



No. B.12020/25/2023-MSeGS : Dated Aizawl the 23<sup>rd</sup> August 2023

**CORRIGENDUM NO.1**

With reference to invitation of bid vide No. B.12020/25/2023-MSeGS Dated 7<sup>th</sup> August 2023 regarding “Appointment of an Agency for Implementation of Mizoram e-Services Portal and Upgradation of Mizoram SDC into Cloud Environment”, the clarification/corrigendum is attached herewith.

**Sd/-Dr. LALTHLAMUANA)**  
Chief Executive Officer  
Mizoram State e-Governance Society.

No. B.12020/25/2023-MSeGS : Dated Aizawl the 23<sup>rd</sup> August 2023

Copy to:

1. P.S to Hon’ble Minister, ICT Dept. for favour of information.
2. P.P.S to Chief Secretary & Chairman, BoG, MSeGS for favour of information.
3. P.S to Special Secretary, ICT/Chairman, EC, MSeGS for favour of information.
4. The Web Manager, [tender.mizoram.gov.in](http://tender.mizoram.gov.in) and MSeGS for uploading in the websites.
5. Office Notice Board.

**(Dr. LALTHLAMUANA)**  
Chief Executive Officer  
Mizoram State e-Governance Society.

## CLARIFICATIONS & CORRIGENDUM

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
1.	Section-1 Executive summary Component – I: Mizoram e-Services Portal, Page no 10	CMS	A content management software being used by most departments and institutions under Government of Mizoram for their website. Form builder is inbuilt to accept online application from citizen. More than 300 websites of Departments, Societies, Institutions etc. are deployed using this CMS.	The document talks about a CMS currently in use that has a form builder. Is IA supposed to build their solution on top of this stack or they will need to set up a new form builder and workflow management system? Please clarify.	As per RFP
2.	Section-1, Executive summary Component – I: Mizoram e-Services Portal, Page No. 14	Note	Note: The list of services are subject to change and will be finalized before implementation in coordination with the line departments	Please specify the current status of the services, mode of delivery, vendor details and other related information.	As per RFP
3.	Section-1, Executive summary Component –	4. Power & Electricity	3Power & Electricity 15. Online Bill Payment	Does concerned department has digital infrastructure and currently receives	Digital infrastructure and online bill payment are

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
	I: Mizoram e-Services Portal, Page No 12		(Non-RAPDRP)	online payment through other channels e.g. BBPS	not available.
4.	Section-1, Executive summary Component – I: Mizoram e-Services Portal, Page No 12	5. Art & Culture	Art & Culture 17. Online State Library Catalogue	We assume that only catalogue display is part of the scope. Digitization and cataloguing have already been done. If not kindly give us the estimation of number of documents.	Cannot be quantified.
5.	Section-1, Executive summary Component – I: Mizoram e-Services Portal, Page No 12	5. Art & Culture	Art & Culture 18. Archive Digitization	Please specify the number of documents and other digitization requirement.	Cannot be quantified.
6.	7.2.2 Implementation schedule, Page No. 70	Component - II	9. Hardware Procurement and delivery of all the Components a project location - <b>T1 + 8 Months</b> 10. Installation and configuration of Hardware, Software and Networking Equipment. - <b>T1 + 4 Months</b> 11. Successful Final Acceptance Test (FAT) and Training of State representatives and officials for the deployed	Request the honorable Tendering committee to kindly modify the Timelines for the Point No. - 10, 11, 12 based on the delivery timelines specified - <b>T1 + 8 Months</b> .	Changed as per the following:  7. Issue of Letter of Intent (LOI) – <b>T1</b>  8. Signing of Agreement with the Implementing Agency release of Work Order – <b>T1+1 Week</b>  9. Hardware Procurement and delivery of all the Components a project

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			<p>solution - <b>T1 + 5 Months</b></p> <p>12. System "Go-Live" - <b>G1 = T1 + 6 Months</b></p>		<p>location - <b>T1 + 7 Months</b></p> <p>10. Installation and configuration of Hardware, Software and Networking Equipment. - <b>T1 + 9 Months</b></p> <p>11. Successful Final Acceptance Test (FAT) and Training of State representatives and officials for the deployed solution - <b>T1 + 11 Months</b></p> <p>12. System "Go-Live" - <b>G1 = T1 + 12 Months</b></p> <p>13. Operations &amp; Maintenance – <b>O = G1 + 6 Months</b></p>
7.	6.8 Bid security (Earnest Money Deposit), Page No. 51		1. All Bidder's shall deposit, as part of its Bid, an Earnest Money	Request the honorable Tendering authority to kindly consider Bank Guarantee also as EMD from any	As per RFP.

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			<p>amounting to ₹ 15,00,000 (Rupees Fifteen Lakhs) only. Bids without this bid security will be rejected.</p> <p>2. The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/Pay Order, issued by any nationalized bank in India, drawn in favour of Mizoram State e-Governance society payable at Aizawl, and shall be valid for at least 180 days. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.</p>	Scheduled Bank in India. Also kindly provide the format for the Bank Guarantee.	
8.	6.12. Performance Bank Guarantee, Page No. 52		Within 14 (fourteen) days after the date of receipt of notification of the	Request the honorable Tendering authority to kindly consider 3% of the Total contract amount for PBG, as per	As per RFP.

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			acceptance of Letter of Acceptance, the company shall furnish Performance Bank Guarantee as per Section XIII Annexure - 1 to MSeGS @ 10 % of the total value of work order by way of irrevocable and unconditional Bank Guarantee in favour of MSeGS for a period to be specified in the award of work.	the GOI guidelines	
9.	7.21 Payment Schedule, Page No. 69	Component - II	<ol style="list-style-type: none"> <li>1. Mobilization advance - 10%</li> <li>2. Delivery of all the Components (Hardware's +Software's) - 40%</li> <li>3. Installation, commissioning and Integration of all equipments - 25%</li> <li>4. Successful Final Acceptance Test (FAT)</li> </ol>	<p>Request the honorable Tendering authority to kindly re-look &amp; consider the changes only on the Delivery milestone as it involves upfront 100% payment to the respective OEM's on delivery:</p> <ol style="list-style-type: none"> <li>1. Mobilization advance - 10%</li> <li>2. Delivery of all the Components (Hardware's +Software's) - 60%</li> <li>3. Installation, commissioning and Integration of all equipments - 5%</li> <li>4. Successful Final Acceptance Test (FAT)</li> </ol>	As per RFP

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			and Training of State representatives and officials for the deployed solution - 5% 5. Successful handover to the existing DCO with 2 months of onsite support - 5% 6. Balance 15% will be amortized for the period of the project and shall be paid to the IA in equivalent QGR (Quarterly) with the initiation of O&M period	and Training of State representatives and officials for the deployed solution - 5% 5. Successful handover to the existing DCO with 2 months of onsite support - 5% 6. Balance 15% will be amortized for the period of the project and shall be paid to the IA in equivalent QGR (Quarterly) with the initiation of O&M period	
10.	1. Implementation service levels, Page No. 82	Table 7: Implementation Service Levels	Team Mobilization, Preparation of Project Plan, Kick-off meeting etc. - <b>One week from the date of release of Letter of Intent (LoI)</b>	Request the honorable tendering authority to kindly allow at least 3 week's time post release of LOI for the given task, as it involves a series of our internal proceedings, to be followed post receipt of LOI, including transfer & posting of resources.	As per RFP
11.	Section I. Executive Summary, Page No. 10	Component – I: Mizoram e-Services Portal	It is proposed to implement a centralized single web portal	Request the honorable Tendering committee to kindly clarify whether MSeGS want to discard all the current	Integration of existing services further identified shall be required as

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			wherein citizen and business can avail all e-Services available in the State and further expand the number of e-Services in the State.	portals or continue with the current portals and only replace the front-ed part from a single service delivery gateway and connect this through API integration.	indicated in the "Note: The list of services are subject to change and will be finalized before implementation in coordination with the line departments" Pg14 of RFP.
12.	7.22 Implementation Schedule, Page 70	Component - I & Component - II		Request the honorable Tendering committee to kindly confirm that <b>Sign-off activity from Component I &amp; FAT activity from Component II</b> are two mutually exclusive & separate milestones for each Components and are not inter related to the SLA & payment milestones for each Components.	Both are separate milestones
13.	Page No. 214	B2 Operational Support	Support and Facility Management Services (FMS)  Note: This Support shall be for the entire components / items / infrastructure of SDC under this RFP /	Kindly clarify the number of manpower that the successful bidder shall deploy during the FMS period. The type and number of manpower would typically depend on the type of support required (8 x 5 x 365 or 24 x 7 x 365), L1/L2, etc.  We request that the tendering committee should elaborate this so that	Bidder to deploy adequate number of manpower to fulfill the requirement (24 x 7 x 365)



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			Contract including the Support personnel deployed during the implementation for the project. This cost shall also include the implementation, integration requirement for making the infrastructure and cloud enablement solution operational.	all prospective bidders shall quote the pricing as per the requirement mentioned.	
14.	Section V. Bill of Quantity	5.1. Bill of Quantity for Upgradation and Cloud Enablement of Mizoram State Data Center  Table 5: BoQ for Upgradation	C. Software/License  6. RHEL Server for VDC - Qty 8	Please confirm if OEM needs to provide 24 X 7 subscription support for RHEL Server for VDC - Qty -8.	OEM needs to provide 24 X 7 subscription support

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
		and Cloud Enablement of Mizoram State Data Center with Specifications			
15.	Section V. Bill of Quantity	5.1. Bill of Quantity for Upgradation and Cloud Enablement of Mizoram State Data Center  Table 5: BoQ for Upgradation and Cloud Enablement of Mizoram State Data Center with Specifications	C. Software/License  7. RHEL Server for Standard, 1-2 Sockets, with 2 VMs	Please confirm if OEM needs to provide 24 X 7 subscription support for RHEL Server, 1-2 Sockets, with 2 VMs - Qty 4	OEM needs to provide 24 X 7 subscription support
16.	Table 2: Existing SDC Module	Software Assets	8. Redhat Enterprise Linux 6.X - Qty 9 - Red	Red Hat Contract Number - 10419551 has already expired on 30th January	Existing licenses are expired and to be

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			Hat, Contract Number - 10419551	2017. MSeGS needs to renew this contract w.e.f. 31st January 2017. This Contract Number has 6 quantity and not 9.  Request MSeGS to kindly validate and confirm.	purchased as per BOQ
17.	Table 2: Existing SDC Module	Software Assets	Red Hat Subscriptions under Contract Number 12469702	Red Hat Subscriptions under Contract Number 12469702 was renewed from 17th September 2021 till 16th September 2024 and is currently active. This contract has currently 3 subscriptions (Originally 5). Request you to kindly validate and confirm.	Existing licenses are expired and to be purchased as per BOQ
18.	General Query	Software Assets	Non-renewal of Red Hat Subscriptions since 25th March 2019	The following Red Hat contract numbers have expired on or before 25th March 2019 10413349 10413354 10413353 10413352 10413350 10412424 10412427 10412425	Existing licenses are expired and to be purchased as per BOQ

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
				Each of these above contracts has 1 qty of RH0198364F5 - RH01 - Red Hat Enterprise Linux Server, Premium (1-2 sockets) (Up to 1 guest)(L3-only). Request MSeGS to kindly confirm if the subscriptions are currently being used. If being used, request MSeGS to kindly renew and regularise the subscriptions as a part of this RFP only.	
19.	Section – XI	Format 4 – Specifications of the Components  Across Tender		<p>The Blade Chassis specification specifically asks for OEMs to supply a chassis which supports 12 blades (<b>in 10U height</b>) which is specific to only one OEM with presence in India and restricts OEMs like Dell, Cisco from bidding. Further you have asked for 2 servers in a rack format. So, effectively you are looking for 14 servers in blade + rack mount. In a blade chassis (12Blades and 10U height), you effectively get nearly 1U efficiency per server which is same as 1U rack servers, unlike <b>16 blades in 10U chassis earlier</b>.</p> <p>We request you to amend the</p>	As per RFP

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				specification in a functional format so that the bidder can decide on rack or blade server as a solution. In case blade (though more expensive than rack solution without any rack space benefits) is still preferred by the department, then we request you to ask for <b>all 14 servers to be put in Blade chassis</b> (one or multiple) to bring parity to the OEMs. Moreover, Blades chassis locks the end user to a single OEM whenever you want to expand in future.	
20.	Section – XI	Format 4 – Specifications of the Components  Blade Server (Type 1 & Type 2) Management Server Backup Server		The RFP specifies the number of cores per server but is looking for solution to build a Private cloud by virtualizing the cores. Since virtualizing is clearly required, there is no benefit in limiting the number of cores per server. Keeping the back up server discrete, every other server can be virtualized. You can mention the minimum aggregate number of cores (for instance Minimum 720 cores) so that the bidders are free to choose the right solution, reduce the number of servers and reduce the	As per RFP – The given number of core is minimum number of core

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				amount of rack space necessary for the solution.	
21.	Section – XI	Format 4 – Specifications of the Components  Blade Server (Type 1 & Type 2) Management Server Backup Server		The RFP has allowed for AMD processors to be used in Management Server as well as Backup server but is not allowed in the other servers. This has happened because the specific Chassis enclosure OEM does not have AMD blades in their portfolio. AMD processors for servers have a higher density of cores per processor and typically higher clock speeds. In continuation to the earlier point, since virtualization is allowed, we request you to allow the bidders to decide on the Type of Server, processor and are allowed to freely chose the right solution, reduce the number of servers and reduce the amount of rack space necessary for the solution.	As per RFP
22.	Section – XI	Format 4 – Specifications of the Components  Blade Server		Please amend the specifications in a manner which allows the flexibility of selection of Hardware configuration by the Web application developer based on the load requirements of their proposed solution, meeting your specified criteria	Bidder is free to propose optimized solution for meeting the criteria for availability, serviceability and performance with consideration of maximum

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		(Type 1 & Type 2) Blade chassis Management Server Backup Server		for availability, serviceability and performance.  This will allow bidders to provide optimized solutions and more importantly pass on the ownership of right sizing the proposed configuration from MSeGS to the bidder.	scalability
23.	Section – XI,	Format 4 – Specifications of the Components  Blade Server (Type 1 & Type 2)		<b>Fast Fault Tolerance:</b> While a term equivalent is used, but we request you to mention the features required rather than mentioning a named functionality of a particular OEM.	Consider the equivalent functionality
24.	Section – XI	Format 4 – Specifications of the Components  All products		The RFP mentions IDC report and Gartner report multiple times. Moreover, Gartner report for switches have been asked for Magic quadrant of Wired LAN infrastructure to accommodate a single OEM whereas the requirement is for datacenter infrastructure.  These reports are restrictive and have	IDC Report & Gartner Report (Pg.168, 170, 174, 176, 177, 178, 181, 200) are removed from the RFP.

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				<p>been declared so by the Ministry of Commerce and Industry, DPIIT, Govt. of India vide notification number: P-45014/33/2021-BE-II (E-64737).</p> <p>Request you to amend the RFP suitably.</p>	
25.	Page No. 185	External Firewall Point 3	<p>The following features should be included in the appliance from Day 1:            NATing with IPV4 &amp; IPV6,            IPsec VPN,SSL VPN,            Application Visibility and Control (AVC), User Identity, Network Gateway DLP, Next Generation Intrusion Prevention System (IPS), Zero Day Protection, Gateway antivirus, Anti Bot, Advance Malware protection, Sanbox cloud service, Web security essentials ,Enterprise-class URL &amp; content Filtering with database</p>	<p>Based on the best practices and CERT-IN guidelines of Defence in depth, we recommened that "NIPS should be a purpose built standalone appliance and not a subset of UTM/NGFW and Load Balancer solution." This is help in Scalability, Performance and Security which are very important for a Data Centre</p>	<p>Better optimized solution with proper features comparing to the proposed feature is welcome.</p>



S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			which should have at least 250+ million rated websites		
26.	Section VI: Instructions to the Bidders	6.8	6.8 Bid Security (Earnest Money Deposit) Page No: 51	We request you to kindly add the Bank Guarantee mode in the EMD Clause.  Also, we request you to kindly share us the BG format for Bid Security (Earnest Money Deposit)	As in RFP
27.	Section III: Eligibility Criteria	3.1	Table 1: Sl. No 5 Page No: 21	We request you to kindly amend the point as: The Bidder's average annual turnover should be more than Rs. 40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23	Changed to: The Bidder's average annual turnover should be more than Rs. 40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23
28.	Section X: Format for Response to the tender: Pre-Qualification Bid	Format 3 - Pre-Qualification Criteria	Sl. No 5 Page No: 132	We request you to kindly amend the point as: The Bidder's average annual turnover should be more than Rs. 40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23	Changed to: The Bidder's average annual turnover should be more than Rs. 40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23
29.	Section XI: Format for Response to the tender:	Format 3 - Technical Bid	Table 10: Technical Bid Criteria	We Request you to kindly add the below point the technical marks section.	As per RFP

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
	Technical Bid	Evaluation Criteria	Page No 143, 144 & 145	If the Bidder have valid CMMi Level 5 certificate - 3 Marks	
30.	Section XI: Format for Response to the tender: Technical Bid	Format 3 - Technical Bid Evaluation Criteria	Table 10: Technical Bid Criteria SL. No 8 Page No 145	We request you to kindly amend the mark for Sl. No 8 as Maximum mark: 7 Marks instead of 10 a) 150 or above - 7 Marks b) 130 Professionals - 5 Marks c) 120 Professionals - 3 Marks d) 100 Professionals - 2 Marks	As per RFP
31.	Cost of Tender Document			In the eProcurement portal "Cost of Tender Document" is mentioned as Rs. 5,000.  We request you to kindly clarify us the mode of submission of cost of tender document.	In the form of Demand Draft drawn on any Nationalized Bank/ Scheduled Bank branch at Aizawl in favour of <b>"Mizoram State e-Governance Society, Aizawl"</b> . The Tender Document cost is non-refundable.
32.	Important Information	Cost of Tender Document	Cost of Tender Document	Please share the Demand Draft "In Favour of" Name (or) Account Number details for Tender Document Cost of Rs.5,000/-.	In the form of Demand Draft drawn on any Nationalized Bank/ Scheduled Bank branch at Aizawl in favour of

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
					"Mizoram State e-Governance Society, Aizawl". The Tender Document cost is non-refundable.
33.	Section VI:	Instructions to the Bidders (Pg No: 51)	6.8 Bid Security (Earnest Money Deposit)	Please add the Bank Guarantee mode in the Bid Security Clause and share the format for BG. In the Pre-Qualification (S. No 2) EMD in form of Bank Guarantee Option is mentioned, hence do the needful.	As in RFP
34.	Section III:	Eligibility Criteria  (Pg No: 21)	3.1 Pre-Qualification Criteria S. No 5	Please amend the point as: The Bidder's average annual turnover should be more than Rs.40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23.	Changed to: The Bidder's average annual turnover should be more than Rs. 40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23.
35.	Section X:	Format for Response to the tender: Pre-Qualification Bid (Pg No: 132)	Pre-Qualification Bid format. S. No 5	Please amend the point as: The Bidder's average annual turnover should be more than Rs.40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23	Changed to: The Bidder's average annual turnover should be more than Rs. 40 Crores in the last 3 financial years viz; 2020-21, 2021-22 and 2022-23.

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36.	Section IV	4.2.2.c, Page 34	"...The Bidder shall ensure that the Cloud solution should be able to permit utilization of the existing security device like, firewall, IPS such that entire functionality of these devices can be used to monitor security features and provide alerts, alarms, reports, proactive actions on virtual environment similar to those provided in physical environment. The Bidder is also responsible for the existing EMS solution to be able to monitor the performance of Virtual Machines similar to physical works as it is doing for the physical machine, for which the	Kindly clarify/confirm on the existing model, software, firmware version and AMC status of the items such as Firewall, IPS, EMS software (including modules) and helpdesk.	As per RFP 4.2. Scope of Work for Upgradation of MSDC Infrastructure - Table 2: Existing SDC Module

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			existing DCO will be extending the support..."		
37.	Section IV	4.2.2.i, Page 40	All complaints shall be logged in the proposed Cloud Help Desk and the data shall be used to comply with the SLA compliance	We cannot see any Helpdesk asked in the tender Bill of Materials! Kindly clarify on the "Proposed cloud Help Desk"?	As per RFP.
38.	Section IX	9.2.2.iii, Page 118	The Solution should be able to provide existing Host Firewall protection for the virtual machine also	Kindly revise as: "The solution should be able to integrate with existing firewall tool/solution to protect virtual machines". We understand that existing firewall solution need to be integrated with proposed CMP".	As per RFP
39.	Section IX	9.2.2.vii, Page 119	The Solution should generate reports on non-conformance and escalation for privileged access by unauthorized roles/ identities	understand, this is PAM scope and no such item in tender BQ at present. Kindly remove the clause.	As per RFP – As Access Management in present in specification of Private Cloud and KVM Switch
40.	Section IX	9.2.2.xi, Page 119	The Solution must offer ability to move in both virtual and physical (P2V and V2P) network by the	Kindly rephrase as: "The Solution must offer ability to manage in both virtual and physical network by the cloud administrator".	As per RFP.

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			cloud Administrator		
41.	Section IX	9.2.2.2.xii, Page 121	<p>The Solution must provide the capability to support the following Service Request Types or reasons for contact:</p> <ul style="list-style-type: none"> <li>• Provisioning of Computing Infrastructure - Virtual, Physical or Applications</li> <li>• Repair (New, Cancellation, Change, Status Update) for the above infrastructure</li> <li>• Enquiry (New, Cancellation, Change, Status Update)</li> <li>• Customer Complaint (New, Cancellation, Change, Status Update)</li> </ul> <p>Order (Feasibility, Provide, Cease, Change,</p>	<p>Understand that the lifecycle management of application instance is the requirement here. Kindly rephrase as: "The solution shall provide managing the lifecycle of instances and applications".</p>	As per RFP.

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			Amend, Cancel, Reconnect, Status Update)		
42.	Section IX	9.2.2.2.xvii, Page 121	The Solution should be able to manage virtual and physical assets across multiple Private Clouds - implying that a specific Cloud should have the ability to get resources from other Clouds	Kindly help elaborate the exact functionality requirement on this.	As per RFP
43.	Section IX	9.2.2.2.xxiv, Page 122	Whenever the Charge Back mechanism is enabled, the Solution must satisfy the following requirements: <ul style="list-style-type: none"> <li>The Solution should support different cost models like allocated or reserved cost per virtual machine. It should also allow tracking usage of resources.</li> </ul>	Kindly relax and revise the clause as: "Whenever the Charge Back mechanism is enabled, the Solution must satisfy the following requirements: <ul style="list-style-type: none"> <li>The Solution should support different cost models like allocated or reserved cost per virtual machine. It should also allow tracking usage of resources.</li> <li>The Solution should allow mixing of different cost model/ policies.</li> </ul> The Solution should have the ability to	As per RFP.  (Shared/Multitenant applications may exist eg: Different depts sharing single instance of cloud.)

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			<ul style="list-style-type: none"> <li>The Solution should allow mixing of different cost model/ policies.</li> <li>The Solution should have the ability to charge differently for different level of services.</li> </ul> <p>The Solution should support cost calculation of shared/multi-tenant application</p>	charge differently for different level of services."	
44.	Section IX	9.2.2.2.4.v, Page 124	The Solution should support all of the following modeling scenarios: Physical to Virtual, Virtual to Virtual, Virtual to Physical, Virtual to SDC private Cloud, and Test to production	Kindly revise as: The solution should support following instance deployment scenarios: Physical to virtual, Virtual to Virtual, Virtual to Physical, and Test to Production"	As per RFP.
45.	Section IX	9.2.2.3.ii, Page 125	The Solution should be integrated to existing ITIL Service Support Areas functions including	Kindly rephrase as: "The Solution should be integrated to existing ITIL Service Support Areas functions including approval, change management, CMDB	As per RFP.  (CMDB is an ITIL Service Support Area and is for



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			but not restricted to Event Management, Incident Management, Request fulfillment, Problem Management, Access Management	and Incident Management."	database.)
46.	Section IX	9.2.2.3.2.x, Page 126	The Solution should be able to give back its capacity that can be used by other private cloud	Kindly help elaborate more on this requirement.	The solution should be able to manage computing capacity spikes
47.	Format-4, A	6. Enterprise Storage, Page 166	34. Interface/Ports: Offered Storage array shall have minimum of 8 x 32Gbps Fiber Channel ports and in future shall be upgradable to 64Gbps by replacing the SFP.	Request to consider 64Gbps FC ports from day1.	Specification is not limited. Better optimized solution is welcome.
48.	Format-4, B	4. Internet Router, Page 179-181	Complete section	Kindly reconsider the Router specification here since any standard L3 switch or Firewall can also meet this functionality. Having a router-only specification restricts the wider OEM participation.	As per RFP

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49.	Format-4, C	1. Virtualization with Management Software	Offered virtualization software and related management license shall be of perpetual in nature and for on-premises deployment	There is a industry-wide change in licensing delivery and such delivery is presently term-based. Kindly note and revise the clause accordingly please.	As per RFP
50.	Format-4, D	1. 36U Rack(800x1200 mm)	Complete section	There seems to have typo errors in mentioning width and depth of the proposed 36U rack. Please clarify the exact parameters (Either 600x1200 or 800x1200 mm).	800x1200 mm
51.	Format-4, B	1. L3 Leaf Switch (Type 1), Page #176	Maximum 1000ns latency	Latency depends on packet size. Request to please change it as "Minimum 1000ns latency", so that wider OEM can participate.	As per RFP
52.	Format-4, B	1. L3 Leaf Switch (Type 1), Page #176	QoS classification, QoS Rewrite, Queuing & Scheduling, RED/WRED, ECN, ACL, PFC, 802.3x flow control, 802.1Qbb, 802.1Qaz, DCBx, Application TLV, 802.1ab	Request to please change this as "QoS classification, QoS Rewrite/Override, Queuing & Scheduling, RED/WRED, ECN, ACL, PFC, 802.3x flow control, PFC/802.1Qbb, 802.1Qaz/ETS, DCBx, 802.1ab" for wider OEM participations.	Specification is not limited. Better optimized solution is welcome.
53.	Format-4, B	1. L3 Leaf Switch (Type	VXLAN ready from day-1, VxLAN EVPN, VxLAN	Request to please change this as "VXLAN ready from day-1, VxLAN EVPN,	Specification is not limited. Better optimized

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
		1), Page #176	Hardware VTEP, VMware NSX integration, Open stack integration ready	VxLAN Hardware VTEP, VMware NSX integration or Open stack or REST API integration ready" for wider OEM participations.	solution is welcome.
54.	Format-4, B	1. L3 Leaf Switch (Type 1), Page #176	128K forwarding entries shared across ACL, routes, MAC, and ECMP	This is not clear, requesting the clarity.	As per RFP
55.	Format-4, B	2. L3 Spine Switch, Page#178	Maximum 500ns latency.	Latency depends on packet size. Request to please change it as "Minimum 1000ns latency", so that wider OEM can participate.	As per RFP
56.	Format-4, B	2. L3 Spine Switch, Page#178	QoS classification, QoS Rewrite, Queuing & Scheduling, RED/WRED, ECN, ACL, PFC, 802.3x flow control, 802.1Qbb, 802.1Qaz, DCBx, Application TLV, 802.1ab	Request to please change this as "QoS classification, QoS Rewrite/Override, Queuing & Scheduling, RED/WRED, ECN, ACL, PFC, 802.3x flow control, PFC/802.1Qbb, 802.1Qaz/ETS, DCBx, 802.1ab" for wider OEM participations.	Specification is not limited. Better optimized solution is welcome.
57.	Format-4, B	2. L3 Spine Switch, Page#178	VXLAN ready from day-1, VxLAN EVPN, VxLAN Hardware VTEP, VMware NSX integration, Open stack integration ready	Request to please change this as "VXLAN ready from day 1, VxLAN EVPN, VxLAN Hardware VTEP, VMware NSX integration or Open stack or REST API integration ready" for wider OEM participations.	Specification is not limited. Better optimized solution is welcome.

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
58.	Page No 149	1(CPU) Blade Server	CPU - Dual latest Intel 4th Gen Xeon (16-core /2.5GHz) or higher processor.	As per your specification it is mentioned in Configured Processor Make –Intel only, Mentioning Intel/AMD will ensure better & wider participation of OEMs.	As per RFP
59.	Page No 149		Blade Server	Request you to please change and accommodate with "Blade Server / Rack Server	As per RFP
60.	Page No 149	Memory	32DIMM slots. Minimum 512GB DDR5 RAM using 64GB DIMMs or higher. Offered Server shall be scalable up to 8TB RAM.	Server Shall Support 24 memory module. Minimum 512GB DDR5 RAM using 64 GB DIMMS or higher with a minimum scalability upto 6TB. Although AMD EPYC processor supports up to 6TB for each socket and 12 TB for Dual Socket. But due to limitation by OEM platform only maximum 24 DIMM modules with scalability 6TB is available on AMD EPYC.	As per RFP  However, specification is not limited. Better optimized solution is welcome.
61.	Page No152	(CPU) Blade Server 2	CPU-Dual latest Intel 4th Gen Xeon (32-core /2.1GHz) or higher processor.	Request you to please change and accommodate with "CPU - Dual latest Intel 4th Gen Xeon/AMD (32-core /2.1GHz) or higher processor.	As per RFP
62.	Page No152		Blade Server	Request you to please change and accommodate with " Blade Server / Rack Server	As per RFP
63.	Page No152	Memory	32DIMM slots. Minimum	Server Shall Support 24 memory	As per RFP. However,

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			512GB DDR5 RAM using 64GB DIMMs or higher. Offered Server shall be scalable up to 8TB RAM.	module. Minimum 512GB DDR5 RAM using 64 GB DIMMS or higher with a minimum scalability upto 6TB . Although AMD EPYC processor supports up to 6TB for each socket and 12 TB for Dual Socket. But due to limitation by OEM platform only maximum 24 DIMM modules with scalability 6TB is available on AMD EPYC.	specification is not limited. Better optimized solution is welcome.
64.	185	External Firewall Point 3	The following features should be included in the appliance from Day 1: NATing with IPV4 & IPV6, IPSec VPN, SSL VPN, Application Visibility and Control (AVC), User Identity, Network Gateway DLP, Next Generation Intrusion Prevention System (IPS), Zero Day Protection, Gateway antivirus, Anti Bot, Advance Malware protection, Sandbox cloud service, Web	Based on the best practices and CERT-IN guidelines of Defence in depth, we recommended that "NIPS should be a purpose built standalone appliance and not a subset of UTM/NGFW and Load Balancer solution." This is help in Scalability, Performance and Security which are very important for a Data Centre	Better optimized solution with proper features comparing to the proposed feature is welcome.

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			security essentials, Enterprise-class URL & content Filtering with database which should have at least 250+ million rated websites.		
65.	Section III. Eligibility Criteria & Technical Bid Criteria Page no-21	1	The Bids should be submitted by only the prime Bidder; no consortium is allowed in this Bid	We request client to please allow consortium for this bid along with consideration of both (Prime bidder & consortium firm) firms experience during the technical Evaluation.	As per RFP
66.	Section III. Eligibility Criteria & Technical Bid Criteria Page no-21	2	The responding firm / agency should have submitted a Bid Security (EMD) of ₹15,00,000 (Rupees Fifteen Lakhs) only (Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks valid for a period of 45 days beyond the final bid	As per the Public Procurement Policy for MSEs Order, 2012 notified under section 11 of MSMED Act, 2006 ( <a href="https://msme.gov.in/public-procurement-policy-micro-and-small-enterprises-mse-order-2012">https://msme.gov.in/public-procurement-policy-micro-and-small-enterprises-mse-order-2012</a> ), registered MSEs are exempted from submitting the Tender Cost and EMD (refer Exemption of MSMEs to submit Bidder Fee and EMD at <a href="https://msme.gov.in/sites/default/files/Sc h-vol1-151214.pdf-sri.pdf">https://msme.gov.in/sites/default/files/Sc h-vol1-151214.pdf-sri.pdf</a> ). So, we request client to please exempt	Submit document proof for consideration.

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			validity period)	EMD for registered MSMEs.	
67.	Section III. Eligibility Criteria & Technical Bid Criteria Page no-21-23	5	The Bidder's average annual turnover should be more than ₹40 crores in each of the last three financial years viz;2020-21, 2021-22 and 2022-23	We request client to please relax the bidder's average annual turnover to more than ₹25 crores in each of the last three financial years	As per RFP
68.	Section III. Eligibility Criteria & Technical Bid Criteria Page no-22-23	9	The Bidder must have the following valid certification as on bid submission date: <ul style="list-style-type: none"> <li>• ISO 9001:2015 (Quality Management System)</li> <li>• ISO/IEC 27001:2013 (Information Security Management System)</li> <li>• CMMI Development V2.0 (CMMI DeV) ML3</li> </ul>	We request client to please relax the following Certifications: <ul style="list-style-type: none"> <li>• ISO/IEC 27001:2013 (Information Security Management System)</li> <li>• CMMI Development V2.0 (CMMI DeV) ML3</li> </ul>	As per RFP
69.	Section III. Eligibility Criteria & Technical Bid Criteria Page no-23	23	The Bidder must have on its roll at least 100 Technically qualified professionals in system integration, virtualization, and prior experience in providing the Cloud	We request client to please relax this criteria to at least 20 Technically qualified professionals in system integration, virtualization and prior experience in providing the Cloud Solution as on 31.05.2023	As per RFP

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
			Solution as on 31.05.2023		
70.	Section – XI	Format 4 – Specifications of the Components Across Tender		The Blade Chassis specification Specifically asks for OEMs to supply a chassis which supports 12 blades (in 10U height) which is specific to only one OEM with presence in India and restricts Dell from bidding. Further you have asked for 2 servers in a rack format. So, effectively you are looking for 14 servers in blade + rack mount. In a blade chassis (12Blades and 10U height), you effectively get nearly 1U efficiency per server which is same as 1U rack servers, unlike 16 blades in 10U chassis earlier. We request you to amend the specification in a functional format so that the bidder can decide on rack or blade server as a solution. Incase blade (though more expensive than rack solution without any rack space benefits) is still preferred by the department, then we request you to ask for all 14 servers to be put in Blade chassis (one or multiple) to bring parity to the OEMs.	As per RFP



S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
				Moreover, Blades chassis locks the end user to a single OEM whenever you want to expand in future.	
71.	Section – XI	Format 4 – Specifications of the Components Blade Server (Type 1 & Type 2) Management Server Backup Server		The RFP specifies the number of cores per server but is looking for solution to build a Private cloud by virtualizing the cores. Since virtualizing is clearly required, there is no benefit in limiting the number of cores per server. Keeping the backup server discrete, every other server can be virtualized. You can mention the minimum aggregate number of cores (for instance Minimum 720 cores) so that the bidders are free to choose the right solution, reduce the number of servers and reduce the amount of rack space necessary for the solution.	As per RFP
72.	Section – XI	Format 4 – Specifications of the Components Blade Server (Type 1 & Type		The RFP has allowed for AMD processors to be used in Management Server as well as Backup server but is not allowed in the other servers. This has happened because the specific Chassis enclosure OEM does not have AMD blades in their	As per RFP

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
		2) Management Server Backup Server		portfolio. AMD processors for servers have a higher density of cores per processor and typically higher clock speeds. In continuation to the earlier point, since virtualization is allowed, we request you to allow the bidders to decide on the Type of Server, processor and are allowed to freely choose the right solution, reduce the number of servers and reduce the amount of rack space necessary for the solution.	
73.	Section – XI	Format 4 – Specifications of the Components Blade Server (Type 1 & Type 2) Blade chassis Management Server Backup Server		Please amend the specifications in a manner which allows the flexibility of selection of Hardware configuration by the Web application developer based on the load requirements of their proposed solution, meeting your specified criteria for availability, serviceability and performance.  This will allow bidders to provide optimized solutions and more importantly pass on the ownership of right sizing the proposed configuration from MSeGS to the bidder.	As per RFP

S.N	Section No.	Clause No.	Reference	Clarification Sought	CLARIFICATIONS/ CHANGES MADE
74.	Section – XI	Format 4 – Specifications of the Components Blade Server (Type 1 & Type 2)		Fast Fault Tolerance: While a term equivalent is used, but we request you to mention the features required rather than mentioning a named functionality of a particular OEM.	Equivalent functionality will be considered.
75.	Section – XI	Format 4 – Specifications of the Components All products		The RFP mentions IDC report and Gartner report multiple times. Moreover, Gartner report for switches have been asked for Magic quadrant of Wired LAN infrastructure to accommodate a single OEM whereas the requirement is for datacenter infrastructure. These reports are restrictive and have been declared so by the Ministry of Commerce and Industry, DPIIT, Govt. of India vide notification number: P-45014/33/2021-BE-II (E-64737). Request you to amend the RFP suitably.	IDC Report & Gartner Report (Pg.168, 170, 174, 176, 177, 178, 181, 200) are removed from the RFP.