

**Minutes of the Pre bid meeting held on 03/12/2024 at 11:00 am through Video Conferencing to discuss pre bid queries on Cloud-Based Server Infrastructure for Aqua Trace Web & Mobile Applications**

A pre bid meeting was held through VC at 11:00 hrs with the representatives of various companies to discuss the queries on Tender ID 2024\_MPEDA\_836189\_1 inviting tender for Cloud-Based Server Infrastructure for Aqua Trace Web & Mobile Applications. EDP section at MPEDA HO convened the meeting. The attendees of the meeting are listed at Annexure A and Corrigendum of tender is attached as Annexure B.

Representatives of various agencies participated in the discussion; put forth queries which were discussed and clarified as below

Sl. No.	Clarification sought	Reply
1	The details of existing infrastructure architecture diagram, hosting location of current VMs, current DC architecture, existing CSP, SOC, VAPT, Security devices/compliance, tool used for DC-DR replication, internet bandwidth, MPLS or P2P links for accessing VMs etc were sought	Not applicable, as this is a new project.
2	What is the anticipated timeline for the refund of the Earnest Money Deposit (EMD) to unsuccessful for the current engagement?	EMD will be refunded to unsuccessful bidders within two weeks after bid finalization.
3	There was a request to reduce the required number of experience references for a government entity from 3 to 2	There is no change.
4	How frequently should the bidder conduct Vulnerability Assessment & Penetration Testing (VAPT) activities for the newly provisioned infrastructure to accurately factor in the associated costs?	The service provider should have effective measures in place to keep the applications-infrastructure secure. It is the responsibility of the service provider to keep the system free from vulnerabilities.
5	Whether EMD is exempted for Medium enterprises registered with MSME.	Medium enterprises are not eligible for EMD exemption.

6	Kindly confirm whether separate VMs need to be provisioned for the Web App, Mobile App, and API server, or if all three applications will share a single VM	Single VM is proposed for Web App, Mobile App, and API server
7	What is the infrastructure configuration for the Disaster Recovery (DR) site. Should the DR site's infrastructure mirror the exact specifications of the primary Data Center (DC) site?	DR is required for database server Specifications: 8 VCPU, 32GB RAM, 1.5TB SSD, Linux/Ubuntu
8	Whether DR will perform based on DB Native replication or Application VM replication via DR Replication functionality tool.	VM to be replicated using DR replication tool.
9	What is the WAN link bandwidth capacity used for accessing the DC servers and DR Servers? Share the Total user count with concurrency of users	1 Gbps (for both DC and DR) Concurrent users – 500 Total users – 60000
10	As per tender, DR Services will not be reckoned for evaluation of tenders. Whereas in BOQ, the total price is including of DR Services. So, will DR Services price will be part of Financial Evaluation?  Please clarify.	No. <b>Financial evaluation will not include price quoted for DR services.</b> Availing of DR services will be decided later by the Competent Authority, hence included in the BOQ.
11	Do customers need a dedicated / shared firewall connectivity, please confirm.	Shared firewall connectivity
12	How many Public IPs are needed ?	3 (Three)
13	Please share the required BW details for - 1. sizing of Internet BW, 2. required DDOS protection BW as well as 3. the required throughput for IPS and IDS based Firewall sizing.	50 Mbps each
14	As billing will be on consumption basis, there was a request to add the auxiliary services like: Ip Address, Internet Egress, Inter-region egress, NAT Gateway, VPNs etc.	BoQ has been updated
15	Please share the security posture diagram of the DC, this helps to propose the same level of protection to DR site.	Security Posture Diagram is not available. The service provider is expected to provide security for disaster recovery (DR) in a structured and reliable manner, if MPEDA opts for DR.
16	What is the daily change rate for DB Servers?	100 MB approximately

17	<p>Is there a requirement to enable backup service? If Yes, kindly let us know the below details</p> <ol style="list-style-type: none"> <li>1. Type of the backup?</li> <li>2. Schedule Timings (Incremental)</li> <li>3. Schedule Timings (Full Backup)</li> <li>4. Retention Period (Incremental)</li> <li>5. Retention Period (Full Backup)</li> <li>6. Expected Daily/Full Backup Change Rate</li> </ol>	<ul style="list-style-type: none"> <li>• VM level back up of database daily at 12 am and to be retained for the last 7 days.</li> <li>• Schedule Timing (Incremental)</li> <li>• Retention Period (Incremental)</li> <li>• 100 MB approximately</li> </ul>
18	What is the OS type (Server Std / DC edition) for windows mentioned in the DC BoQ.	Windows server 2019 Standard edition
19	What is the OS make and model for Linux machines mentioned in the DC BoQ?	Ubuntu Latest edition
21	Please provide the number of RA VPNs and S2S VPNs needed for the current engagement	RA VPN- 3 Nos S2S VPN is not required
22	Please mention that do you need any SSL or cPanel certificates are needed for the current engagement. If yes, please confirm the type and also the quantity of SSL certificates we need to be considered	SSL certificates will be provided by MPEDA
23	Please confirm whether application support falls within the bidder's scope or the customer's scope.	Application support is in the scope of MPEDA / Developer
24	The bidder would like to host the DR VMs in their partnered Meity compliant datacenter for the current engagement. Please confirm if this is acceptable.	Acceptable with no additional cost beyond the rate quoted for DR. The service provider shall submit a valid document in support of the partner engagement with the other datacenter for DR VM hosting
25	What is the anticipated format for data submission to MPEDA upon the expiration or termination of the contractual agreement?	The expected format is RAW or QCOW2, but the service provider shall provide necessary support for migration upon completion of contract period.
26	What are the specific performance metrics and standards used by MPEDA to evaluate service provider performance, and under what conditions would a contract be considered "unsatisfactory" and subject to termination?	Performance Matrix is as per the SLA format kept as part of the tender document.
27	As CSP will provide the multitenant storage (object storage). What is the meaning of external storage and who will provide the external storage, kindly share details and the location of the external storage.	Please refer Corrigendum at Annexure B

28	What is the expectation from Unlimited Traffic and What is the source of the traffic?	Please refer Corrigendum at Annexure B
29	What are the third-party services and what type of integration is expected with which software from CSP? As, CSP will provide Operating System with Compute only.	For third party software, if any required to be installed by the developer/MPEDA, necessary assistance to be extended
30	Please share the understanding and expectation from CSP for Annually: Complete system refresh?	Please refer Corrigendum at Annexure B
31	1.Please share the details of the location from where files will be upload to hosting infrastructure. 2.Also share the size of the files approx.	1.The files are to be uploaded from the staging / test server. 2. Drone data is approximately 1 TB and other data is approximately 100 GB.
32	Please provide more details about the Scope of migration including the current Infrastructure & Application sizing	The application to be hosted is a new application. Migration of application in future is a shared responsibility of parties involved.
33	Please confirm if 1.Respective Vendor of the MPEDA will perform the Migration of applications and databases with cloud compatibility. 2.CSP will provide the necessary compute for the required setup.	Yes
34	Please provide the timelines for Implementation (Provisioning, Installation, Configuration)	3 Weeks from the date of issue of Work order
35	1. Request you to update the SLA requirement for the cloud compute with the 99.5% without HA. 2. For 99.9% SLA - All cloud components should be in HA, kindly align the BOM accordingly.	Please refer Corrigendum at Annexure B
36	CSP will provide the required support and services for the cloud components. Kindly remove the OEM services, As a CSP will provide cloud platform support for all proposed components. if in case still OEM services needed then please specify which OEM and what exact services needed.	Not applicable for CSP
37	As per the RFP Server specifications/ BOQ there is no such VM asked with 64 Core, kindly add in to the BOM in the scope if required.	Please refer Corrigendum at Annexure B

38	Are Cloud Components are required to function for 24x7 operation and managed services please clarify ?	Please refer Corrigendum at Annexure B
39	Does the department require Hardcopy submission of any of the document?	EMD
40	Please remove clause "Hardware Inspection" as the CSP is providing all the Industry Practice ISOs, SOC, PCI-DSS, and STQC Audit report, which shall suffice for the Hardware Inspection and Maintenance requirement.	Please refer Corrigendum at Annexure B
41	There was a request to change this clause 11(9) as follows :  Cloud Service provider shall be responsible for deployment of Security patches on Hardware and Software. The Cloud Service provider shall meet any security requirements published by MeitY or any standards body setup / recognized by Government of India from time to time and notified to them by MeitY as a mandatory standard	Service provider will be responsible for this, irrespective of Cloud Service Provider or their authorized Service Providers.
42	Request you to please update the BOQ and Include the Line item in BOQ as "Monitoring & Reporting Service"	There is no change
43	As eligible / authorized MSP of the CSP is being sought as part of the qualification criteria of this RFP, the support services should be rendered through the MSP. Whereas this clause implies that the support services are to be rendered through the CSP instead.	Agreement is between MPEDA and the service provider, irrespective of whether they are CSP or MSP, who is an authorized partner of CSP. The required services are expected from the service provider.
44	As per our understanding, if the Rates are fixed for 3 Years so this RFP awarded work order will be the Rate Contract and additional Nos. of VM will be required as and when needed? Please clarify	VM resources, bandwidth etc. shall be enhanced as and when required. As per the tender (Clause 11, point 15), additional VM requirement will be considered as amendment to the work order in adherence with the GFR
45	Kindly clarify, if the payment will be made on actual consumption basis (Rate Card) or the fixed prices discovered through this RFP.  - Additionally, Per Unit or Measurement of Unit is not mentioned in the BOQ which is	Payment will be made on actual consumption basis  BoQ has been modified

	very complex to justify the pricing Rate that need to fix.	
46	The format in page no. 33 – 34 looks like a work order format, which bidder cannot provide on his letterhead, as the bidder is only providing the BOQ Prices. Please provide the Nos. of Quantity against each of services line item row in RFP, which is asked at the table page No. 33 - 34.	The work order format given in the document is an indicative format only. This has been given in the tender document as per MPEDA's tendering process. Bidder is not expected to provide WO in letterhead.  The Bidder may submit the quotes in BOQ only.
47	What will be financial evaluation method?	Financial evaluation will be based on Least Cost System.
48	As most of the CPSs provide a database as a manage services which do not require load balancers separately therefore request you to please remove the clause- 'The load balancing should be supporting Database as well' under Clause 13. General conditions	Please refer Corrigendum at Annexure B
49	Please specify the BW MBPS / Gbps sizing details to align the load balancer	1 Gbps
50	Please provide the type (Network or Application) & quantity of load balancers needed for the current engagement	Application Load Balancer and required quantity is ONE
51	The requirement is to provide the IaaS service (Infrastructure) for these requirements or should we include cloud Services like Load Balancers, PostgreSQL & Redis Cache. - Please clarify.	Cloud Services like Load Balancers (open source), PostgreSQL (enterprise) & Redis Cache(open source) are required
52	Below point as part of Exit Management Clause, in page nos. 12 & 30: The Service provider shall carry out the migration of the VMs, data, content and any other assets to the new environment created by MPEDA or any other Agency (on behalf of MPEDA) on alternate cloud service provider's offerings to enable successful deployment and running of MPEDA's solution on the new infrastructure including software licenses at no extra cost. The request is to remove software license from the clause.	Please refer Corrigendum at Annexure B

53	Please clarify that bidder need to quote Monthly rate in BOQ Table or Yearly Rate?	Monthly. BoQ has been modified
54	Need to confirm about the commercial implications for resource utilized post closure of contract up to 3 months. Who do we justify the cost for resource utilization especially for block storage allocated / reserved till contract closure phase of 3 months transition.	This is a requirement of MPEDA anticipating the time needed to move the application to new server, if required in future.
55	Request to change Jurisdiction to Mumbai.	There will be no change
56	Request to consider Minimum 1 working day for delivery of VM, block storage.	The clause is as per MeitY Guidelines.
57	Please include IaaS as an experience criteria	Please refer Corrigendum at Annexure B
58	Service provider should provide high availability and high throughput enabled virtual machine The specifications for these virtual machines should be declared in public portal of CSP	Please refer Corrigendum at Annexure B
59	Kindly accept EMD amount in form of BG . DD is the only form mentioned in the RFP	Please submit EMD in form of DD only
60	CSP issues Manufacture Authorisation form in standard format to MSP. Kindly accept the standard MAF for authorisation	MSP, who is an authorized partner of CSP can submit Authorization letter in their standard format.
61	Please specify the Database edition (Enterprise/Opensource) required	Enterprise edition of database
62	Please specify if the DR will be in Active-Active or Active-Passive	Active-Passive
63	Please specify the amount of bandwidth required and where should we include it in BOQ	BOQ has been modified
64	Is Firewall and Antivirus required	Yes
65	Cloud deployment type	Virtual Private cloud

Based on the discussions during the pre-bid meeting, suggestions received and further internal discussions at MPEDA, it was decided to issue **Corrigendum** to certain clauses in the tender document. Accordingly, the Corrigendum has been prepared and placed at **Annexure B**. It may be noted that, the Corrigendum document is supplementary to the tender document and will form part of the tender document.

## **Annexure A**

### **List of Attendees**

1. Ms.Neenu Peter, Deputy Director, EDP (i/c)
2. Ms.Usha Singh, Consultant, EDP
3. Representative from M/s. SATRA Services & Solutions Pvt Ltd, Hyderabad
4. Representative from M/s. TATA Communications Ltd.
5. Representative from M/s .Ishan Technologies
6. Representative from M/s. AexonX Digital Solutions Pvt. Ltd.
7. Representative from M/s. Nxtra Data Limited by Airtel
8. Representative from M/s. Web-Werks India Pvt. Ltd.
9. Representative from M/s. SISL Infotech
10. Representative from M/s. Pi Datacenters Pvt. Ltd.
11. Representative from M/s. Cyfuture India Pvt. Ltd.
12. Representative from M/s. Vodafone Idea Ltd.
13. Representative from M/s. Yotta Data Center
14. Representative from M/s. I2K2 Networks Pvt.Ltd.
15. Representative from M/s. IDC Technologies
16. Representative from M/s. ITI Datacenter
17. Representative from M/s. Oracle India Pvt. Ltd.
18. Representative from M/s. Sify Technologies
19. Representative from M/s. Cloud4C Services Pvt. Ltd.



## Annexure B

### CORRIGENDUM

Sl. No	Page No.	RFP Para	RFP Clause	Revised RFP Clause
1	4	Clause 3. Sub clause 1	API Server + Load Balancer: 4 VCPU cores, 16GB RAM, 150GB SSD, Linux/Ubuntu, Unlimited traffic	Load Balancer: 4 VCPU, 16GB RAM, 150GB SSD, Linux/Ubuntu
2	4	Clause 3. Sub clause 1	Mobile App & Web App Server: 4 VCPU cores, 16GB RAM, 300GB SSD, Windows 2019, Unlimited traffic	Mobile App, Web App Server & API Server: 4 VCPU , 16GB RAM, 300GB SSD, Windows 2019 standard edition
3	4	Clause 4. Sub clause 1	Regular backups to external storage	Regular backups of database
4	4	Clause 4. Sub Clause 5	Unlimited traffic	Removed
5	5	Clause 7. Sub Clause 4	<b>Quarterly:</b> Comprehensive system audit and security assessment, disaster recovery drill	<b>Quarterly:</b> Comprehensive system audit and security assessment.
6	5	Clause 7. Sub Clause 4 & 5	Annually: Complete system refresh Bi-Annually: Hardware inspection and maintenance	Removed
7	6	Clause 8	Critical Issues: Response within 1 hour, resolution within 4 hours Major Issues: Response within 2 hours, resolution within 8 hours Minor Issues: Response within 4 hours, resolution within 24 hours	<b>Severity 1:</b> 95% of the incidents should be resolved within 30 minutes of problem reporting <b>Severity 2:</b> 95% of the issues should be resolved within 4 hours of problem reporting <b>Severity 3:</b> 95% of the issues should be resolved within 16 hours of problem reporting within 16 hours of problem reporting
8	6	Clause 10		Bids are invited from MeitY empanelled Cloud service provider (CSP) or Managed service provider (MSP) who is an authorized partner of CSP

9	6	Clause 10 Sub Clause 2	Insert Sub clause 2(c)	2 (c) Minimum One similar project of Rs. 50 Lakh project value in the last 03 years or Minimum 2 similar projects each worth Rs 25 lakh in the last 03 years.
10	6 & 15	Clause 10 Sub Clause 2(a) & Annexure 1. Sl.no.2	Should have minimum 03 reference of Government Entity in India for providing (PaaS, SaaS) Services.	Should have minimum 03 reference of Government Entity in India for providing (IaaS, PaaS, SaaS) Services.
11	6	Clause 10 Sub Clause 3	Copy of authorization certificate from OEM	Letter of Authorization from the CSP, in case MSP is submitting the bid
12	6	Clause 10 Sub Clause 4	Authorization letter for signing the bid document on behalf of the bidder.	Formal partner agreement with the CSP outlining roles and obligations, in case MSP is submitting the bid
13	6	Clause 10		Insert Sub Clause 8 'Valid certificate copy in support of ISO 27001: 2013 certification'
14	6	Clause 10		Insert Sub Clause 9 'Audited balance sheet and profit and loss statement for the last three financial years prior to the bid due date, counter signed by the statutory auditor/ chartered accountant'.
15	6	Clause 10 Sub Clause 5	Undertaking that bidder/CSP shall abide by Data Protection Act of Govt. of India, IT Act and its amendments carried out by Govt. of India from time to time.	Undertaking that the Service Provider shall abide by Data Protection Act of Govt. of India, IT Act and its amendments carried out by Govt. of India from time to time.
16	7	Clause 11 Sub Clause 8	Service provider is expected to understand the complete architecture of existing applications and processes necessary for smooth migration of applications and databases including interdependencies between applications and data	Removed
17	7	Clause 11 Sub	Bidder will be responsible for migrating to cloud and	Bidder will be responsible for managing the cloud services.

		Clause 10	managing the cloud services.	
18	8	Clause 11 Sub clause 14	Service provider shall ensure committed time taken for restoration of data from Backup as claimed.	Removed
19	9	Clause 12. Minimum pre-qualification Bullet point no . 1	The Service provider should be empanelled with MeitY, Govt. of India	The Service provider should be MeitY empanelled Cloud service provider (CSP) or Managed service provider (MSP) who is an authorized partner of CSP
20	9	Clause 12, Bullet point no. 6	Service provider should provide high availability and high throughput enabled virtual machine. The specifications for these virtual machines should be declared in public portal of CSP.	Removed
21	9	Clause 12. Minimum pre-qualification		Insert "Average annual financial turnover of related services during the last 3 (three) financial years, preceding the bid due date should be at least Rs. 50 lakhs "
22	10	Clause 13 General conditions	The load balancing should be supporting Database as well.	Removed
23	Wherever Present in the document	Wherever Present in the document	The term "Bidder", "Cloud Service Provider", "Service Provider"	May be read as Service Provider
24	Wherever Present in the document	Wherever Present in the document	99.9% uptime	99.5% uptime
25	11	Clause 16	The performance security deposit will be furnished in the form of Demand draft drawn in favor of The Secretary, MPEDA, Kochi.	The performance security deposit will be furnished in the form of Bank Guarantee.
26	12 & 30	Bullet point no . 5 of clause 18 on Exit Management & Clause 13	The Service provider shall carry out the migration of the VMs, data, content and any other assets to the new environment created by MPEDA or any other Agency (on behalf of	The Service provider shall support the migration of the VMs, data, content and any other assets to the new environment created by MPEDA or any other Agency (on behalf of MPEDA) on alternate cloud service

			MPEDA) on alternate cloud service provider's offerings to enable successful deployment and running of MPEDA's solution on the new infrastructure including software licenses at no extra cost.	provider's offerings to enable successful deployment and running of MPEDA's solution on the new infrastructure.
27	15	Annexure 1 sl. no. 4	Copy of Authorization Letter from OEM.	Letter of Authorization from the CSP, in case MSP is submitting the bid
28	15	Annexure 1 sl. no.6	Authorization letter for signing the bid document on behalf of the bidder.	Formal partner agreement with the CSP outlining roles and obligations, in case MSP is submitting the bid
29	15	Annexure 1		Insert under pre-qualification as sl. No. 10 – 'Average annual financial turnover of related services during the last 3 (three) financial years, preceding the bid due date should be at least Rs. 50 lakhs'. & Insert under Documents to be provided as sl. No. 10 – 'Audited balance sheet and profit and loss statement for the last three financial years prior to the bid due date, counter signed by the statutory auditor/ chartered accountant.'
30	15	Annexure 1		Insert under pre-qualification as sl. No. 11- 'ISO 27001:2013 certification' & Insert under Documents to be provided as sl. No. 11 – 'Valid certificate copy in support of ISO 27001:2013 certification'
31	23	Clause 4 Sub Clause 4.1 in SLA	Time to provision new Virtual Machine (up to 64 core)	Time to provision new Virtual Machine (up to 16 vCPU)
32	32	Annexure B (I) in SLA	<b>Business Hours:</b> Business hours may be referred as prime business period, which shall be from 08:00 A.M IST till 10:00 PM IST on all days	<b>Business Hours:</b> 24x7