SDC Cloud enablement RFP - Knowledge base (January 2014) by DeitY, Dated on 16/01/14

Knowledge Base – Changes in RFP

S No.	Clause No.	Clause	Query	Point-wise response
1	Pg 19, Pg 67	EMD	-	EMD amount mentioned at page 19 sub item-9 is mentioned to be submitted in form DD only, but in page-67 BG/DD is mentioned. 'BG' may be removed from the RFP and EMD can be submitted in the form of DD only.
2	Pg 68, Section 7.12	-	-	As mentioned in page no-68 section 7.12 evaluation process such as 8.16,8.17,8.18 & 8.19 mentioned are missing within the RFP document. The clause number shall be renamed as 7.13, 7.14, 7.15, 7.16
3	Pg 101	-	-	In pre qualification bid at page 101 the document is incomplete. Page No. 101 shall be removed.
4	Pg 111	-	-	In page 111 mark secured is mentioned as 70 but it should be 70% as the total mark is 50. The schedule numbering as in page no 112 to 114 is mentioned as A, B & E. Marks Secured shall be changed to 70% to read "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." The Schedule shall be renamed as Schedule C.
5	Pg 122, BoM, Cloud Enablement Infrastructure	-	-	"Windows Data Centre Edition (Latest OEM version) Operating System" should be re-written as "Windows Data Centre Edition (Latest OEM version) Operating System (including hypervisor and licenses for creating unlimited virtual machines)"
6	Pg 122, BoM, Cloud Enablement Infrastructure	-	-	"Linux Enterprise Edition (Latest OEM Version) Operating System" should be re-written as "Linux Enterprise Edition (Latest OEM Version) Operating System(including hypervisor and licenses for creating unlimited virtual machines)"
7	Pg 124, Scalability BoM	-	-	"Cost of latest Hypervisors (as per requirements in FRS)" should be re-written 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)"

S No.	Clause No.	Clause	Query	Point-wise response
8	Service Level Agreement	-	-	SLA Compliance Review process, Point No. 3 -> "SLA may be revised after every 1 year with mutually acceptable terms between SI and the State." should be re-written as "SLA may be revised at regular intervals with mutually acceptable terms between SI and the State"
9	Server Specifications	-	-	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) Atleast 2 x 10/100/1000 Mbps Ethernet ports and 2 HBA cards (with necessary ports, interfaces and cables for the solution to work)
10	Schedule A: Technical evaluation criteria	Bidder's experience in setting-up IT infrastructure in Data Centres in India, quantified in terms of number of projects will be evaluated. Setting-up IT infrastructure in Data Centres would mean where the Bidder has procured, installed and commissioned IT Infrastructure (Hardware and Software) in Data centre. Only Project Cost greater than **Rs. 2 crores** and set up as per the contract in the last 3 financial years will be	Inconsistency in technical evaluation criteria	Bidder's experience in setting-up IT infrastructure in Data Centres in India, quantified in terms of number of projects will be evaluated. Setting-up IT infrastructure in Data Centres would mean where the Bidder has procured, installed and commissioned IT Infrastructure (Hardware and Software) in Data centre. Only Project Cost greater than **Rs. 10 crores** and set up as per the contract in the last 3 financial years will be consideredBidder with maximum numbers of projects (maximum capped to 5 projects) shall be awarded full 10 (1 project=2 Marks) marks and the others shall be awarded marks on relative (pro rata) basis.

S No.	Clause No.	Clause	Query	Point-wise response
		consideredBidder with maximum numbers of projects (maximum capped to 5 projects) shall be awarded full 10 (1 project=2 Marks) marks and the others shall be awarded marks on relative (pro rata) basis.		
11	Schedule B: Technical evaluation criteria	Bidder's experience in commissioning Cloud Solution in India, quantified in terms of number of projects will be evaluated. Setting-up IT infrastructure would mean where the Bidder has procured, installed and commissioned Cloud Infrastructure (Hardware and Software). Only Project Cost greater than **Rs. 2 crores** and set up as per the contract in the last 3 financial years will be consideredBidder with maximum numbers of projects (maximum capped to 5 projects) shall be awarded full 10 (1 project=2 Marks) marks and the others shall be awarded marks on relative (pro rata) basis.	Inconsistency in technical evaluation criteria	Bidder's experience in commissioning Cloud Solution in India, quantified in terms of number of projects will be evaluated. Setting-up IT infrastructure would mean where the Bidder has procured, installed and commissioned Cloud Infrastructure (Hardware and Software). Only Project Cost greater than **Rs. 1 crores** and set up as per the contract in the last 3 financial years will be consideredBidder with maximum numbers of projects (maximum capped to 5 projects) shall be awarded full 10 (1 project=2 Marks) marks and the others shall be awarded marks on relative (pro rata) basis.

S No.	Clause No.	Clause	Query	Point-wise response
12	Application Switch	Application Switch (for connectivity with SAN Storage)	The Intelligence is built in Cloud Solution & already been outlined in the specs, There is no requirement of Application switch in the Cloud Solution & this may restrict bidders for designing solution & un-necessarily introducing a vendor lock-in	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.
13	6.1 General Requirements	General cloud solution clarification	Kindly Clarify if cloud solution has to integrate with existing helpdesk. Pls provide the helpdesk software version	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.
14	6.2.4 Automation, Orchestration and Monitoring 2. Integration Capabilities	The Solution shall be able to move identified workloads to another private cloud	This is typically a hypervisor functionality and not an orchestration requirement. Our submission is to please move this to hypervisor section instead of this section.	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.
15	Section IV	Helpdesk	Please mention the minimum number of resources required for helpdesk. Will the department provide the Infrastructure (Desktop) and seating space required for helpdesk resources	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

S No.	Clause No.	Clause	Query	Point-wise response
16		Maintenance of a log of the performance monitoring of servers including but notlimited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.	Please confirm if the existing SDC EMS tool will be used for monitoring and licenses for the same will be arranged by department.	Integration with existing components is not part of the scope of work of the bidder. The bidder has to propose own solution to cater to all requirements of the RFPIt 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.
17	OPEX (A2.1)	Breakup for OPEX	This table has only 2 items, please confirm that this is the breakup of Item 2 of OPEX (A2)	This table may be considered as deleted from the RFP since the L2 switch is not being procured through this RFP anymore
18	Scalability BOM	Scalability BOM	There is no column/ row for tax in the commercial format.	To be mentioned as inclusive of all taxes
19	General	-	-	The following text may be added in the RFP at any appropriate introductory clause in the RFP - "The bidders may refer to the SDC Cloud Knowledge base - RFP Clarifications, for clarity on FAQs related to the RFP"

Knowledge base - RFP Clarification

S. No.	Clause No.	Clause	Query	Point-wise response
1	Schedule E-Monitoring & Helpdesk, Page 117	Helpdesk: Marks would be awarded if the proposed solution would be able to send ticket numbers, issue descriptions, resolution information, etc to users through SMS, in addition to the requirements as mentioned in the Section for Scope of work in the RFP.	SMS delivery is dependent on a particular Service Provider, which is not a reliable solution. There is no confirmation on the delivery and during the time of congestion delivery of the message can be delayed. SDC already has email solution in place. An email based notification could be a most reliable way of notification. Request you to kindly include email to the clause	No change in RFP. Sending emails is a mandatory requirement. SMS is an additional desired functionality
2	Page No. 46 Table 7: Measurement method related SLA	Cloud Storage Availability	The DCCO does not have any responsibility of the cloud storage availability as this is not a part of the DCCO scope. So please remove this clause from the RFP.	No change in RFP. Intention to ensure a continued availability of the environment for Cloud infrastructure connectivity with the entire SDC
3	Monitoring capabilities	The Solution shall be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)		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.
4	Backup and Restore Services, Pg 29	The SI shall be using the existing backup solution, policies and procedures that is available at SDC.	For Backup solution: Is Additional Online agents for backup need to be quoted with solution or DCO will provide the Same ?	State would provide the same at the time of implementation
5	Service Provisioning	The Solution shall offer Service catalog listing availability of Cloud infrastructure like Virtual Machines, Physical Machines, Applications , Common Services offered by State Private cloud	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

S. No.	Clause No.	Clause	Query	Point-wise response
				as PaaS and SaaS would be taken up in the future through third party tools.
6	Service Provisioning	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...)	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.
7	Service Provisioning	The Solution shall allow creation of library hosting various Operating System, Databases and middleware that can be selected while creating new virtual servers	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.
8	Service Provisioning	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	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.
9	Service Provisioning	The Solution shall be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)	RDBMS is a a software component while rest all paramerters 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

S. No.	Clause No.	Clause	Query	Point-wise response
				implementation. Services complimentary to IaaS such as PaaS and SaaS would be taken up in the future through third party tools.
10	Service Provisioning	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	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.
11	Service Provisioning	The Solution shall give User Department ability to select performance counters and duration for which they want to view the performance data	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.
12	6.2.2 Security Capability in Cloud	The Solution should able to extend existing malware protection solution in SDC for Virtual Machine.	This is dependent upon the capability of malware protection solution and not cloud solution. Hence this clause should be deleted from here and put under malware solution.	No change. The intention is to ensure that the existing environment in the SDC is extended to the new servers without hindrance from the proposed Cloud solution. The bidder is required to study the existing solution and ensure accordingly
13	6.2.2 Security Capability in Cloud	The Solution should be able to provide existing Firewall protection for the virtual machine.	This is dependent upon the capability of firewall solution and not cloud solution. Hence this clause should be deleted from here and put under firewall solution.	No change. The intention is to ensure that the existing environment in the SDC is extended to the new servers without hindrance from the proposed Cloud solution. The bidder is required to study the existing solution and ensure accordingly
14	6.2.2 Security Capability in Cloud	The Solution must offer ability to utilize existing Intrusion detection System / Intrusion Protection system to seamlessly extend into Virtualization environment.	This is dependent upon the capability of IPS solution and not cloud solution. Hence this clause should be deleted from here and put under IPS solution.	No change. The intention is to ensure that the existing environment in the SDC is extended to the new servers without hindrance from the proposed Cloud solution. The bidder is required to study the existing solution and ensure accordingly

S. No.	Clause No.	Clause	Query	Point-wise response
15	6.1 General Requirements	General cloud solution clarification	Since Cloud implementation is a complex activity and required highly skilled resources and best practices, it is required that OEM of the cloud solution should provide design and onsite implementation services along with Bidder.	As per RFP, cloud OEM representatives are required to verify for satisfactory deployment of their components by the selected SI. Cost for the same shall be inbuilt as part of the bid and no extra payment / billing request shall be entertained in this regard during the project period.
16	6.1 General Requirements	General cloud solution clarification	Kindly Clarify if the number of servers and their configuration to be used for service provisioning so that licenses for cloud and virtualization can be taken.	The CAL license rates discovered in the bid would be used to procure future licenses for servers other than the servers (4) to be procured in this RFP
17	6.1 General Requirements	General cloud solution clarification	Kindly Clarify if cloud solution has to integrate with exiting EMS. Pls provide the EMS software version	No integration with existing EMS is needed. The Cloud solution is expected to cater to the requirements by its own as per the RFP requirements. Futther, 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.	Clause No.	Clause	Query	Point-wise response
18	6.1 General Requirements	General cloud solution clarification	Kindly Clarify if cloud solution has to integrate with exiting cmdb. Kindly Clarify if cloud solution has to integrate with existing EMS. Pls provide the CMDB software version	No integration with existing EMS is needed. The Cloud solution is expected to cater to the requirements by its own as per the RFP requirements. Futther, 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.
19	6.2.3 Service Provisioning Capabilities 1. Service Portal Capabilities	The Solution shall offer Registration, Signup , Forgot Password and other standard pages (Profile, Billing or Contact information)	Requirement pertaining to registration, signup, forgot password is applicable in case of a Public cloud. In your case since it's going to be a private cloud our submission is to please remove this clause.	No change in RFP. Role based access is necessary even in a controlled environment like private cloud.
20	Section IV	FAT completion would only be considered after at least one application from Government Department has been put on the proposed cloud environment after testing all the solution capabilities as part of the FAT parameters.	What will be the exact scope of bidder for migration of application. Is it ensured that application to be migrated on new setup is tested for such environment. During migration we assume that application team will be there to assist for any application related issues.	Bidder is required to create the requisite environment as per the requirements of the RFP, for deployment of the application in the Cloud environment.

S. No.	Clause No.	Clause	Query	Point-wise response
21	CAPEX (A1)	Linux Enterprise Edition (Latest OEM Version) Operating System	OEM 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?	As per the RFP
22	Scalability BOM	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
23	Scalability BOM	Cost of latest Hypervisors (as per requirements in FRS)	3.1-3.4 different hypervisors are listed in BOQ. What is required under this line item?	This is the BoM for components that may be required by the State in the future, for virtualizing existing / new servers with the hypervisors mentioned in this scalability BoM
24	Scalability BOM	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
25	CAPEX (A1)	Servers-4	In order to provide up-time, does the bill of material includes stand-byservers for cloud management and production setup ? If not considered should we include the same in the BOM?	The bidder may include any component to make the entire solution work as per the RFP requriements, at no additional cost to the State
26	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	The bidder to estimate and provide the same to meet the SLAs and RFP requirements, under the FMS cost. However, requisite seating space would be provided by the State.
27	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.
28	Section V	Cloud Security layer Availability	Please list the components covered in the cloud security	The bidder is responsible for the appropriate policy

S. No.	Clause No.	Clause	Query	Point-wise response
			layer	configurations in the virtual machines in accordance with the policies of the existing SDC security devices like firewalls, etc
29	6.2.3 Service Provisioning Capabilities	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 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?	The workflows for approval & rejection would be finalized at the start of the project
30	6.2.3 Service Provisioning Capabilities	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 tenent application	We assume that the the cost model / policies that needs to be enabled in the system will be provided during the design phase of the project.	The same would be finalized at the start of the project. Also, this is an ongoing activity and would be open to revisions during the project period

S. No.	Clause No.	Clause	Query	Point-wise response
31	6.2.3 Service Provisioning Capabilities	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	Unilateral scaling will complicate the scaling alogirthm. 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.	The understanding to have triggers is acceptable
32	6.2.4 Automation, Orchestration and Monitoring	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
33	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.)	Cost of Cloud Management solution has already been asked in point number 1 of this table. What cost is required in this point (point 2)	S No. 1 points to the Cloud management solution required to enable the SDC private cloud environment. This solution would be a one-time cost to cater to all the requirements of the SDC. S No. 2 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.

S. No.	Clause No.	Clause	Query	Point-wise response
34	Section-VI User Department Requirement Point viii Page 63	The User Department shall be able to generate consumption reports for Department's cloud infrastructure (Virtual, Physical, Application or Common Services)	Kindly confirm what does common services referred to here.	Common services are at the State's discretion, which will be used for the show-back and charge-back also.
35	General		Kindly confirm the type and number of workloads to be virtualized.	Applications in the States are being encouraged to be developed and hosted in the Cloud environment. The workloads / applications are expected to increase with time. However, the actual workloads would be requirement based at the time of implementation and O&M
36	Training	Kindly confirm whether training infrastructure will be provided by SDC or not		The venue would be SDC / or State IT Dept conference halls / or as finalized by the State, and all details need to be finalized between State and selected SI during the project period
37		Cloud enablement Infrastructure - The cost of the solution shall also include required hardware, Software, Licenses that are required to make the solution fully functional to cater to the requirements of the entire SDC.	4 number of physical servers and 4 number of CAL licenses are to be quoted as per CAPEX. Kindly clarify wheather the cloud service to be enabled only for these servers.	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.
38		Cloud Network Availability	The network is under the SLA of the DCO hence the availability and uptime for the same should be provided by the DCO only.	No change in RFP. The network referred is the existing SDC network and it is the responsibility of the selected SI (if selected as DCCO), to ensure connectivity of Cloud infrastructure environment (servers on cloud, cloud solution, and any other device part of the overall Cloud environment) with the existing SDC network (switches, networks)

S. No.	Clause No.	Clause	Query	Point-wise response
39			Will Cloud be limited only to IaaS, or Paas and SaaS will also be considered?	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.
40	Pre-Qualification Criteria Point 3.	The Bidder‟s average annual turnover shall be at least INR 100 Crores in each of the last three financial years viz; 2010-2011, 2011-2012, and 2012-2013	We understand that the requirement is that average of last 3 years turnover should be Rs.100.00 crore. Hence each of the last three years should be removed.	No change in RFP. The requirement is to ensure turnover of atleast 100 Crore in each year, which in turn ensures requisite average turnover too.
41	6.2.1	6.2.1- FunctionalCapabilities 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	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
43	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
44	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

S. No.	Clause No.	Clause	Query	Point-wise response
45	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.
46	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 mentiond as per the Training schedule table in the RFP
47	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 matierial required for workshop should be arranged by bidder
48	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

SDC Cloud enablement RFP - Knowledge base (January 2014) by DeitY, Dated on 16/01/14

S. No.	Clause No.	Clause	Query	Point-wise response
49	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
50	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 is maximum of 15. The training would be conducted in a single batch.
51	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

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 28th January 2014 at 3:00 PM. Opening of Technical bid will be on same day at 3:30 PM.