KARMAYOGI BHARAT

(A Company Registered u/s 8 of the Companies Act, 2013)

Parsvnath Capital Tower, 7th Floor, Bhai Vir Singh Marg, Sector 4, Gole Market, New Delhi-110001

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Addendum no. 1 to the Request for Bids (RFB) for Selection of Cloud Managed Service Provider (CMSP) for iGOT Platform of Karmayogi Bharat

Assignment: RFB for Selection of Cloud Managed Service Provider (CMSP) for iGOT Platform of Karmayogi Bharat   **Date:** 15-09-2023

REOI No.: IN-KBL-376945-NC-RFB dated 18-08-2023

S.No	Page No.	Clause/Section No.	Current Clause	Changed Clause
1	33	ITB 23.1	The deadline for uploading the Bids is: Date: September 18, 2023 Time: 1700 hrs, 5:00 PM	The deadline for uploading the Bids is: **Date: October 3, 2023** Time: 1700 hrs, 5:00 PM

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2	33	ITB 26.1	The online opening of Technical Part of Bids shall take place at: CPPP (https://eprocure.gov.in/eprocure/app) at Karmayogi Bharat Office Street Address: Parsavnath Capital Tower, Sector 4, Gole Market, New Delhi, 110001 Floor/ Room number: Procurement Division, 7th floor City: New Delhi PIN/Postal Code: 110001 Country: INDIA Date: September 18, 2023 Time: 1730 Hrs or 5:30 PM In the event of the specified date of bid opening being declared a holiday for the Employer, the bids will be opened at the appointed time and location on the next working day.	The online opening of Technical Part of Bids shall take place at: CPPP (https://eprocure.gov.in/eprocure/app) at Karmayogi Bharat Office Street Address: Parsavnath Capital Tower, Sector 4, Gole Market, New Delhi, 110001 Floor/ Room number: Procurement Division, 7th floor City: New Delhi PIN/Postal Code: 110001 Country: INDIA **Date: October 3, 2023** Time: 1730 Hrs or 5:30 PM In the event of the specified date of bid opening being declared a holiday for the Employer, the bids will be opened at the appointed time and location on the next working day.

S.No	Page No.	Clause/Section No.	Current Clause	Changed Clause
3	36	Section III - Qualification Criteria for Cloud Managed Service Provider	**Pre-Qualification Criteria for CMSP** 2. The CMSP, as a single legal entity or its holding company, must have a positive Net Worth in each of the last three financial years (2020-21, 2021-22 & 2022-23) **Documents Required** Copy of audited Balance Sheet and Profit and Loss statement with the signature and seal of the Statutory auditors	**Pre-Qualification Criteria for CMSP** 2. The CMSP, as a single legal entity or its holding company, must have a positive Net Worth in any three (3) out of the last five (5) completed financial years preceding and including financial year 2022-23. **Documents Required** Copy of audited Balance Sheet and Profit and Loss statement duly certified by a chartered accountant or Certificate from the bidder's statutory auditor/company secretary
4	36	Section III - QualificationCriteria for Cloud Managed Service Provider	**Pre-Qualification Criteria for CMSP** 2. The CMSP should have an annual average turnover of INR 100 Crores from IT Services out of which at least 25 Crore should be from Managed Cloud Services and should be profitable over the last three financial years (2020-21, 2021-22 & 2022-23) **Documents Required** Letter from Statutory Auditors on their letter head mentioning the annual revenue from IT Services and Managed Cloud Services in each of the last three financial years as stated.	**Pre-Qualification Criteria for CMSP** 2. The CMSP should have an annual average turnover of INR 50 Crores from IT Services out of which at least 25 Crore should be from Managed Cloud Services in the last three financial years (2020-21, 2021-22 & 2022-23) **Documents Required** Letter from Statutory Auditors/Company Secretary on their letter head mentioning the annual revenue from IT Services and Managed Cloud Services in each of the last three financial years as stated or copy of the Balance Sheet and profit and loss account duly certified by a chartered accountant

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5	37	Section III - Qualification Criteria for Cloud Managed Service Provider	**Pre-Qualification Criteria for CMSP** The CMSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on the proposed cloud. The application hosted should at least have a user base of 1,00,000 users should have a minimum billing value of 2 Cr per year and the project should be ongoing for at least for a period of 2 consecutive years in the period of last 5 years (i.e. between 2017 – 2023). **Documents Required** Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work along with client completing certificate. Copy of evidence of the user base for the application from a publicly verifiable (source such as newspaper article/website/app downloads etc.) CA certificate confirming the billing value every year from the project.	**Pre-Qualification Criteria for CMSP** The CMSP should have managed or successfully delivered at least one project of hosting an enterprise grade application on the proposed cloud. The application hosted should at least have a user base of 1,00,000 users/beneficiaries and should have a minimum work order value of 1 Cr per year of billing **Documents Required** Copy of Client certificate, work order or extract from the contract mentioning the scope of work. Copy of evidence of the user base/beneficiaries for the application from a publicly verifiable (source such as newspaper article/website/app downloads etc.) or client certificate confirming the same. Client Certificate/Self certificate for satisfactory implementation of the project.

S.No	Page No.	Clause/Section No.	Current Clause	Changed Clause
6	37	Section III - QualificationCriteria for Cloud Managed Service Provider	**Pre-Qualification Criteria for CMSP**The CMSP should an authorized cloud reseller for the proposed cloud service provider for a minimum of 2 consecutive years as on 31st March 2023 from the date of submission of the bid. **Documents Required**Copy of Manufactures Authorization Form from the CSP to the CMSP and a declaration on the CSP letter head certifying then duration in years from which the CMSP is their authorized cloud reseller.	**Pre-Qualification Criteria for CMSP**The CMSP should an authorized cloud reseller for the proposed cloud service provider as on the date of submission of the bid. **Documents Required** Copy of Manufactures Authorization Form from the CSP to the CMSP.

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7	37	Section III - QualificationCriteria for Cloud Service Provider	The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria: a. The Data Center Facility must be within India, should be currently operational and owned or contracted. Documentary Evidence: Cloud Service Provider should provide a self-signed certificate on their letter head from authorized signatory in case the datacenter facility is owned or provide datacenter facility vendor signed certificate for contracted capacity for the number of racks CSP to provide a self-signed certificate on their letter head from authorized signatory mentioning the Data center facilities at the Data center along with copy of following certificates:- i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party. ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority iii. iii. Copy of certificate issues by third party for periodic inspections/audits	The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria: a. The Data Center Facility must be within India and should be currently operational.Documentary Evidence: Cloud Service Provider should provide a self-signed certificate on their letter head from authorized signatory confirming that Data Center facilities are in India and are currently operational along with copy of following certificates:- i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party ii. ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority. iii. iii. Copy of certificate issued by third party for periodic inspections/audits or valid Meity empanelment letter

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8	39	Cloud Requirement Checklist - Point 7	The proposed cloud must ensure that the Network layer has capabilities for in-depth packet inspection and intelligence in blocking attacks at no extra cost to the user	The proposed cloud must ensure that the Network layer has capabilities for in-depth packet inspection and intelligence in blocking attacks.
9	39	Cloud Requirement Checklist - Point 16	The proposed cloud should have ISO 22301 certification for business continuity implementation	Deleted
10	39	Cloud Requirement Checklist - Point 20	Offer LDAP authentication services on cloud which can scale up to millions of users.	Offer multi factor authentication services on cloud which can scale up to millions of users.

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11	41	Bidders Experience	Proposed cloud experience: Bidders experience in managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprise/Government clients and should have billed them at least for 2 consecutive years in the last 5 financial years. (i.e. between 2017 to 2023) • 2 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and upto 4 Cr • 3 Marks each shall be awarded for projects with yearly billing of more than 4 Cr A maximum of 3 projects may be submitted against this criterion. **Criteria** Copy of Client certificate, work order and completion certificate or extract from the contract mentioning the scope of work.CA Certificate confirming the year wise billing billed and collected from client needs to be submitted along with client satisfaction certificate.	Proposed cloud experience: Bidders experience in managing and provisioning Managed Cloud Services on the proposed cloud for Indian Enterprise/Government clients. Projects initiated in the last 5 years shall be considered (i.e. 2017 – 2023) • 1 Marks each shall be awarded for projects with yearly billing of more than 1 Cr and upto 2 Cr • 2 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and upto 3 Cr • 3 Marks each shall be awarded for projects with yearly billing of more than 3 Cr **Criteria** Copy of Client certificate, work order or extract from the contract mentioning the scope of work along with value of the contract. Client Certificate/Self certificate for satisfactory implementation of the project.

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12	41	Bidders Experience	**Evaluation Criteria** Bidders experience of provisioning and managing Managed Cloud Services for clients from Central Govt/State Govt./PSU Organization or agencies in India and should have billed them at least for 2 consecutive years in the last 5 financial years. (i.e. between 2017 to 2023) • 1 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and less than 5 Cr • 2 Marks each shall be awarded for projects with yearly billing of more than 5 Cr A maximum of 3 projects may be submitted against this criterion. **Criteria** Copy of Client certificate, work order and completion certificate or extract from the contract mentioning the scope of work.CA Certificate confirming the year wise billing billed and collected from client needs to be submitted along with client satisfaction certificate	**Evaluation Criteria** Bidders experience of provisioning and managing Managed Cloud Services (IaaS/PaaS) for clients from Central Govt/State Govt./PSU Organization or agencies in India in the last 5 financial years. (i.e. between 2017 to 2023) • 1 Marks each shall be awarded for projects with yearly billing of more than 1 Cr and upto 2 Cr • 2 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and upto 3 Cr • 3 Marks each shall be awarded for projects with yearly billing of more than 3 Cr **Criteria** Copy of Client certificate, work order or extract from the contract mentioning the scope of work along with value of the contract. Client Certificate/Self certificate for satisfactory implementation of the project.	

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13	43	Project Team Experience Data Base Administrator	Min. Qualification and Experience • Graduate preferably with computer science background such as (B.E. / B.Tech./MCA/M.Sc (IT/Com.Sc)) • 8+ Years of Experience as a database administrator • Advanced DBA certification in the proposed cloud platform	Min. Qualification and Experience • Graduate preferably with computer science background such as (B.E. / B.Tech./MCA/M.Sc (IT/Com.Sc)) • 8+ Years of Experience as a database administrator • Advanced DBA certification
14	45	Technical Requirement Specifications - Point 1	The proposed cloud should provide for integrated media streaming services for on-the-fly conversion of the video content to multiple video formats required for various devices: MP4 (HTML5 Web Browser), HLS (iOS and Android), HDS (Flash/ Adobe AIR), Smooth Streaming (iOS and Windows), MPEG-DASH (Windows). This will ensure consumption of video across PC (Windows/Mac), Android, iOS and Windows devices.	The proposed cloud should provide for integrated media streaming services for on-the-fly conversion of the video content to multiple video formats required for various devices: MP4 (HTML5 Web Browser), HLS (iOS and Android), Smooth Streaming (iOS and Windows), MPEG-DASH (Windows). This will ensure consumption of video across PC (Windows/Mac), Android, iOS and Windows devices.

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15	47	Technical Requirement Specifications - Point 20	The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1: • Capability for regional clusters to replicate cluster masters and nodes across multiple zones within a single region. • Kubernetes resources are spread across multiple zones of a region. • Kubernetes cluster must provide features to help keep the platform secure with automatic upgrades of node OS and Kubernetes components via automatic node upgrades. • The CSP should provide tools for application modernization like managed Kubernetes services and managed CI/CD pipelines	The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1: • Capability for regional clusters to replicate cluster masters and nodes across multiple zones/domains within a single region. • Kubernetes resources are spread across multiple zones/domains of a region. • Kubernetes cluster must provide features to help keep the platform secure with automatic upgrades of node OS and Kubernetes components via automatic node upgrades. • The CSP should provide tools for application modernization like managed Kubernetes services and managed CI/CD pipelines
16	47	Technical Requirement Specifications - Point 23	The proposed cloud should offer highly scalable NoSQL Database Managed Service (PaaS/DBaaS), which should have the capability to process at least 2 billion requests per second at peak.	The proposed cloud should offer highly scalable NoSQL Database Managed Service (PaaS/DBaaS), which should have the capability to process at least 10 K requests per second at peak.
17	76	Appendix to Financial Part - Activity Schedule - Line Item 13	GPU Machines on demand (x86 based) Indicative Units - 20	GPU Machines on demand (x86 based) Indicative Units - 2

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18	76	Appendix to Financial Part - Activity Schedule - Line Item 15 - 24	On demand managed storage services (x86 based) with minimum sustained throughput of 250 mbps	On demand managed storage services (x86 based) with minimum sustained throughput of 60 mbps
19	78	Appendix to Financial Part - Activity Schedule - Line-Item 35	Persistence store to store NoSQL data Service Specifications Storage Read and Write Speed of 10K rows per second. Average Item size 2KB	Persistence store to store NoSQL data Service Specifications Storage Read and Write Speed of 10K rows per month.
20	79	Appendix to Financial Part - Activity Schedule - Line-Item 39	Managed Hadoop Cluster (open source frameworks including Spark, Flink,Hbase, Hive, Presto, Zookeeper) - 2 X Task Nodes	Deleted
21	80	Appendix to Financial Part - Activity Schedule - Line-Item 44	Point to site VPN connectivity (IPSec VPN) Indicative Units - 100	Point to site VPN connectivity (IPSec VPN) Indicative Units - 15
22	84	Appendix to Financial Part - Activity Schedule - Line-Item 58	Managed API Gateway Indicative Units - 30	Managed API Gateway Indicative Units - 1000
23	92	Appendix to Financial Part - Activity Schedule - Line-Item 77	Managed Content Delivery NetworkUnit of Measure - Up to 10 TB EgressIndicative Units - NA	Managed Content Delivery NetworkUnit of Measure - Up to 10 TB EgressIndicative Units - 10 TB
24	92	Appendix to Financial Part - Activity Schedule - Line-Item 78	Managed Content Delivery Network Unit of Measure - 11 TB - 60 TB Egress Indicative Units - NA	Managed Content Delivery Network Unit of Measure - 11 TB - 60 TB Egress Indicative Units - 50 TB

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25	92	Appendix to Financial Part - Activity Schedule - Line-Item 79	Managed Content Delivery Network Unit of Measure - 61 TB - 200 TB Egress Indicative Units - NA	Managed Content Delivery Network Unit of Measure - 61 TB - 200 TB Egress Indicative Units - 140 TB
26	92	Appendix to Financial Part - Activity Schedule - Line-Item 80	Managed Content Delivery Network Unit of Measure - More than 200 TB Egress Indicative Units - NA	Managed Content Delivery Network Unit of Measure - 61 TB - 200 TB Egress Indicative Units - 200 TB
			The billing for CDN services shall be calculated by apply the discounting percentage of the respective slab in which the total data Egress consumption of the quarter shall fall. For example, if the total data Egress for the quarter is 62 TB then the discounting percentage applicable shall be the discounting percentage of indicated for 61 TB to 200 TB on the entire TB Egress consumption.	
27	93	Appendix to Financial Part - Activity Schedule - Total Bid Cost	2. CSP Monthly Support Charges (% of total billing)	2. CSP/CMSP Monthly Support Charges (% of total billing)
28	117	Section VII: Terms of Reference 3.2 : Design, Provisioning of IT infrastructure and Setup of Cloud	V. The CSP shall be responsible for provisioning adequate Internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access iGOT Karmayogi Platform	V. The CSP/CMSP shall be responsible for provisioning adequate Internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access iGOT Karmayogi Platform
29	117	Section VII: Terms of Reference 3.2 : Design, Provisioning of IT infrastructure and Setup of Cloud	The CSP will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's.	The CSP/CMSP will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's.

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30	116	Section VII: Terms of Reference 3.1 : Key Requirements	II. Providing Disaster Recovery setup in a different seismic zone than the main data centre where the application is hosted	II. Providing Disaster Recovery setup at least 100 Kms aways than the main data centre where the application is hosted
31	120	Section VII: Terms of Reference 3.2 : Design, Provisioning of IT infrastructure and Setup of Cloud	Point No: LXII	Point No: LXII List of requirements changed as per changes in S. No 9, 10 and 11
32	131	3.12 Billing and Discounting Model	2. The price of item will depend on the public price on date of generation of bill after applying the discount. Bidders will be advised to generate the bill at the end of each month.	2. The price of item will depend on the public price on date of generation of bill after applying the discount. If the published prices are in USD, RBI reference rate for USD INR conversion as on the date of bill processing will be taken. Bidders will be advised to generate the bill at the end of each month. The CSP shall endeavour to ensure that INR based billing is available by 1st April 2024.
33	131	3.12 Billing and Discounting Model	13. The bidder must provide the public price in INR only.	13. The bidder must provide the public price in INR only. In case the price from the proposed CSP is in USD, the Bidder shall use the conversion of 1 USD = 82 INR. This conversion rate is solely for the purpose of bid evaluation. In case of any discrepancy, the Bidder shall be disqualified from the bidding process.