Response to pre-bid queries:

S. No.	Vendor	Clause No.	Clause	Query	Response
1	HP	6.2.3 Service Provisioning Capabilities	"The Solution shall have self-service capabilities to allow Users Departments to log service requests - in SDC The Solution shall use cloud helpdesk for logging call and maintaining escalation."	Please segregate the EMS & Cloud Part Please Clarify if a separate EMS solution would be procured for Cloud or the existing EMS solution will integrate with the Cloud Platform	It is clarified that the existing helpdesk solution in the SDC would be used only for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.
2	HP	6.2.3 Service Provisioning Capabilities	"The Solution shall offer Registration, Signup , Forgot Password and other standard pages (Profile, Billing or Contact information)"	Please remove this clause This would be a state private cloud not a public cloud where user would be unknown & hence it would work on role base access as also mentioned under security capability clause on page no 49 " Role based Access" . The Solution shall offer Registration, Signup , Forgot Password and other standard pages (Profile, Billing or Contact information)	No change in RFP. Role based access is necessary even in a controlled environment like private cloud.
3	HP	6.2.3 Service Provisioning Capabilities, SDC Private Cloud Administrator Requirement	"Administrators shall be able to automatically scale and/or manage resources unilaterally (as also termed in the NIST definition) for tenant services without manual intervention as and when required by the SLA requirements of the service"	Please remove the word "automatically" Different application have different SLA & policies & resources needs to be adjusted accordingly, the process of increasing the resource is automatic however the process needs to be triggered by administrator rather than setting up an alert & alarm to trigger the action	Triggers may be configured for this automatic scaling

S. No.	Vendor	Clause No.	Clause	Query	Response
4	HP	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)"	Please remove "RDBMS"Parameters like OS, Memory, Storage, Network are infrastructure parameter & RDBM is a database component & requires different monitoring tools for different databases, as the focus is Infrastructure as a service RDBMs can be removed	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
5	HP	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall monitor all the critical operating system level services and shall check for their status like running, not running, paused. In addition, deviations from a defined Configuration shall be detectable and reported"	Please remove or move this clause to EMS capabilities. Monitoring OS level services & application is been governed by EMS solution; Cloud Solution is Infrastructure focus & monitors infrastructure parameters, however additional software can be used to monitor OS level services they are usually part of EMS solution	No change in RFP. The Cloud solution is expected to cater to the requirements by its own. Further, it is clarified that the existing helpdesk solution in the SDC would be used only for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.
6	HP	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall give User Department ability to select performance counters and duration for which they want to view the performance data"	Please remove or move this clause to EMS capabilities. Monitoring OS level services & application is been governed by EMS solution; Cloud Solution is Infrastructure focus & monitors infrastructure parameters, however additional software can be used to monitor OS level services they are usually part of EMS solution	No change in RFP. The Cloud solution is expected to cater to the requirements by its own. Further, it is clarified that the existing helpdesk solution in the SDC would be used only for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as

S. No.	Vendor	Clause No.	Clause	Query	Response
					management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.
7	HP	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall provide a Knowledge base to store history of useful incident resolution"	Please remove or move this capability to EMS section.Knowledge Management is part of EMS Solution	No change in RFP. The Cloud solution is expected to cater to the requirements by its own.
8	HP	6.3 Specification for Server	The server specification is for rack servers only. Please allow Blade Architecture also.	The bidder should have a choice to provide new generation Blade architecture for better utilization of resources.	Please note the following for the server specifications clause a. Rack mountable / Blade servers may be quoted to cater to the server requirements mentioned in the RFP. Accordingly all server specifications would remain as it is irrespective of the form factor proposed. However, in case of blade solution, specification no. 9 and 10 of the server specifications table may be complied with suitable number of items b. All the specifications mentioned for the server are minimum and equivalent or better may be quoted by the bidder to comply to the RFP requirements c. (Point No. 5) RAID 5 has been removed from the RFP d. (Point no. 8) at-least 2 x 10/100/1000 Mbps Ethernet ports and 2 HBA cards (with necessary ports, interfaces and cables for the solution to work)

S. No.	Vendor	Clause No.	Clause	Query	Response
9	HP	6.4 Specification for Application Switch (for connectivity with SAN Storage)	As OEM's and Bidders are the solution owner and responsible to design the infrastructure and connectivity of the cloud solution with the existing environment, the requirement of the application switch may not arise for different OEM's and restrict the BID to particular OEM's capable of providing the specified application switch. Therefore please remove the application switch and ask bidders to design the solution as par the cloud requirement mentioned in the RFP.	We don't see requirement of connecting application switch with the storage in the cloud solution and this may restrict OEMs for better possibility of the solution designed as par the need of the cloud solution.	This is to clarify that the Application switch has been removed from the RFP. The bidders may consider this line item removed from the context of this RFP, including from the specifications, BoM, and any other reference of the same in the RFP.
10	RICOH	6.2.3 Service Provisioning Capabilities	The Solution shall offer Service catalog listing availability of Cloud infrastructure like Virtual Machines, Physical Machines, Applications , Common Services offered by State Private cloud	Please remove the word "Application" as ----- SDC vision is to set Infrastructure as a service, Provisioning of application is a second phase of cloud which comes under PaaS & SaaS model	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
11	RICOH	6.2.3 Service Provisioning Capabilities	The solution shall provide an on-boarding mechanism for the new tenants (Department) on the cloud infrastructure that automatically creates the tenant, the tenant administrators, allocates specific resources for the tenant like storage pools, server pools, S/W packages, network pools (including VLANs, DNS, IP address spaces, etc...)	Please remove the word "S/W Packages" as ------ SDC vision is to set Infrastructure as a service, Provisioning of Software is a second phase of cloud which comes under PaaS & SaaS model	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
12	RICOH	6.2.3 Service Provisioning Capabilities	The Solution shall allow creation of library hosting various Operating System, Databases and middleware that can be selected while creating new virtual servers	Please remove line "Database & Middleware" as ------ Database & Middleware is automation beyond IaaS & needs specialized automation tools	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.

S. No.	Vendor	Clause No.	Clause	Query	Response
13	RICOH	6.2.3 Service Provisioning Capabilities, User Department Requirement	The Solution shall allow selecting various Operating System as well as option of Installing additional software's on the provisioned Virtual Machines to User Department while Requesting for provisioning of new virtual servers from Self service GUI	Request you to Please remove the line "as well as option of Installing additional software's " as ---- Installation of additional software calls for capabilities beyond Infrastructure as a service hence can be differed in next phase of cloud enhancement as it would unnecessary increase the scope of RFP	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
14	RICOH	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	The Solution shall be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)	Word RDBMS could be removed as it's a separate component than infrastructure as ------ RDBMS is a software component while rest all parameters are infrastructure components; Monitoring RDBMS is completely different capability & hence should be segregated	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
15	RICOH	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	The Solution shall monitor all the critical operating system level services and shall check for their status like running, not running, paused. In addition, deviations from a defined Configuration shall be detectable and reported	Request you to Please remove this clause as ---- OS service monitoring should be part of EMS monitoring system & should not be offloaded to Cloud solution	No change in RFP. The Cloud solution is expected to cater to the requirements by its own. Further, it is clarified that the existing helpdesk solution in the SDC would be used ONLY for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.

S. No.	Vendor	Clause No.	Clause	Query	Response
16	RICOH	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	The Solution shall give User Department ability to select performance counters and duration for which they want to view the performance data	Request you to Please remove this clause as ----- Helpdesk & application owners would need the OS performance counters & this should be taken care by the application management team	No change in RFP. The Cloud solution is expected to cater to the requirements by its own.
17	RICOH	6.3 Specification of servers	Asked specification are of Rack mounted servers	Request you to please allow SI to quote Blade base solution along with Cloud software	Please note the following for the server specifications clausea. Rack mountable / Blade servers may be quoted to cater to the server requirements mentioned in the RFP. Accordingly all server specifications would remain as it is irrespective of the form factor proposed. However, in case of blade solution, specification no. 9 and 10 of the server specifications table may be complied with suitable number of itemsb. All the specifications mentioned for the server are minimum and equivalent or better may be quoted by the bidder to comply to the RFP requirementsc. (Point No. 5) RAID 5 has been removed from the RFPd. (Point no. 8) at-least 2 x 10/100/1000 Mbps Ethernet ports and 2 HBA cards (with necessary ports, interfaces and cables for the solution to work)
18	RICOH	6.3 Specification of servers	RAID Controller with RAID 0/1/5 with 256 MB Cache	Request you to please remove RAID 5	This is to clarify that RAID 5 has been removed from the RFP
19	RICOH	6.3 Specification of servers	At-least 4x 10/100/1000 Mbps Ethernet port	Request you to please change this to at-least 2* 10 Gig Port	As per RFP

S. No.	Vendor	Clause No.	Clause	Query	Response
20	RICOH	6.3 Specification of servers	Rear Port : Two USB port (Ver 2.0): RJ-45 Ethernet: Keyboard and mouse: front: One USB ver 2.0	Request you to allow to quote Blade base architecture, which comes with all management , USB Port/Provisioning of same on Blade enclosure	Please note the following for the server specifications clausea. Rack mountable / Blade servers may be quoted to cater to the server requirements mentioned in the RFP. Accordingly all server specifications would remain as it is irrespective of the form factor proposed. However, in case of blade solution, specification no. 9 and 10 of the server specifications table may be complied with suitable number of itemsb. All the specifications mentioned for the server are minimum and equivalent or better may be quoted by the bidder to comply to the RFP requirementsc. (Point No. 5) RAID 5 has been removed from the RFPd. (Point no. 8) at-least 2 x 10/100/1000 Mbps Ethernet ports and 2 HBA cards (with necessary ports, interfaces and cables for the solution to work)
21	IBM	6.2.3 Service Provisioning Capabilities	The Solution shall be able to offer choice of various Service offering on multiple hypervisors (such as XEN, Hyper-V, VMware, KVM) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota	This clause ask the compatibility with some hypervisors however there is something mentioned about "compute the associated price for the same", which is not clear. Please explain this ?	Compute the Associated price with regards to the use of associated software and hardware resources. This would be finalized with the State and the SI at the time of implementation and O&M
22	IBM	6.2.3 Service Provisioning Capabilities	The Solution shall offer Registration, Signup , Forgot Password and other standard pages (Profile, Billing or Contact information)	These functionalities normally requires if cloud will be public, as per RFP this project will be build a private cloud therefore request to remove this clause.	No change in RFP. Role based access is necessary even in a controlled environment like private cloud.

S. No.	Vendor	Clause No.	Clause	Query	Response
23	IBM	Cloud enablement Infrastructure CAPEX (A1)	CAL Licenses for Cloud Management (For 1 physical server with specifications as mentioned in server specifications in section 6.3. A minimum of 8 Virtual Machines would be created in the physical server.)	What are these CAL license for cloud management required here in CAPEX ? Please elaborate.	This line item mentions the cost of CAL licenses required for the 4 servers, as per the requirements in the RFP. CAL licenses would be procured on the discovered rates whenever new servers would be introduced in the SDC Cloud environment.
24	Wipro	5.5	Helpdesk	Please let us know, what is service window required for Helpdesk support? 9X6 or 24X7 or other?	As per the SLA section of the RFP
25	Wipro	5.5	Helpdesk	As per the table we understand that 100% of helpdesk calls are resolved with 30 mins. Please share the last six months calls & SLA reports	Bidder to ensure SLAs as mentioned in the RFP
26	Wipro	4.2	Cloud Helpdesk	Which Cloud helpdesk system/ tool should be used? Please specify if there is any particular requirement.	It is clarified that the existing helpdesk solution in the SDC would be used ONLY for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.
27	Wipro	5.5	SLA	Please share the last 6 months SLA report for Server, Network, Storage & CCTV. Are we achieving 99.749% availability in current system?	Bidder to ensure SLAs as mentioned in the RFP
28	Wipro	3	Monitoring Capabilities	Please specify the service window for Proactive Monitoring of server, network, storage and CCTV.	As per RFP
29	Wipro	3	Monitoring Capabilities	How many users are there to use these services?	This is an ongoing activity. All users need to be catered to throughout the project period

S. No.	Vendor	Clause No.	Clause	Query	Response
30	Wipro	3	Monitoring Capabilities	Please share the tools details which are in use currently? Also share the reporting tool information.	Monitoring tools are expected to be brought by the bidder
31	Wipro	4.3	Operation & Maintenance	Since this is Private Cloud services, we understand O&M resources would be based out of SDC location and required space will be provisioned for their seating. Please validate?	Yes
32	Wipro	4.2	Training Schedule: Bidder is required to undertake robust training for at least 10 representatives from the State, Composite Team and DCO.	What is the total number of people to be trained? Share geographical breakup of the expected training audience as well. What is the expected duration of training to be provided?	Training location is SDC Raipur. 10 to 15 resources to be trained
33	Wipro	4.2	Training Schedule: Bidder is required to undertake robust training for at least 10 representatives from the State, Composite Team and DCO.	Training manuals are required in which language? Is training manual to be provided in hard copy to every training participant	English. Hard copy and Soft copy
34	Wipro	4.2	Training Schedule: A training workshop needs to be arranged by the Bidder for hands-on training. This workshop shall be for 2 weeks and will be delivered by people certified in Cloud and Virtualization.	Is this workshop in addition to the above mentioned training or part of it? Please clarify. Also how many people will be part of it, if it is an additional requirement?	No, the training & workshop point to the same 2 week training to be held for 10-15 resources. This training would be split into two 1-week trainings to be held on either sides of the FAT (i.e., 1-week training before FAT, and 1-week training after FAT completion, for a comprehensive understanding of the deployed SDC Cloud solution and other parameters mentioned as per the Training schedule table in the RFP
35	Wipro	4.2	Training Schedule: A training workshop needs to be arranged by the Bidder for hands-on training. This workshop shall be for 2 weeks and will be delivered by people certified in Cloud and Virtualization.	Who will provide the venue & infrastructure (table, chair, systems, connectivity etc.) for the trainings?	Training room will be provided at SDC with Desktops. All other material required for workshop should be arranged by bidder
36	Wipro	4.2	Training: 1 week training would be prior to the FAT and 1 week after the FAT completion	Does this statement refer to the 2 weeks training workshop mentioned in point (g).	Yes

S. No.	Vendor	Clause No.	Clause	Query	Response
37	Wipro	4.2	Training: 1 week training would be prior to the FAT and 1 week after the FAT completion	Is any CBT content required as part of the training? If yes, please provide more information on it.	Yes
38	Wipro	4.2	Training: 1 week training would be prior to the FAT and 1 week after the FAT completion	Is any food/snacks has to be provisioned for the training participants?Is there any maximum batch size for conducting the trainings?	No, Batch size will be maximum of 15. The training would be conducted in a single batch.
39	Wipro	IV	SDC Cloud Enablement Training Schedule, A-4aining Schedule	Does Applications mean Operating System Environments alone, not the Apps hosted on the OS environments.	This component is required to detail the overview, including processes involved, risks & challenges encountered, etc in the migration of stand-alone applications to the virtualized environment
40	Wipro	VI	6.1 General Requirements	Would an Enterprise Open Source cloud management solution be acceptable?	As per RFP
41	Wipro	VI	6.2.1- Functional Capabilities 2) Compute – i)	What would the Maximum number of VCPU's in a single Virtual Server?	This is an ongoing aspect. To be finalized at the time of implementation and O&M in consultation with the State.
42	Wipro	VI	4) Capacity Management – v)	P2V migration would succeed if the applications are Virtualization compatible or the application needs to be ported.	As per RFP
43	Wipro	V	SLA	Delivery and Finance to confirm.	Query not clear
44	Wipro	VII	Bid Prices and Firm Prices	Finance to confirm.	As per RFP
45	Wipro	VII	The Bid security may be forfeited because of the following reasons: 1. If a Bidder withdraws the Bid or increases the quoted prices during the period of Bid validity, or its extended period, without the explicit consent of the department, if any; or 2. In the case of a successful Bidder, if the entity fails within the specified time limit to: • Sign the Contract; or • Furnish the required Performance Bank Guarantee (PBG)	Failure to sign the contract within the specified time limit should not lead to EMD forfeiture if the delay in signing is because of failure to agree to mutually acceptable terms and conditions, continuing negotiations, etc.	RFP terms & condition are final hence no deviation would be acceptable

S. No.	Vendor	Clause No.	Clause	Query	Response
46	Wipro	VII	Signing of ContractThe notification of the Selection shall constitute signing of the agreement. The signing of agreement will amount to award of contract and Bidder will initiate the execution of the work as specified in the agreement. At the same time as CHiPS notifies the successful Bidder that its Bid has been accepted, CHiPS will send the Bidders the Performa for Contract provided in the Tender Document, incorporating all agreements between the parties. Within 14 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to SIA.	Bidder will not be responsible if the failure to sign the contract within 14 days is due to ongoing negotiations or failure to agree to mutually acceptable terms and conditions.Further, notification of Selected Bidder will constitute award of contract and execution of the Agreement will constitute signing. Please note that no work should be started unless the signed Agreement is in place.	As per RFP
47	Wipro	VII	Failure to Abide by the Agreement The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of State with such penalties as specified in the Bidding document and the Agreement.	Request to delete this clause as termination to be dealt with under the "Termination" clause of the RFP.	As per RFP
48	Wipro	VIII	That the SI is not involved in any major litigation or legal proceedings, pending, existing and threatened that may have an impact of adversely affecting or compromising the performance or delivery of services under the Contract.	We cannot warrant that there will not be any potential litigation in the future.	As per RFP
49	Wipro	VIII	That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights licenses and permits.	Request to delete this as we cannot warrant non-infringement. However, we are agreeable to indemnify you and hold you harmless in case of any such third party IPR infringement claim.	As per RFP

S. No.	Vendor	Clause No.	Clause	Query	Response
50	Wipro	VIII	Right of Monitoring, Inspection and Periodic Audit	Request to add the following to the clause: "Provided, however, nothing contained herein or elsewhere shall entitle the State or any other Third Party to access the confidential books of accounts, cost records and personal data of the SI."	As per RFP
51	Wipro			Request to substitute existing clause with: Each Party (the "Indemnitor" as applicable) shall indemnify, defend, and hold harmless the other Party (the "Indemnitee" as applicable) and its officers and directors, employees, agents, and representatives from and against any damages, costs, attorneys' fees, penalties, fines, liabilities, or expenses that arise from third Party actions or claims against the Indemnitee (collectively, "Losses"), to the extent the Indemnitor has proximately caused: (a) death or injury to persons; (b) damage to tangible property; (c) a violation of applicable laws; (d) infringement of a third Party's intellectual property rights.	As per RFP
52	Wipro	VIII	Change Orders/Alterations/Variations	No upward or downward revision of scope without a mutually agreed to and executed change order. Clause in its present form not acceptable.	As per RFP
53	Wipro	VIII	Suspension of Work	Request to delete this clause as we cannot agree to grant rights to suspend without compensation or payment.	As per RFP

S. No.	Vendor	Clause No.	Clause	Query	Response
54	Wipro	VIII	Termination	Request Clauses 22-25 to be substituted by the following: "Notwithstanding anything contained herein, State shall be entitled to _____ __ [rights of State] against the SI (Wipro) in the event the SI commits a Material Breach of its contractual obligations. Material Breach for the purpose of this Section shall mean a breach which by itself or a series of persistent breaches which if taken together have, a material adverse effect on the business of the State including continuous failures of critically agreed SLA's affecting services to the State and where such breaches becomes incurable over a considerable period of time. In case of termination, howsoever caused, the SI shall be entitled to be paid for services performed and products delivered till the effective date of termination."	As per RFP
55	Wipro	VIII	Penalty	Finance to confirm.	As per RFP
56	Wipro	VIII	Liquidated Damages	Finance to confirm.	As per RFP
57	Wipro	VIII	The SI shall not be entitled to make any claim, whatsoever against State under or by virtue of or arising out of this contract, nor shall the State entertain or consider any such claim, if made by the SI after he shall have signed a "No claim" certificate in favor of the State in such forms as shall be required by the State after the works are finally accepted and all payments due to the SI made.		As per RFP

S. No.	Vendor	Clause No.	Clause	Query	Response
58	Wipro		Notwithstanding anything to the contrary contained herein or elsewhere, the maximum aggregate liability of the SI, regardless of the form of claim, shall not exceed the consideration received by the SI during the three months prior to the date of claim. All indirect and consequential damages under this Agreement are excluded. Except for the warranties and representations expressly stated herein, SI hereby excludes all implied and statutory warranties.	Clause to be added.	As per RFP
59	Wipro		Any Deliverable(s) / Work Product(s) provided to the State shall be deemed to have been accepted if the state puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 10 days from the date of receipt of such Deliverable(s) / Work Product(s).	Clause to be added.	As per RFP
60	Wipro		Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement (collectively, "Retained Rights"). All Retained Rights not expressly transferred or licensed herein are reserved to the respective owner.	Clause to be added.	As per RFP

S. No.	Vendor	Clause No.	Clause	Query	Response
61	Wipro	IX	I declare that, subject to the deviations provided herein, all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.		As per RFP
62	Wipro	X	Performa for No Deviation Declaration	Request to delete this as we cannot provide a no deviation certificate.	As per RFP
63	Wipro	X	Clause 5.1 "...with any other company ..."		As per RFP
64	Wipro	X	Fall Clause	Request to delete this clause as we will not be able to agree to it.	As per RFP
65	Wipro	X	(vii)	Any debarment should be limited to a maximum of one (1) year and only subject to the determination being done by a Court of competent jurisdiction.	As per RFP
66	Sify	2	Penalties will be applicable after 12weeks, if the work is still not completed.(Work completion shall be considered onthe date of submission of all documents,and submission of all applicable reportsas mentioned in the Contract)A penalty of 1% per week for first twoweeks, 2% per week for everysubsequent week subject to a maximumof 10%. Penalty will be computed on thefinal CAPEX value of contract betweenState and SI.	Considering the quantum of work involved in UI design and workflow signoffs, we would need 12 weeks of timelines post the design and sign-off is done from customer. We propose to have a separate 3 weeks period for design and sign-off activities for the successful completion of the project on time.	Penalties will be applicable after 15 weeks (3 weeks for design phase and 12 weeks for implementation phase), if the work is still not completed. (Work completion shall be considered on the date of submission of all documents, and submission of all applicable reports as mentioned in the Contract). A penalty of 1% per week for first two weeks, 2% per week for every subsequent week subject to a maximum of 10%. Penalty will be computed on the final CAPEX value of contract between State and SI
67	Sify	7	Cloud Security layer Availability	Please list the components covered in the cloud security layer	The bidder is responsible for the appropriate policy configurations in the virtual machines in accordance with the policies of the existing SDC security devices like firewalls, etc
68	Sify		In order to provide up-time, does the bill of material includes stand-by blades for cloud management and production setup ?	If not considered should we include the same in the BOM?	RFP SLAs have to be met by the bidder

S. No.	Vendor	Clause No.	Clause	Query	Response
69	Sify	6.2.3	The Solution shall have Show-Back (to check the usage patterns and reporting for the user department) and the same solution shall have the capability to be updated into Charge-Back whenever this functionality is required by the SDC	We assume that show-back and charge-back functionality needs to be available for all the overage components? Please define the overage components	As per RFP
70	Sify	6.2.3	The solution shall allow the users to schedule a service creation requestin a future date/time; the solution shall check if a request scheduled for a future time can be fulfilled and reject the request in case of projected resources shortage or accept the request and reserve the resources for that request	Kindly clarify list these service creation request. (Ex. VM Creation, storage etc). Will you provide the necessary workflows for approval and rejection before the start of the project?	Yes
71	Sify	6.2.3	Whenever the Charge Back mechanism is enabled, the Solution must satisfy the following requirements: - The Solution shall support different cost models like allocated or reserved cost per virtual machine. It shall also allow tracking usage of resources - The Solution shall allow mixing of different cost model/ policies - The Solution shall have the ability to charge differently for different level of services - The Solution shall support cost calculation of shared/ multi tenant application	We assume that the cost model / policies that need to be enabled in the system will be provided during the design phase of the project.	Yes
72	Sify	6.2.3 (2)	The User Departments shall be able to view Department's infrastructure as Services e.g. : group his servers by- application LOB servers, All web servers, all Small servers etc	We assume the server grouping inputs will be shared during the design phase so that necessary care can be taken during the implementation of the cloud software.	Yes

S. No.	Vendor	Clause No.	Clause	Query	Response
73	Sify	6.2.3	The Solution shall allow selecting various Operating System as well as option of Installing additional software's on the provisioned Virtual Machines to User Department while Requesting for provisioning of new virtual servers from Self service GUI	We would like to know whether Installing additional software is at the time of creation or at any point in time during the life cycle of the virtual machine in cloud; post creation.	The same may be at any time
74	Sify	6.2.3 (3)	Administrators shall be able to automatically scale and/or manageresources unilaterally (as also termed in the NIST definition) for tenantservices without manual intervention as and when required by the SLArequirements of the service	Unilateral scaling will complicate the scaling algorithm. We propose to have Scaling trigger inputs defined by the application admins on the cloud portal. Example CPU trigger/ RAM trigger. The application admin has to set the trigger once , post that the system will unilaterally scale based on the trigger configuration to meet the Application SLA requirements of the service. Please correct if the understanding is wrong.	Triggers may be configured for this automatic scaling
75	Sify	6.2.3 (3)	The Solution shall be able to audit and monitor execution of processes and report on violations against the same	Please clarify on the following line item.	The intention is to have the capability in the solution to identify & report non-compatibility / failure / over-riding of processes in the cloud components
76	Sify	6.2.3 (3)	The Solution shall be able to move identified workloads to another private cloud	Will there be any standards (NIST, Delta cloud, vCloud) involved for selection of another private cloud ?	This is to clarify that "The Solution shall be able to move identified workloads to another private cloud" is no longer valid in the context of this RFP. The bidder may consider this clause as deleted.
77	Sify	Section V – Service Level Agreement	The above SLA are applicable to the Servers which are procured through this RFP or the existing servers which are included or the new servers that will be procured subsequently from the DCCO.	Existing servers should not be part of this SLA	SLA would be applicable on all the servers brought under the proposed Cloud environment
78	Sify	Section IV	FAT completion would only be considered after at least one application, identified by the CHiPS has been put on the proposed cloud	What will be the exact scope of bidder for migration of application? Is it ensured that application to be migrated on new	Bidder is required to create the requisite environment as per the requirements of the RFP, for deployment of the application in the Cloud

S. No.	Vendor	Clause No.	Clause	Query	Response
			environment after testing all the solution capabilities as part of the FAT parameters	setup is tested for such environment? During migration we assume that application team will be there to assist for any application related issues.	environment.
79	Sify	Section XI	Linux Enterprise Edition (Latest OEM Version) Operating System	OEM version of Linux subscription is available for different version with respect to the number of guest OS instances i.e. one guest, 4 guest or unlimited guests. Please clarify what is to be quoted here?	Changed as - "Linux Enterprise Edition (Latest OEM Version) Operating System(including hypervisor and licenses for creating unlimited virtual machines)"
80	Sify	Section XI	Latest Linux Std Server Edition (with in-built hypervisor)	Linux subscription is available for different version with respect to the number of guest OS instances i.e. one guest, 4 guest or unlimited guests. Please clarify what is to be quoted here?	Minimum 8, as per requirements under the Cloud solution
81	Sify	Section XI	Cost of latest Hypervisors (as per requirements in FRS) Hyper-V 4 Linux Xen KVM	Please clarify what department is looking here. While in BOM Linux has windows have been asked where hypervisor is inbuilt with OS?	Scalability BoM has been mentioned for discovering rates and future scalability needs of the SDC Changed as - "Cost of latest Hypervisors (as per requirements in FRS) (to create unlimited virtual machines on the 2-socket servers as mentioned in the RFP)"
82	Sify	Section XI	ESXi-Qty.4	Please clarify that SI needs to quote for 4 licenses (procs).	The unit licenses for all hypervisor items mentioned in the Scalability BoM would be server based. Server specifications for estimations would be the same as mentioned in the main BoM

S. No.	Vendor	Clause No.	Clause	Query	Response
83	Sify	Section IV	Helpdesk	Please clarify if SI needs to provide helpdesk tool also as part of solution or existing helpdesk tool will be used?	It is clarified that the existing helpdesk solution in the SDC would be used ONLY for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.
84	Sify	Section IV	Helpdesk	Please mention the minimum number of resources required for helpdesk.	The bidder to estimate and provide the same under the cloud solution cost. However, requisite seating space would be provided by the State. One agent / analyst license would be provided to the bidder in the existing SDC helpdesk
85	Sify	Section IV	Summary of Roles and Responsibilities of stakeholders	Please provide the roles and responsibilities details for O&M period as well.	As per RFP
86	Sify	Section IV	Operation and Maintenance	Please mention the minimum number of support staff required for initial 2 months as well as for rest O&M period	Bidder to propose
87	Sify	Section V	Cloud Storage Availability	No storage is in scope of this RFP. Please remove this from SLA	No change in RFP. The Storage referred is the existing SDC Storage.
88	Sify	6	ISO 9001:2000	We are service provider for data center go for ISO 9000	As per RFP
89	Sify	TEC	5 projects get meet with 10 marks	to get 4 projects to get it 10 marks	As per RFP
90	Qubex	6.2.3 Service Provisioning Capabilities	"The Solution shall offer Service catalog listing availability of Cloud infrastructure like Virtual Machines, Physical Machines, Applications , Common Services offered by State Private cloud"	Please remove the word "Application". SDC vision is to set Infrastructure as a service, Provisioning of application is a second phase of cloud which comes under PaaS & SaaS model	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS

S. No.	Vendor	Clause No.	Clause	Query	Response
					would be taken up in the future through third party tools.
91	Qubex	6.2.3 Service Provisioning Capabilities	"The solution shall provide an on-boarding mechanism for the new tenants (Department) on the cloud infrastructure that automatically creates the tenant, the tenant administrators, allocates specific resources for the tenant like storage pools, server pools, S/W packages, network pools (including VLANs, DNS, IP address spaces, etc...)"	Please remove the word "S/W Packages" SDC vision is to set Infrastructure as a service, Provisioning of Software is a second phase of cloud which comes under PaaS & SaaS model	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
92	Qubex	6.2.3 Service Provisioning Capabilities	"The Solution shall allow creation of library hosting various Operating System, Databases and middleware that can be selected while creating new virtual servers "	Please remove "Database & Middleware". Database & Middleware is automation beyond IaaS & needs specialized automation tools	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
93	Qubex	6.2.3 Service Provisioning Capabilities, User Department Requirement	"The Solution shall allow selecting various Operating System as well as option of Installing additional software's on the provisioned Virtual Machines to User Department while Requesting for provisioning of new virtual servers from Self service GUI"	Please remove the line "as well as option of Installing additional software's " Installation of additional software calls for capabilities beyond Infrastructure as a service hence can be differed in next phase of cloud enhancement as it would unnecessary increase the scope of RFP	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
94	Qubex	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)"	RDBMS could be removed as it's a separate component than infrastructure RDBMS is a a software component while rest all parameters are infrastructure components; Monitoring RDBMS is completely different capability & hence should be segregated	No change in RFP. While PaaS & SaaS implementation are not part of the current scope of the bidder, the intention is to ensure a capable environment for a future SaaS & PaaS implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.

S. No.	Vendor	Clause No.	Clause	Query	Response
95	Qubex	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall monitor all the critical operating system level services and shall check for their status like running, not running, paused. In addition, deviations from a defined Configuration shall be detectable and reported"	Please remove this clauseOS service monitoring should be part of EMS monitoring system & should not be offloaded to Cloud solution	No change in RFP. The Cloud solution is expected to cater to the requirements by its own.Further, it is clarified that the existing helpdesk solution in the SDC would be used ONLY for ticketing, call logging, and all processes related to recording of raising issues & issue resolutions, and knowledge/problem management. One helpdesk analyst license from the existing helpdesk solution would be provided to the selected bidder. However, all other helpdesk functionalities mentioned in the RFP (such as management & monitoring, reporting, issue diagnosis & resolution, etc) would have to be catered by the selected bidder from its own proposed Cloud solution.
96	Qubex	6.2.3 Service Provisioning Capabilities, Monitoring Capabilities	"The Solution shall give User Department ability to select performance counters and duration for which they want to view the performance data"	Please remove this clause Helpdesk & application owners would need the OS performance counters & this should be taken care by the application management team	No change in RFP. The Cloud solution is expected to cater to the requirements by its own.
97	Qubex	6.3 Specification for Server	The server specification looks like that the same is strictly binding with rack servers. Please allow blade servers option also	The bidder should have a choice to provide new generation Blade architecture for better utilization of resources.	Please note the following for the server specifications clause a. Rack mountable / Blade servers may be quoted to cater to the server requirements mentioned in the RFP. Accordingly all server specifications would remain as it is irrespective of the form factor proposed. However, in case of blade solution, specification no. 9 and 10 of the server specifications table may be complied with suitable number of items b. All the specifications mentioned for the server are minimum and equivalent or better may be quoted by the bidder to comply to the RFP requirements c. (Point No. 5) RAID 5 has been removed from the RFP
98	Qubex	6.3 Specification for Server	Ports Rear: Two USB ports (Ver 2.0); RJ-45 Ethernet; keyboard and mouse; Front: One USB (Ver 2.0)	The specification of the server looks like Rack Servers only. Please allow Blade servers also for better power/cooling/rack and space utilization.	
99	Qubex	6.3 Specification for Server	Optical / diskette: 8X / 24X slim-line DVD ROM drive	The specification of the server looks like Rack Servers only. Please allow Blade servers also for better power/cooling/rack and space utilization.	

S. No.	Vendor	Clause No.	Clause	Query	Response
					d. (Point no. 8) At-least 2 x 10/100/1000 Mbps Ethernet ports and 2 HBA cards (with necessary ports, interfaces and cables for the solution to work)
100	Qubex	6.4 Specification for Application Switch (for connectivity with SAN Storage)	Please clarify the requirement for connecting the Application switch with the storage for cloud environment.	We don't see requirement of connecting application switch in the cloud solution and looks like this may restrict bidders for higher possibility of the solution designed as par the need.	This is to clarify that the Application switch has been removed from the RFP. The bidders may consider this line item removed from the context of this RFP, including from the specifications, BoM, and any other reference of the same in the RFP.
101	Qubex	6.4 Specification for Application Switch (for connectivity with SAN Storage)	As bidders are the solution owner and responsible to design the infrastructure and connectivity of the cloud solution, the requirement of the application switch may not arise and restrict the BID to particular OEM's capable of providing application switch. Therefore please remove the application switch and ask bidders to design the solution as par the cloud requirement mentioned in the RFP.	We don't see requirement of connecting application switch in the cloud solution and looks like this may restrict bidders for higher possibility of the solution designed as par the need.	This is to clarify that the Application switch has been removed from the RFP. The bidders may consider this line item removed from the context of this RFP, including from the specifications, BoM, and any other reference of the same in the RFP.
102	Qubex	Section XI - Format for Response to Tender: Commercial Bid, Scalability BoM	Linux Xen, KVM -- Please specify the product.	Linux XEN and KVM is an open source project and associated with many vendors like Red Hat, SuSE etc. Please define which one is required or bidders are free to provide the solution.	Bidder to propose

The following points in the RFP shall now be read as below -

1. Pg 64 (EMD), section 7.8 should be read as "The Bidder shall furnish, as part of its Bid, a Bid security in the form of Demand Draft issued by any Nationalized / Scheduled Bank located in India, of Rupees 3,00,000/- (Rupees Three Lacs only) pledged in favor of CEO, CHiPS payable at Raipur, Chhattisgarh".
2. Pg 65, section 7.12 should be read as "The evaluation process of the Tender, proposed to be adopted by CHiPS is indicated under the clauses 7.13, 7.14., 7.15 and 7.16".
3. Pg 105, should be read as "The financial Bids of only those Bidders will be opened and considered who have scored at least 70% marks in the Technical Evaluation as specified above".
4. Pg 107, should be read as Schedule C
5. Pg 115, BoM, "Windows Data Centre Edition (Latest OEM version) Operating System" should be read as "Windows Data Centre Edition (Latest OEM version) Operating System (including hypervisor and licenses for creating unlimited virtual machines)"
6. Pg 115, BoM, "Linux Enterprise Edition (Latest OEM Version) Operating System" should be read as "Linux Enterprise Edition (Latest OEM Version) Operating System(including hypervisor and licenses for creating unlimited virtual machines)"
7. Pg 117, Scalability BoM, "Cost of latest Hypervisors (as per requirements in FRS)" should be read as "Cost of latest Hypervisors (as per requirements in FRS) (to create unlimited virtual machines on the 2-socket servers as mentioned in the RFP)"
8. Pg 43, SLA Compliance Review process, 4th Bullet point "SLA may be revised after every 1 year with mutually acceptable terms between SI and the State." should be read as "SLA may be revised at regular intervals with mutually acceptable terms between SI and the State"
9. Please note the following for the server specifications clause -
   a. Rack mountable / Blade servers may be quoted to cater to the server requirements mentioned in the RFP. Accordingly all server specifications would remain as it is irrespective of the form factor proposed. However, in case of blade solution, specification no. 9 and 10 of the server specifications table may be complied with suitable number of items
   b. All the specifications mentioned for the server are minimum and equivalent or better may be quoted by the bidder to comply to the RFP requirements
   c. (Point No. 5) RAID 5 has been removed from the RFP
   d. (Point no. 8) at-least 2 x 10/100/1000 Mbps Ethernet ports and 2 HBA cards (with necessary ports, interfaces and cables for the solution to work)

Important Note:-

1. Bidders are requested to submit a signed copy of this corrigendum with Bid Submission.
2. The last date for bid submission is extended up to 16th January 2014 at 3:00 PM. Opening of Technical bid will be on same day at 3:30 PM.