

**Hiring of Data Center Services**  
**Bid Reference No.- BRLPS/Proj-MIS/1763/20/94300**  
**QUERIES & CLARIFICATION – PRE BID MEETING**

Sl	Queries	Clarification
1.	<p>As per RFP - One CSP can issue MAF to only one MSP</p> <p><b><i>Microsoft is a multi-channel organization, with an indirect engagement model with our end customers. We therefore request BRLPS to allow us to issue MAFs to partners who approach us with the intent of participating in your prestigious project. We do not, as a policy, refuse MAFs to interested partners / bidders.</i></b></p>	<p>Accepted. Once CSP can issue MAF to more than one MSP.</p>
2.	<p>As per RFP, Monitoring dashboard with notification and alerts (Security, OS, CPU, Memory, Network, Storage, Utilization etc.)</p> <p><b><i>We request BRLPS to include native security and security monitoring (SIEM) capability of the cloud platform, to ensure security of BRLPS data which also includes citizens data</i></b></p>	<p>Clarification:-</p> <p>CSPs to consider the same.</p>
3.	<p>As per RFP, Earnest Money Deposit Page No.3, Sl. No.6 The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 15,00,000/- (Fifteen Lakhs Rupees only) to be deposited online (i.e. NEFT/RTGS, Internet Banking, Credit/ Debit Card) through <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a></p> <p><b><i>Public procurement policy for Micro and Small Enterprises (MSEs), 2012 exempts MSE for Earnest Money Deposit. Request to kindly allow the exemption for the above mentioned Tender</i></b></p>	<p>No Exemption is allowed to any bidder. The EMD amount will be refunded within 15 days from the date of award of contract to the successful bidder.</p>
4.	<p>As per RFP, Page no 5, Instructions to bidders. Point 1.2.6</p> <p>The prices quoted shall be firm and inclusive of all the factors mentioned in this document, all applicable taxes and duties, excluding Goods &amp; Services Tax (GST) in the provided price format available on eProcurement Portal</p> <p><b><i>The price Bid format is not in line to the Bill of Materials mentioned in the RFP. While the RFP is aligned towards separating the line item of the Infrastructure required and associated services like Monthly Managed Services, DB Management, OS Management, One-time cost for Cloud Setup &amp; Management and Migration Cost, the same has not</i></b></p> <p><b><i>been put as a separate Line item in the Price Schedule as available in the e-procurement Portal. Request to kindly change the Price Schedule accordingly.</i></b></p>	<p>Revised price formats will be uploaded on e-Pro2 portal. The Price Format will be in two parts; Price Format-1 will be for the entire initial period of assignment and Price Format-2 will be future use in case of enhancement in the scope of work.</p> <p>However, it would be mandatory for all the bidders to quote rate in both the Price Formats,</p>

		otherwise their price schedule will not be considered for evaluation.
5.	<p>As per RFP, executing at-least 3 cloud-based projects for any State/PSU/Central Government Institution out of which at least one project of value 01 Cr should be executed in Bihar in last Five years.</p> <p><b>We request you allow the experience of executing data centre projects or cloud based projects</b></p>	No Change, same as Bid.
6.	<p>As per RFP, The Bidder should have the experience of executing at-least 3 cloud-based projects for any State/PSU/Central Government Institution out of which at least one project of value 01 Cr should be executed in Bihar in last Five years.</p> <p><b>Kindly consider the projects executed in INDIA instead of in Bihar</b></p>	<p>Clarification-</p> <p>Accepted. Accordingly, the para should be read as follows:</p> <p>“Bidder should have experience of executing at-least 3 cloud-based projects for any State/PSU/Central Government Institutions, out of which at least one project of value 01 crore should be executed in India during the last five years.</p>
7.	<p>As per bid, The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 15,00,000/- (Fifteen Lakh Rupees only) to be deposited online i.e., (NEFT-RTGS, Internet Banking, Credit/Debit Card through eProcurement Portal <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>)</p> <p><b>Kindly consider accepting the EMD in the form of Bank Guarantee (BG).</b></p>	<p>Yes, bidders may submit EMD in the form of Bank Guarantee also. The option is available on e-Proc2 portal. However, bidder must upload scanned pdf copy of Bank Guarantee on e-Proc 2 portal at the time of submission of bid and original Bank Guarantee should reach BRLPS office within 05 days from the last date for submission. The format for Bank Guarantee will be the standard formats used by Bank for issuing Bid Security.</p>

8.	<p>As per Bid, VPN tunnel between Cloud and Jeevika local office</p> <p><b><i>Please confirm if the requirement is only for IP Sec Tunnel or MPLS connectivity from Jeevika to Cloud</i></b></p>	<p>Clarification-</p> <p>Ip Sec Tunnel connectivity from Jeevika office to Cloud</p>
9.	<p>As per Bid, DDOS with 10 Gbps Throughput</p> <p><b><i>Request you to please confirm the number of request in thousands which would be handled in a month</i></b></p>	<p>Clarification: -</p> <p>Will be shared with Successful Bidders. Minimum Standard practice to be followed</p>
10.	<p>As per Bid, Web Application Firewall per Rule</p> <p><b><i>Request you to please confirm the number of request in thousands which would be handled in a month</i></b></p>	<p>Clarification: -</p> <p>Will be shared with Successful Bidders. Minimum Standard practice to be followed</p>
11.	<p>As per Bid, Load Balancer with SSL, Average connection per Load balancer per sec 300, Average Duration per connection 300, average request per sec 300 with 1000 GB data transfer.</p> <p><b><i>This is specific to a specific OEM and hence a request to change to a generic requirement</i></b></p>	<p>Clarification-</p> <p>The Load Balancer with SSL, Average connection per load balance per sec 300 or more, Average Duration per connection 300 or more, Average request per second 300 or more with 1000 GB data transfer</p>
12.	<p>As per Bid, Up to 3.1 GHz Intel Xeon® Platinum 8175 processors with new Intel Advanced Vector</p> <p><b><i>Request to ask for the Intel 2nd generation processors instead of mentioning a specific model as this is not a co-location requirement, where the hardware is installed for a specific customer. By mentioning 2nd generation Intel processors, the ask mentioned here would be fulfilled and would give a level playing field to all the gartner leaders.</i></b></p>	<p>It may be read as</p> <p>As per Bid, Up to 3.1 GHz Intel Xeon® Platinum 8175 processors with new Intel Advanced Vector or equivalent/higher.</p>
13.	<p>As per Bid, High frequency Intel Xeon processors, Burstable CPU, governed by CPU Credits, and consistent baseline performance 16 CORE, 128 GB RAM, OS – Windows Server.</p> <p><b><i>This is specific to Azure and hence request to ask for Intel 2nd Generation processors with</i></b></p>	<p>It may be read as</p> <p>As per Bid, High frequency Intel Xeon processors, Burstable CPU, governed by CPU Credits, and consistent</p>

	<b>16vCPU and 128 GB RAM with Windows OS.</b>	baseline performance 16 CORE, 128 GB RAM, OS – Windows Server or equivalent or higher.  Further clarification,  Cores are to be read as vCores in VMS.
14	As per Bid, File Storage  <b>Request to please confirm if we need Object storage here for storing different types of files e.g. image, pdf etc.</b>	Clarification  Image, PDF etc.
15	Virtual Machine image storage <b>Request to please confirm if we need to have this for the VM snapshots</b>	Clarification  Yes.
16	As per Bid, One Time Installation Charges : One Time Charges for Cloud infra Set up and Configuration.  <b>Request to please have this charges same for all the bidders else it would give undue advantage to bidders on Azure, as they wouldn't have to factor any installation charges</b>	No Change, same as bid.
17	As per Bid, the virtualization platform used should be on globally accepted Platform like VMware except for the Oracle Database server which will be hosted on dedicated physical server.  <b>Request to delete this line since the ask in the RFP is for the hyperscalar cloud and the IaaS services provided by them. As VMWare and Oracle is not part of this RFP and hence needs to be deleted</b>	Clarification  Oracle database instance is required.
18	Storage & Back-up of BRLPS Cloud Infrastructure should be managed by SAN storage of around 20 TB on all Flash platforms with commitment of Input/output operations per second (IOPS) up to minimum 1000 scalable 10,000 per TB. Back up of data must be maintained properly. Scheduled Tape/disk-based back-up every day at EOD. Full back up every 15 days and differential back-up of last 14 days to be taken.	It may be read as-  Storage & Back-up of BRLPS Cloud Infrastructure should be managed by storage of around 20 TB on all Flash platforms with commitment of Input/output operations per second (IOPS) up to minimum 1000

	<p><b>Since SAN's are not provided in cloud and hence request to remove the line and ask for the backup storage.</b></p>	<p>scalable 10,000 per TB. Back up of data must be maintained properly. Full back up every 15 days and differential back-up of last 14 days to be taken.</p>
19	<p>As per Bid, CSP should have capability to leverage BYOL for windows and oracle products.</p> <p><b>As Oracle is not required as part of the RFP and hence request to remove this eligibility requirement</b></p>	<p>No Change, same as bid.</p>
20	<p>As per Bid, database packages will include Oracle, Sql Server, postgres, etc. The OS may be Windows, RHEL, Ubuntu etc.</p> <p><b>Would request to share the count and version of each Database and OS license with mapping of VM/ Server to be deployed. Hope the OS and DB license is BYOL by Jeevika.</b></p>	<p>Details will be shared to successful bidders.</p> <p>Oracle DB license will be provided by BRLPS.</p>
21	<p>As per Bid, Migration of existing Infra to new cloud Infra. Storage of approx. 13 TB. Including connectivity and bandwidth provisioning as required.</p> <p><b>Kindly elaborate the Migration scope. Hope its limited to infra provisioning, VM level and storage Data Level migration. The application migration would be carried out or validated by Application team separately.</b></p>	<p>Clarification</p> <p>All migration related activities to be conducted by agency. BRLPS will do the application related validations post migration.</p>
22	<p>As per Bid, virtualization platform used should be on globally accepted Platform like VMware except for the Oracle Database server which will be hosted on dedicated physical server.</p> <p><b>Is it mandate to use Vmware as an Virtualisation layer. Hope same platform is running on Azure cloud. Or CSP can use its own Virtualisation. How many Bare metal servers having Oracle Database, Please share the count.</b></p>	<p>No Change, same as bid.</p>
23	<p>As per Bid, Managed services</p> <p><b>Please share the SLA and service window</b></p>	<p>Clarification</p> <p>99% SLA</p>
24	<p>Selected bidder needs to migrate the platform with "Zero Down time" or maximum of 5 Working days down times.</p>	<p>The entire duration of migration to bringing the VMs in functional stage with all configuration,</p>

	<b><i>Please confirm the delivery timelines for complete project delivery or its just 5 days including Migration.</i></b>	validations, testing etc. has to be conducted in 10 Days.
25	As per Bid, CSP should have an average annual turnover of INR 500 Crores and positive net- worth for the last three financial years (FY ending march 22).  <b><i>Request you to change to INR 100 Crores for last 3 years turnover.</i></b>	No Change, same as bid.
26	As per bid, CSP must be operating at least two (2) or more Data Centre Facilities in India at time of submission of the bid.  <b><i>Request to modify the statement to meet the disaster requirement of different seismic zones.</i></b>  <b><i>The CSP must be operating at least two (2) or more Data Centre Facilities in India with a minimum aerial distance of 500 KMs between them at time of submission of the bid.</i></b>	No Change, same as bid.
27	As per bid, CSP should have capability to leverage BYOL for windows and oracle products.  <b><i>For BYOL of windows, customer should have Windows mobility agreement and SA. In case BRLPS does not have, request to change it to below.</i></b>  <b><i>CSP should have capability to leverage BYOL for oracle products.</i></b>	No Change, same as bid.
28	As per bid, CSP should be in Gartner's Leader quadrant.  <b><i>Please see the below link on Meity guidelines of not putting such clause to prohibit other CSPs to bid. <a href="https://dae.gov.in/writereaddata/scs16092022_1.pdf">https://dae.gov.in/writereaddata/scs16092022_1.pdf</a></i></b>  <b><i>Please change this statement to below to allow CSPs to participate</i></b>  <b><i>CSP should be in Gartner's Magic quadrant for Cloud Infrastructure and Platform.</i></b>	No Change.
29	As per bid, The services are SaaS, Paas, IaaS. The objective is to hire an agency to provide cloud server infrastructure as a managed service for hosting of apps and applications. The services are SaaS, Paas, IaaS. BRLPS will utilize the services as per the need of the project. Hardware and Software Service.  <b><i>Hardware and Software requirements such as DNS, WAF, Load balancer, DB servers, App Servers etc.</i></b>	Clarification  No Redevelopment of apps, applications, ERPS will be done.

	<p><b><i>Is the scope limited to the lift and shift of existing applications AS-IS and host them on IaaS of the selected CSP?</i></b></p> <p><b><i>OR</i></b></p> <p><b><i>Do you mean that you will redevelop all existing applications as managed services (for e.g. redevelop existing ERP modules as SaaS, technology components such as Database and Application Server as corresponding managed PaaS services)? Kindly confirm.</i></b></p>	<p>All Apps, applications, ERPS etc. are to be migrated AS-IS.</p>
30	<p>As per bid, CSP should have capability to leverage BYOL for windows and oracle products.</p> <p><b><i>1. Understand you are planning to procure licenses and bring them to cloud for cost effectiveness. Please confirm.</i></b></p> <p><b><i>2. Could you please elaborate on what Oracle products you are looking for?</i></b></p>	<p>No Change, same as bid.</p> <ol style="list-style-type: none"> <li>1. Will be communicated to successful bidder.</li> <li>2. Oracle DB.</li> </ol>
31	<p>As per bid, Web Application Firewall per Rule</p> <p><b><i>We request to consider minimum 10Gbps throughput for WAF. Kindly confirm.</i></b></p>	<p>Clarification-</p> <p>As per industry Standard.</p>
32	<p>The Servers (VMs) may be upgraded, added, removed on need based by the client. This will be performed on the unit rate of each item. Managed services includes Operating</p> <p>System management, Database management, backup, restore and recovery of database, apps and applications, FTP services, etc. Also ensuring Remote access to required number of users via internet. The service provider should be able to provide secured internet and</p> <p>remote access through MPLS connectivity for connecting the servers at State Project</p> <p>Management Unit, Patna. The SSL connectivity and MPLS connectivity must support at least 5 concurrent users. The virtualization platform used should be on globally accepted</p> <p>Platform like VMware except for the Oracle Database server which will be hosted on dedicated physical server. Internet Bandwidth must be in the range of mentioned above with sustaining to burst loads as well. It must ensure 99% uptime on monthly basis.</p> <p><b><i>1) We understand Oracle database license will be</i></b></p>	<p>Clarification-</p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No as of now.</li> </ol>

	<p><b>provided by BRLPS. Kindly Confirm.</b></p> <p><b>2) We request you to consider hosting Oracle databases in the cloud. Kindly confirm</b></p>	
33	<p>The successful bidder shall have to furnish a performance security in the shape of a Bank</p> <p>Guarantee issued by a scheduled Bank in favour of Bihar Rural Livelihoods Promotion Society (BRLPS) for an amount of INR 42,00,000/- (INR Forty-Two Lakh Rupees Only).The Bank guarantee shall be as per proforma at "Appendix: C" and remain valid for a period, which is six months beyond the date of expiry of the contract. The performance security should be submitted before signing the agreement.</p> <p><b>We request you kindly consider performance security at 3% of the annual contract value (excluding taxes)</b></p>	<p>Yes, performance security will be 3% of the total contract value excluding taxes.</p>
34	<p>As per bid, DDOS with 10 Gbps Throughput</p> <p><b>Request you to please confirm the number of request in thousands which would be handled in a month</b></p>	<p>It will be shared with successful bidder.</p>
35	<p>As per bid, Web Application Firewall per Rule</p> <p><b>Request you to please confirm the number of request in thousands which would be handled in a month</b></p>	<p>It will be shared with successful bidder.</p>
36.	<p>As per bid, SQL Server enterprise/ Standard Edition.</p> <p>Please specify the required Database Licenses Standard or Enterprise as cost of licenes is differ. If Both the licenes cost required. Please provision seperate line item in sheet for components.</p>	<p>Separate line item in Price Format will be provided.</p>
37.	<p>As per bid, High frequency Intel Xeon processors, Burstable CPU, governed by CPU Credits, and consistent baseline performance 8 CORE 32 GB RAM.</p> <p><b>The sizing you have given for the Machine in the pricing schedule sheet all are Virtual Machine instance or there are some of the physical Machine. Kindly confirm</b></p>	<p>Clarification-</p> <p>Physical machine for Oracle database.</p>
38.	<p>Firewall to configure NACL, Security Groups.</p> <p><b>Kindly confirm the Required vFirewall throughput.</b></p>	<p>Clarification-</p> <p>As per industry standards.</p>
39.	<p>As per bid, Migration of existing Infra to new cloud Infra. Storage of approx. 13 TB. Including connectivity and bandwidth provisioning as require</p>	<p>It will be shared with successful bidders.</p>



	<p><b>Existing hypervisor name and version,edition if any ?</b></p> <p><b>List of server/VM data which need to migrate</b></p>	
40.	<p>As per bid, The virtualization platform used should be on globally accepted Platform like VMware except for the Oracle Database server which will be hosted on dedicated physical server.</p> <p><b>In the given Environment if there is any Oracle server share the details such as name of the server and configuration.</b></p> <p><b>Also confirm the Oracle licenses will be provision by BRLPS departement or bidder as to provide if and when required.</b></p>	<p>Clarification-</p> <p>Oracle database license will be of BRLPS.</p> <p>CSP/MSP will conduct provisioning, migration, etc.</p>
41.	<p>As per bid, Existing infra is currently running in cloud environment at Azure Data centre. Selected bidder needs to migrate the platform with “Zero Down time” or maximum of 5 Working days down times.</p> <p><b>Kindly confirm the Existing Data center Location</b></p>	India.
42.	<p>As per bid, CSP should be in Gartner’s Leader quadrant.</p> <p><b>Request you to remove this clause as per the GR issued by Government of India (Meity Guidelines) there is no need to ask for Gartner Report. (Government GR Attached for your clarity)</b></p>	No Change, same as bid.
43.	<p>As per bid, The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 15,00,000/- (Fifteen Lakhs Rupees only) to be deposited online (i.e. NEFT-RTGS, Internet Banking, Credit/ Debit Card) through <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a></p> <p><b>Please accept the EMD in the form of Bank Guarantee and request you to provide the Bank Guarantee format for the same.</b></p>	Yes, accepted. It may be submitted in a standard format issued by the Banks.
44.	<p>As per bid, Payment will be made on a Quarterly basis on successfully meeting the service level and on submission of availability and performance report on quarterly basis.</p> <p><b>Please accept the payment on Monthly basis.</b></p>	No Change.
45.	<p>As per bid, Copy of relevant Purchase orders (completed/Ongoing) to be attached with the name and correspondence details of the end customer for verification purpose along with completion/ongoing certificates.</p>	Not Accepted. Bidders have to submit completed/ongoing project certificates from the their clients.

	<p><b><i>Most of the government client will not provide the ongoing certificate, hence we request you to consider the Purchase Order for ongoing works.</i></b></p>	
46.	<p>As per bid, CSP should have capability to leverage BYOL for windows and oracle products.</p> <p><b><i>Please provide more clarity on the same.</i></b></p>	As per bid.
47.	<p>As per bid, CSP should be in Gartner's Leader quadrant</p> <p><b><i>This is to bring to your kind attention towards the mandate criteria for CSP (Cloud Service Provider) to be present in the Leaders quadrant of the Gartner Magic Quadrant of Cloud Infrastructure. We request you to please remove Gartner magic quadrant from this clause as this clause is restrictive in nature for Indian CSPs/suppliers as per MEITY guidelines.</i></b></p>	No change.
48.	<p>What is Approximate Budget</p> <p><b><i>Kindly confirm the approximate budget of the project.</i></b></p>	Information on budget will not be provided.
49.	<p>As per bid. OS - Ubuntu with SQL Std. Licenses</p> <p><b><i>Data Base product and Version not mentioned in the Document</i></b></p>	<p>Clarification</p> <p>Version – Latest version or equivalent to existing versions.</p>
50.	<p>As per bid, Bidder should have the experience of executing at-least 3 cloud-based projects for any State/PSU/Central Government Institution out of which at least one project of value 01 Cr should be executed in Bihar in last five years.</p> <p><b><i>We request for change as follows:</i></b></p> <p><b><i>Bidder should have the experience of executing at-least 3 cloud/Data Center /DR /NOC /SOC for any State/PSU/Central Government Institution out of which at least one project of value 01 Cr should be executed in India in last 7 years.</i></b></p>	No Change, same as bid.