



**The e-Pragati Authority,**  
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Andhra Pradesh 520001

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Date: 02<sup>nd</sup> July 2018

**Tender ID: 199481**

**Corrigendum 1**

**Request for Proposal (RFP) for Selection of Cloud Services Provider (CSP/MSP) to Host the e-Pragati Core Platform (ePCP) and Other Applications/Services**

To,  
All the Prospective Bidders,

Sir/ Madam,

**Sub:** Issuance of clarification for the queries raised by prospective bidders for – “Request for Proposal (RFP) for Selection of Cloud Services Provider (CSP/MSP) to Host the e-Pragati Core Platform (ePCP) and Other Applications/Services” after deliberate discussion in Cloud Procurement Committee.

**Ref:**

1. G.O.RT.No. 54, ITE&C, dated: 12-06-2018: IT,E&C Department – e-Pragati Authority – Constitution of Procurement Committee for Selection of Cloud Services Provider – Orders – Issued.
2. RFP for “Request for Proposal (RFP) for Selection of Cloud Services Provider (CSP/MSP) to Host the e-Pragati Core Platform (ePCP) and Other Applications/Services”, Tender ID: 199481 on [www.APeProcurement.ap.gov.in](http://www.APeProcurement.ap.gov.in)
3. Pre-Bid Conference held on 27.06.2018.

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Please refer to the G.O. vide ref. (1) cited above, RFP released with Tender ID: 199481 on [www.APeProcurement.ap.gov.in](http://www.APeProcurement.ap.gov.in) vide ref. (2) cited above and the pre-bid meeting held on 27.06.2018. The following are the amendments/ clarifications issued for the Request for Proposal.

All the bidders are requested to note that these clarifications/ amendments are the part of the RFP.

Sd/-  
The Chief Executive Officer,  
e-Pragati Authority  
Dept. of ITE&C, GoAP



**Revised Dates for RFP**

Description	Date and Time
Release of Request for Proposal (RFP)	<b>Saturday, June 16<sup>th</sup>, 2018 11:00 HRS</b>
Last date for submission of online questions by bidders	Friday, June 22 <sup>nd</sup> , 2018 11:00 HRS at <a href="mailto:procurement@e-pragati.in">procurement@e-pragati.in</a>
Pre- Bid Conference	Wednesday, June 27 <sup>th</sup> , 2018 11:00 HRS
Date of Issue of Clarifications	Monday, July 02 <sup>th</sup> , 2018 11:00 HRS
<b>Last date for Submission of bids</b>	<b>Thursday, July 12<sup>th</sup>, 2018 11:00 HRS</b>
<b>Pre-Qualification Evaluation</b>	<b>Thursday, July 12<sup>th</sup>, 2018 12:00 HRS</b>
<b>Technical Evaluation</b>	<b>Monday, July 16<sup>th</sup>, 2018 11:00 HRS</b>
<b>Commercial Bid Opening</b>	<b>Wednesday, July 18<sup>th</sup>, 2018 11:00 HRS</b>
RFP Document Cost	Rs. 2,00,000 (in words Two Lacs only)
Contact points from e-Pragati authority	Mr. Vikram Baheti, Consultant Mr. Madhava Katru, HR & Admin Manager
Contact Details of POC	<a href="mailto:vbaheti@e-pragati.in">vbaheti@e-pragati.in</a> , Mob. +91-9823448250 <a href="mailto:mkatru@e-pragati.in">mkatru@e-pragati.in</a> , Mob. +91-9959224312



### ANNEXURE-A

The clarifications requested by the Prospective Bidders and approved by Cloud Services Awarding Committee

S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
1		6.15 Indemnity	<p>The Bidder agrees to indemnify and hold harmless e-Pragati, its officers, employees and agents(each an “Indemnified Party”) promptly upon demand at any time and from time to time, from and against any and all losses , claims, damages, liabilities, costs (including reasonable attorney’s fees and disbursements) and expenses (collectively, “Losses”) to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from:</p> <ul style="list-style-type: none"><li>• Any misstatement or any breach of any representation or warranty made by the Bidder or</li><li>• The failure by the Bidder to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created by Bidder pursuant to this Agreement, or any equipment, software, information, methods of operation or other</li></ul>	Legal	<p>Please replace the current clause with the following clause". In the event of a third-party claim of intellectual property infringement, Bidder may, at its sole option, (i) obtain for Bank the right to continue using the Services, (ii) modify the services so that the services are non-infringing, (iii) replace the services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in Section (i)-(iii) are not available, Bidder may so notify Customer and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section is Customer’s sole and exclusive remedy for any intellectual property infringement claims. Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and</p>	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			<p>intellectual property created by Bidder pursuant to this Agreement, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secret's under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by "Implementation of the IT Infrastructure product by itself at the direction of e-Pragati, or</p> <ul style="list-style-type: none"><li>• Any compensation / claim or proceeding by any third party against e-Pragati arising out of any act, deed or omission by the Bidder or</li><li>• Claim filed by a workman or employee engaged by the Bidder for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred</li><li>• Any payment made under this Agreement to an indemnity or claim for breach of any</li></ul>		<p>court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or wilful misconduct. NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT</p>	



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			provision of this Agreement shall include applicable taxes.		THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE BANK PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "	
2		6.17 Limitation of Liability:	<p>The Bidder's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The Bidder shall be liable to e-Pragati for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Bidder and its employees, including loss caused to e-Pragati on account of defect in goods or deficiency in services on the part of Bidder or his agents or any person / persons claiming through or under said Bidder. However, such liability of Bidder shall not exceed the total value of the Agreement.</p> <p>Bidder's aggregate liability in connection with obligations undertaken as a part of this contract regardless of the form or nature of the action giving rise to such liability, shall be at actual and limited to the amount paid by e-Pragati for:</p> <ul style="list-style-type: none"><li>• The particular hardware/software; or</li><li>• Services provided during the twelve (12) months immediately preceding the date of</li></ul>	Legal	We propose the following clause to replace the current clause "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND	As per RFP



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			<p>the claim; that in each case is the subject of the claim</p> <ul style="list-style-type: none"><li>This limit shall not apply to damages for bodily injury (including death) and damage to real property and tangible personal property for which the Bidder is legally liable</li></ul>		<p>REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE BANK PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "</p>	
3	164	Master Services Agreement, 6. SUSPENSION OF SERVICES	<p>.1. Temporary Suspension of Services Without Prior Notice:</p> <p>Contracting Authority agrees and accepts that CSP shall be entitled to suspend Services with prior notice and appropriate SLAs/Penalties will be applicable in circumstances such as:</p> <p>(a) The CSP Data Center (DC) or Disaster Recovery(DR) being affected by viruses/malware;</p> <p>(b) "Network flooding" or "DDOS" attacks at CSP premises;</p> <p>(c) Faulty hardware at CSP's Data Center (DC)</p>	Legal	<p>Suspension shall cause severe financial loss to the Bidder; therefore, this should be removed.</p>	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			<p>or Disaster Recovery(DR);</p> <p>(d) To protect the servers maintained by CSP in the event of a threat of breakdown or where there is a valid reason to believe that not suspending the Services would cause loss to the other customers of CSP;</p> <p>(e) In cases where suspension is required by law; and</p> <p>(f) In such other circumstances as CSP may reasonably determine.</p> <p>CSP shall inform Contracting Authority as soon as possible of such suspension.</p> <p>6.2. Without prejudice to CSP's rights of termination under Clause 14.2, if the Contracting Authority fails to fulfil its payment obligations, CSP may at its discretion (i) suspend performance of Services, or (ii) continue performance of Services if CSP deems such continuance to be appropriate.</p>			



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			<p>Notwithstanding the foregoing, in the event of default in payment obligations by the Contracting Authority, the Contracting Authority shall not be entitled to claim Service Level Credits as set out in the SLA during such period of default. In the event of suspension of the Service for the reasons as specified in this clause, the Services shall be reactivated upon payment of Rs. 3000 by the Contracting Authority to CSP.</p> <p>6.3. In the event suspension of Services is required (a) other than as provided in Clause 6.2, and (b) as a result of CSP being unable to provide Services due to reasons not attributable to Contracting Authority, Contracting Authority shall be entitled to Service Level Credits as set out in the SLA. However, in the event of suspension of Services for the reasons as provided in Clauses 6.2 above, Contracting Authority shall not be entitled to Service Level Credits as set out in the SLA.</p> <p>6.4. Contracting Authority agrees and acknowledges that in the event of suspension of Services for the reasons as specified in</p>			





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			<p>Clauses 6.2 above, Contracting Authority shall be responsible for all fees and charges for the Services incurred through the date of suspension. Contracting Authority understands that</p> <p>CSP's aforesaid right to suspend is in addition to its right to terminate under Clause 14 of this Agreement.</p> <p>6.5. In the event suspension of Services is for the reasons specified in Clause 6.3, CSP will not guarantee and will not be responsible/liable for availability of the data and files of the Contracting Authority after such suspension. CSP shall not be held liable for any loss of data, content or files of the Contracting Authority upon such suspension.</p>			
4	169	11. INDEMNIFICATION	<p>11.1. The Contracting Authority agrees to indemnify CSP their directors, employees, agents and contractors against any breach committed under the Agreement, or any third-party claim arising out of or in relation to infringement of any third party's copyright, trade secret, patent, trade mark or any other propriety rights.</p> <p>11.2. The Indemnifying Party shall not be</p>	Legal	We propose the following clause to replace the current clause "Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or wilful misconduct. NOTWITHSTANDING ANY	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			<p>obliged to indemnify the Aggrieved Party under Clause 11.1 in respect of an infringement claim mentioned therein in relation to materials, services, information or other work (“Items”) provided by the Indemnifying Party (a) arising as a result of the Aggrieved Party modifying the Items, or (b) to the extent that the infringement claim arises as a result of the Aggrieved Party’s use of the Items together with products not delivered by the Indemnifying Party or (c) as a result of an application or use of the Items by Aggrieved Party that is not agreed between the Parties under this Agreement.</p> <p>11.3. The Contracting Authority shall not compromise or settle any claim or make any admission fixing liability on CSP without the consent of CSP unless such compromise or settlement has the effect of relieving CSP from all claims made against it.</p>		<p>OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT THREE (3) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO</p>	



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
5		13. LIMITATION ON DAMAGES	<p>13.1. The total liability of CSP, its employees, subcontractors, or suppliers on all claims of any kind (excluding claims for death or bodily injury), whether based on contract, law, indemnity, warranty, tort (including negligence), strict liability or otherwise, resulting from this Agreement, its performance or breach, or from any services covered by or furnished under or in relation to this Agreement or any extension or expansion thereof (including remedial warranty efforts), shall in no case exceed the average price or fee paid for Services over a three (3) month period in the period of one (1) year before the liability arose.</p> <p>13.2. In no event, whether in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, shall CSP, its employees, subcontractors or suppliers be liable for any indirect, remote, special, consequential, incidental or exemplary damages, loss of profits or revenue; loss of use of equipment being worked on or any associated equipment or facilities; cost of capital; cost of purchased power; cost of substitute equipment, facilities or services;</p>	Legal	<p>THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY.</p> <p>We propose the following clause to replace the current clause "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT</p>	As per RFP



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			downtime costs; any special, consequential, incidental or exemplary damages; or claims of customers of Contracting Authority for any of the foregoing items, and Contracting Authority will indemnify CSP, its employees, subcontractors and suppliers against any such claims from Contracting Authority's customers.		THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT THREE (3) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "	
6	173	14.3. TERMINATION FOR CONVENIENCE	TERMINATION FOR CONVENIENCE  Subject to Clause 5.1 above, Contracting Authority may terminate the Agreement for its convenience without providing any reasons by giving the other at least ninety (90) days advance written notice. CSP is also entitled to terminate the Agreement for its convenience without providing any reasons by giving the other at least ninety (90) days advance written notice	Legal	Termination for convenience shall cause severe loss to Bidder, therefore, please amend the clause accordingly.	As per RFP
7	43	3.6.1	ISO 27017, ISO 27018 , ISO 20000-9	Product	Will a self-certification work as this in WIP? We have completed the stage 1 audit	As per RFP
8	57	S.No 6	Proof of concept phase	Product	Is POC mandatory (If yes can we have details on what is the BOQ and success criteria to be achieved)	Will be provided after signing the MSA.
9	42	XII - Specification - Point 2	Solution should be scalable to provide multi security blocks like URL Filtering, Anti-Virus etc	solution	Is this Perimeter security? Gateway Antivirus? Please clarify	All the security related components will be covered in this section



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
10	126	7.14	Form A.14: Indicative Specifications of the Components (BOM)	solution	<ol style="list-style-type: none"><li>1. no. of VM's required around 400VM's, OS quantity is 165no's (what about other VM's)</li><li>2. is there any contention ratio for CPU?</li><li>3. SUSE Linux Enterprise - there is contradictory statement where few areas mentioned as opensource SUSE OS, but commercials asked for enterprise version. Please clarify.</li><li>4. DDoS mitigation - please share mitigation capacity</li><li>5. Windows OS - standard or DC ?</li><li>6. Internet Bandwidth Dedicated - if it dedicated, why data transfer is mandate? Please clarify</li><li>7. As per RFP DC and DR providers different, as per storage size is high, dedicated point to point link required for replication. did not see any link price details? Please suggest on how CSP has to propose and price to e-Pragati.</li><li>8. is 20 PB storage required at day one or you want to increase the storage phase wise? this is save some cost to Govt. What is RAID configuration and IOPS required.</li><li>9. As many of applications are web</li></ol>	These are indicative figures and CSP/MSP should have these capabilities and strengths in their DC/DR.



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
					facing We suggest having WAF will secure applications at high level? 10. as per RFP, you have asked for dedicated firewall but not captured the same in pricing sheet. Is FW, switching (LAN, WAN, SAN) will be part of VM pricing?	
11	36		Uptime 99.995% -	solution	Is VM availability or application availability among DC and DR sites?	Both
12			Tier IV - as mandatory	solution	Please modify as Tier III	As per RFP
13	87		Table	solution	1. Need more clarity on how the calculation will be done? Based on capacity can be offered? Do we need to provide commercials here? 2. Please share DC and DR configuration separately. 3. RPO and RTO - 5 mins are very aggressive, it is required thick pipe for replication. Is DR should available automatically or manually. Please give more clarity on this align with architecture if already planned. Also shared us Data incremental ratio.	As per RFP
14	36		The bidder should also include the necessary backup software for web servers, Database servers and any critical production workloadsx in the solution and pricing as well.	solution	Backup Data source size, which applications do you want to take backup? This is depending on the licenses, as this is not captured part of commercials line item, please suggest CSP would quote this?	Prices should be inclusive of accounting these components.



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
15	161		Service catalogue	solution	IS OS, DB and middleware management in CSP scope?	Yes
16	56	4.7	<p>Right to terminate the Process of e-Pragati Authority</p> <ul style="list-style-type: none"> <li>e-Pragati may terminate the RFP process at any time without assigning any reason. e-Pragati makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.</li> <li>This RFP does not constitute an offer by e-Pragati. The bidder's participation in this process may result in e-Pragati selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by e-Pragati to execute a contract or to continue negotiations.</li> <li>e-Pragati has the right to terminate this discussions and negotiations process without assigning any reason and no costs will be reimbursed to the participating bidders.</li> </ul>	solution	In case e-Pragati Authority decide to cancel the RFP at any point after placing the order on bidder then the bidder and e-Pragati is requested to discuss and mutually agree at an exit price which should be equivalent to the price of all the services/HW/support that has been ordered by the bidder for the delivery of services/goods.	As per RFP
17	56	4.8	<p>4.8 Acceptance of part / whole bid / modification – Rights thereof: e-Pragati reserves the right to modify the specifications / quantities / requirements / tenure mentioned in this RFP including addition / deletion of any of the item or part thereof after pre-bid and the right to accept or</p>	Commercial	In case e-Pragati Authority decide to modify the Scope of work/quantity after the declaration of the winner of the bid process, the bidder should be allowed to change the commercials (on the higher/lower side of per unit	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			reject wholly or partly bid offer, or, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. e-Pragati also reserves the unconditional right to place order on wholly or partly bid quantity to successful bidder		price) depending upon the final SOW/quantity ordered by customer	
18	61	4.21	<b>Offer Validity period</b> The offer should remain valid for a period of 180 days from the date of the submission of offer. A proposal valid for a shorter period may be rejected as nonresponsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal. In exceptional circumstances, at its discretion, e-Pragati Authority may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.	Commercial	The bidder requests consideration of 90 days of offer validity period beyond which the offer will auto expire unless the results of the bid are declared, and the PO is awarded to the successful bidder	As per RFP
19	86		Billing will be raised on monthly basis and the payment cycle will be processed on quarterly basis	Commercial	Bidder requests customer for billing frequency to be accepted as quarterly in advance since this will be a fixed value billing and not usage based with a 30 days credit period to release payment post generation of invoice	As per RFP





S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
20	95	6.13	<p>Payment Terms</p> <p>The invoicing may be raised on basis and payments may be made on at the end of each quarter based on the actual usage of the services and as per the "Unit Costs" under the commercial quote.</p>	Commercial	Bidder requests customer for billing frequency to be accepted as quarterly in advance since this will be a fixed value billing and not usage based with a 30 days credit period to release payment post generation of invoice	As per RFP
21	96	6.13.3	<p>Payment Schedules and Milestones</p> <p>All the payments will be done to the selected Service Provider by the e-Pragati after the delivery of services.</p> <p>Following payment milestones shall be applicable for the Cloud Services Consumed:</p> <p>Phase Milestone Payment</p> <p>Monthly Payments*</p> <p>(The first monthly payment will be due on completion of one month (30 days) from the Effective Date of Contract)</p> <p>At the end of each month after satisfactory delivery of the services and acceptance of the submitted invoice to e-Pragati</p> <p>Payment will be based on the actual usage measured as per allocation in that particular month in minutes of the services and as per</p>	Commercial	Bidder requests customer for billing frequency to be accepted as quarterly in advance since this will be a fixed value billing and not usage based with a 30 days credit period to release payment post generation of invoice	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			the "Unit Costs" under Pricing Summary Sheet. If the billing period less than one month, then amount will be calculated on pro-rata basis and for this purpose the following factors are considered. 1 month is equal to calendar month 1 day consists of 24 hours 1 hour consists of 60 minutes			
22	141- 142	7.21	Format of financial proposal	Commercial	Need more clarity on the pricing format provided by customer	As per RFP
23	77	12	100 Technically Qualified professionals	MHS	As per HR Policy we may not be able to disclose the name, can we submit a self-certification instead	Accepted, instead profiles of the 10 senior technical resources such as Cloud Architect, Infrastructure Architects etc. should be shared.
24	30	3.1	DC must be TIER IV.	BD - MHS	Request Tier 3	As per RFP
25			Service PaaS, SaaS	BD - MHS	Request details on components	As per RFP
26	31	3.1	move the Virtual Machines back to the e- Pragati Authority Datacenters	BD - MHS	Kindly Suggest the plan - milestones for the same	Will be provided after signing the MSA, based on mutual agreeable terms.
27	33	3.2	DR should be hosted on public cloud solution approved and adhered to MeitY guidelines.	BD - MHS	Request relaxation reconsidering seismic zone mapping. This is	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
			DR Hosting location of the Public Cloud should be within India and minimum 500 kms away from hosting location of the DC site.		important considering 500km criteria doesn't satisfy seismic requirement of DC and DR.	
28	35	3.3.10	IAM as per Azure	BD - MHS	Kindly elaborate. This looks inclined towards a particular OEM/CSP.	Azure is for reference, similar standard IAMs will be accepted.
29	35	3.3.11	IoT Solution Rendering	BD - MHS	Request scope	CSP/MSP should have capabilities, details will be provided after signing the MSA, based on mutual agreeable terms.
30	36	3.4 (II) 2	service availability of at least 99.995% for cloud services and virtual machines	BD - MHS	Request relaxation as per Tier 3 norms	As per RFP
31	37	3.4 (II) 8	2015 or latest Gartner Magic Quadrant	BD - MHS	Request deletion on the same since this again looks biased towards specific OEMs /CSPs	Accepted.
32	42		acquired Gold Certified partner program from Public CSP on cloud services proposed for DR.	BD - MHS	Request Deletion	As per RFP
33	45	3.6.4	RPO & RTO RPO should be less than or equal to <<5 Minutes>> and RTO shall be less than or equal to <<5 Minutes>>	BD - MHS	Request Relaxation	As per RFP
34	46	3.6.8	Preferential Market Access for Government IT/Hardware procurements	BD-MHS	Request Deletion. Being a service provider doesn't apply on CSPs	Accepted.



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
35			The Data Center Operator should be minimum of Tier IV certified and should be providing cloud services and have a data center located in the State of Andhra Pradesh		Should the Data Center Operator have a data center located in the State of Andhra Pradesh?	Not Mandatory. Data Center can be located anywhere in India.
36	76	11	The Data Center Operator should be minimum of Tier IV certified and should be providing cloud services and have a data center located in the State of Andhra Pradesh	Product	Request Tier3	As per RFP and refer point 35.
37	81	H	DC should be in close proximity of e-Pragati Authority Office and to promote the preferential market for Data Centers within State of Andhra Pradesh Within Andhra Pradesh – 10 Mark	Product	Request Relaxation.	As per RFP
38		Other Technical Requests		SME	Request HLD/LLD architecture of the Distributed Databases 1.1) Cassandra , Mongo , HBase etc	Will be provided after signing the MSA.
39				SME	Request Hadoop lifecycle – DR strategy 1.1)Use case and all in all and data ingestion , ELT ETL Process	Will be provided after signing the MSA.
40				SME	Request Details of Data ingestion and raw data dump details 1.1) File , File flow , Map reduce details	Will be provided after signing the MSA.
41				SME	Request Details of Visualization tools and roles in current SAS, MSTR , etc , open frameworks,	Will be provided after signing the MSA.



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
42				SME	Request Oracle specific details in the environment	Will be provided after signing the MSA.
43	75	Clause 6.6, Point 8	CSP / DCO must have a net-worth of not less than Rs. 100 Crore company in the Data Centre related services as on date of RFP.		Request to amend the clause and consider CSP having net worth of Rs.75 Cr - " <b>CSP / DCO must have a net-worth of not less than Rs. 75 Crore company in the Data Centre related services as on date of RFP</b> "	As per RFP
44	75	Clause 6.6, Point 11	The Data Center Operator should be a minimum of Tier IV certified and should be providing cloud services and have a data center located in the State of Andhra Pradesh		We would like to confirm wherever the RFP says about TIER IV does it refers to only Uptime TIER IV?	As per RFP and refer point 35.
45	37	Clause 3.4, Point 6	Intelligent Data Platform: The <b>cloud should include</b> data warehouse, corporate BI, self-service BI, and machine learning capabilities for both structured & unstructured data and in on-premises, cloud, and hybrid environments		Need Correction as below: The <b>cloud should have the ability to support</b> data warehouse, corporate BI, self-service BI, and machine learning capabilities for both structured & unstructured data and in on-premises, cloud, and hybrid environments	As per RFP
46	43-44	Clause 3.5, Point 6 and Clause 3.6, Point 3.6.1	Data Centre Tier for (DC and DR) - TIER IV		Request to consider Uptime TIER IV certification only for DC	As per RFP
47	43	Clause 3.5, Point 2	Operation - ISO 27018 Certification System		Would request to keep ISO 27001:2013 only , as it meets the compliance requirement for the Tender	As per RFP



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
48	44	Clause 3.6, Point 3.6.1	ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services		Would request to keep ISO 20000-1 only , as it meets the compliance requirement for the Tender	As per RFP
49	126	Clause 7.14, Point 3	Indicative Specifications of the Components (BOM) - GB Storage - Qty: 20,000,000, 2 Copy DC and 1 Copy of DR		Please confirm whether the required storage is 2000PB	2 PB
50	142	Clause 7.21, Point 3	Commercials for the DC: Per GB Storage		Please confirm, whether we need to factor the cost of data encryption as well in per GB Storage cost	Cost for Encrypted Data must be provided separately.
51	142	Clause 7.21, Point 4	Commercials for the DC: Per Container & Quantity up to		Please confirm, what would be the size of the container?	CSP/MSP can propose size while submitting the Commercial Quotes.
52	142	Clause 7.21, Point 6	Supporting Cloud Tech Stack as part of solution (Free of Cost) - Bid prices for these components should be inclusive of Supporting Technology Stack.		Please elaborate	Complete Cloud Solution, including all the necessary components, CSP/MSP will not be able to raise invoices against these components during contract period.
53	143	Clause 7.21, Point 9	Processing fees over & above OEM Price - Software as a Services (Must be Below 20%)		Please clarify, where we need to factor the % in the commercial sheet	Cell used for explaining pro-rata formula should be used for quoting the percentage.
54	144	Clause 7.21, Point 4	Commercials for the DR: Per Virtual Machines (VMs)		Please confirm, does VM refers to Containers?	No



S.N.	Pg. No.	Clause Number	Description in the RFP	Category	Clarification Sought	e-Pragati Responses
55	36	Clause 3.4, Point I	<p>1. The Bidder shall be the Original Equipment Manufacturer (OEM) or an Authorized Business Partner / System Integrator of OEM Cloud Service Provider(CSP).</p> <p>2. The Bids shall be submitted by the Primary bidder; consortium is allowed in this Bid. Consortium is restricted to tie-up with another CSP for provisioning of DR only. Bidder or Primary Bidder or CSP who is providing DC services is responsible for all bidding related activities and further thereof</p>		<p>Point 1 &amp; 2 are contradicting with each other.</p> <p>Point 1 says about Bidder should be OEM/ OEM partner/ SI of OEM CSP</p> <p>Point 2 says that the bidder should be a CSP only.</p> <p>Please confirm.</p> <p>Request to amend point 2: "Consortium is restricted to tie-up with another CSP/Original Equipment Manufacturer (OEM) or an Authorized Business Partner /Cloud Service Provider for provisioning of DR only"</p>	<p>Point 2 should be considered for resolution of this conflict</p>