirements for specific Servers? Please mention it specifically.	Web servers as per BOQ will require Load balancers for HA
45	Page No. 10	Section 5	Windows Operating system licenses (Windows Server Standard) will be provided by IBM. The Windows OS licenses details will be shared with the successful bidder.	For DB Licenses?	DB licenses details will be shared with the successful bidder.
46	Page No. 10	Section 5	The Bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system states, databases and enterprise applications as per the backup policy	For Backup Policy based capacity sizing existing backup data sizing for incremental & Full will be helpful. Please provide if available.	This is a new system that is being deployed and there is no baseline information available. Bidders are expected to use their experience to manage backups
47	Page No. 10	Section 5	e. The Bidder shall perform restoration test every Quarter on a separate VM and provide suitable reports.	For Production VM's or for All including Staging and DR?	Production only
48	Page No. 10	Section 5	f. All backups have to be completed between a 6 hour window i.e. between 12 AM to 6 AM.	If Disk 2 Disk Backup window still goes beyond mentioned limit due to but not limited to Data size increase, File format changes, failure due to errors on VM, OS or DB Layer then?	
49	Page No. 11	Section 5	The Bidder shall be responsible for provisioning of adequate Internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access MTS application.	Any baseline for Adequate sizing? Please confirm!	Base line for internet bandwidth is already provided in the RFP. The adequate sizing is only required for DC to DR replication for the data size mentioned in the RFP
50	Page No. 11	Section 5	The database server storage has to be provided on high speed disks (SSD's) for better performance	Only for DB? Only Production DB or Staging and DR also should be included? Any IOPS requirement for App & Web Tier?	For Production and DR database. Bidder to take necessary judgments in determining the IOPS requirement for Apps and Web so as to ensure system performance
51	Page No. 11	Section 5	The bidder has to provide load balancers for High Availability of the Web applications in DC.	Assume HA not required in DR.	Yes
52	Page No. 11	Section 5	The bidder has to provision VPN gateway for accessing the Servers for troubleshooting. The connectivity has to be provided for 5 clients for troubleshooting issues. The internet connectivity required for VPN has to be separately provisioned.	5 Remote Access IPsec VPN's or Site to Site IPsec VPN's? Or SSL VPN's?	IBM requires its application partners to log into the system to deploy new functionality, troubleshoot any issues. For that IBM needs client server access VPN's. Bidder is free to choose the methodology of connectivity.
53	Page No. 11	Section 5	The RPO of the solution will be 15 minutes and RTO will be 4 hours.	RPO is dependent upon multiple factors including Latency, Bandwidth, Log/Snapshot size, Interval between 2 Log/Snapshot, Writing at Recovery Server, Integrity Check & Applying those logs/snapshots on recovery server.	Not sure what is the ask.
54	Page No. 12	Section 5	A change release management and configuration management procedure is defined and implemented to process any change to the cloud environment / services. This procedure must include the capability to support the transition between the aforementioned environments prior to production deployment.	Change Mgmt team from CSP should support transition from Pre Prod to Prod Deployment owned by SI & IBM? Please confirm!	Yes
55	Page No. 12	Section 5	The Bidder will be responsible to provide disc space option allocated for virtual machines and file data supporting's a minimum of 100 GB bundled storage. For additional storage requirement shall be paid as per the quoted price for per unit of storage. Even though the price for storage is requested for 100GB in the price bid, actual payment will be made on pro-rata basis measured in MB on monthly basis. The requested 100 GB is for the purpose of discovery of unit price i.e., MB of storage and it is not part of the total contract value. No commitment from the IBM on the amount of storage.	For each VM? Or for Transition? Please elaborate!	As per RFP
56	Page No. 12	Section 5	Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. Service Provider is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and monthly patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	How CSP will manage OS & other system Software if it outside authorization limit? FW Mgmt, AD mgmt, Network Mgmt? Please elaborate & Confirm!	Yes.
57	Page No. 13	5	IBM will install Server and network monitoring and ticketing solution for management of the Cloud infrastructure. The bidder support team will have to use the mentioned tools to log tickets, update resolutions, perform change management, monitor VM instances and devices and provide monthly SLA reports.	Who will Manage those monitoring servers? Who will provide infra for them? How CSP Managed Services team will access those tools? Please elaborate!	The servers will have to be provided by CSP as per BOQ. IBM authorised partner will maintain and manage the system and the CSP will be provided appropriate access to use the system, pull out reports etc.
58	Page No. 13	Section 5	Bidder shall provide at least one personnel at IBM site to work with IBM and IBM Application partner and be the point of contact throughout the contract period. The personnel should be available onsite Monday to Friday during IBM office hours.	Onsite Location Details Please!	IBM Headquarters, Nagpur
59	Page 10, Point no. 6, Under Section 5 Detailed Scope of Work	6. The application software and necessary licenses for deploying online application will be provided by IBM.	Would you (IBM) be providing required licenses for Database OR successful bidder need to provide license for any database? Kindly clarify	IBM will provide	
60	Page 11, Point 12	12. The bidder has to provide load balancers for High Availability of the Web applications in DC.	How many load balancer you require?	As per BOQ shared, the web services has to be made highly available.	
61	Page 13, Point 26	26. IBM will install Server and network monitoring and ticketing solution for management of the Cloud infrastructure. The bidder support team will have to use the mentioned tools to log tickets, update resolutions, perform change management, monitor VM instances and devices and provide monthly SLA reports.	Can you please elaborate on this monitoring tool and ticketing solution you would install?	HP OM	
62	Page 13, Point 30	30. CSP should provide training to IBM nominated minimum 15 officials/personnel on usage of the Console and any other technical aspect for monitoring of MTS project.	Where this training need to be conducted?	Preferably at IBM HQ, Nagpur.	
63	Page 13, Point 31	31. Bidder shall provide at least one personnel at IBM site to work with IBM and IBM Application partner and be the point of contact throughout the contract period. The personnel should be available onsite Monday to Friday during IBM office hours.	Kindly Confirm address of IBM site, Is it "Indira Bhawan, Civil Lines, NAGPUR- 440 001" ?	Refer to RFP	