



KARMAYOGI BHARAT

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

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Clarification to Queries of Prospective Bidders

Assignment: Selection of Cloud Managed Service Provider (CMSP) for iGOT Platform of Karmayogi Bharat

Date: 15-09-2023

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

Last Date of receipt of request for clarifications: 28-08-2023

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
1	Section III, point 2. (Documents Required)- Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider	46	Pre-qualification Criteria: 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	Documents required- May be amended as follows: copy of audited balance sheet and Profit and loss with the sign and seal of the statutory auditors for the year 2021-22 and provisional/audited for the year 2022-23.	Kindly refer to the addendum to the RFB	As final audited balance sheet will get finalized only by September 2023, thus provision balance sheet can only be provided for the year 2022-23.

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2	Section III, point 3. - Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider	46	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)	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 and should be profitable over the last three financial years (2020-21, 2021-22 & 2022-23)	Kindly refer to the addendum to the RFB	As per GCC advisory recommendation bidder average annual turnover should be less than or equal to 40% of the estimated bid value. As per the RFP Bid security required is 1.2 Cr. Considering 2% bid security, the value of the RFP becomes 60 Cr. And thus maximum turnover can be upto 40% of 60 Cr. is equal to 24 Cr.
3	Section III, point 6- Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider	47	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)	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 and have completed more than 6 months in the period of last 5 years (i.e. between 2017 – 2023)	Kindly refer to the addendum to the RFB	Adoptability of cloud for bigger projects has started since last one year and thus we would request you to please make this 06 months instead of 02 years. Otherwise most of the bidders would not qualify for the set clause.

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4	Section III, point-1, (Bidders Experience) - Evaluation and Qualification Criteria, 2. Technical Qualification Process Provider	51	<p>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)</p> <ul style="list-style-type: none"> • 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 <p>A maximum of 3 projects may be submitted against this criterion.</p>	<p>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 01 year in the last 5 financial years. (i.e. between 2017 to 2023)</p> <ul style="list-style-type: none"> • 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 <p>A maximum of 3 projects may be submitted against this criterion.</p>	Kindly refer to the addendum to the RFB	This clause is meant for cloud experience and thus having completed one year or two years does not make any difference in the experience of the bidder and thus would request to kindly accept our request. So that we can participate.
5	Point no. 6. Pre-Qualification Criteria for CMSP	39	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	We request you to please remove the word proposed cloud as few of the hyperscaler cloud providers have got empaneled under Meghraj framework (MeitY) in last 6 to 10 months. "Proposed Cloud" would restrict the hyperscalers to engage with the technically qualified bidders and wouldn't provide the level playing field.	Kindly refer to the addendum to the RFB	

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			the period of last 5 years (i.e. between 2017 – 2023)			
6	Point no. 7- Pre-Qualification Criteria for CMSP	39	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.	We request you to revise this clause from 2 consecutive years to 1 year as the hyperscalers who got recently empaneled under meghraj cloud have started engaging with the bidders who actively participate in the government bids. We also request to consider the 1 year partnership validity from the RFP submission date.	Kindly refer to the addendum to the RFB	
7	Point no. 1- Bidders Experience	43	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	We request you to remove the word "Proposed Cloud" as it will restrict the recently empaneled hyperscalers under Meghraj framework to engage with bidders who have got past experiences of large scale cloud implementations in the enterprise segment.	Kindly refer to the addendum to the RFB	

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			<p>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.</p>			

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8	Point no. 3- Criteria for Cloud Service Provider	39	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>b. The Data Center Facility shall at a minimum have:</p> <p>i. Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Centers, Backup, Operations Management, and Data Management</p> <p>ii. Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.)</p> <p>iii. Conform to at least Tier III standard, certified under TIA</p>	<p>Please change this clause to ..</p> <p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>b. The Data Center Facility shall at a minimum have:</p> <p>i. Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Centers, Backup, Operations Management, and Data Management</p> <p>ii. Security & Data Privacy (Data & Network Security including Virtual Firewall, Multi Factor Authentication, VPN, IDS/IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.)</p> <p>iii. Conform to at least Tier III standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>iv. Assured protection with security built at multiple levels.</p>	Kindly refer to the addendum to the RFB	

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			<p>942 or Uptime Institute certifications by a 3rd party</p> <p>iv. Assured protection with security built at multiple levels.</p> <p>v. Cloud platform should be certified for the latest version of ISO 27001 (year 2022), by a competent auditing authority</p> <p>vi. Reports of periodic third party inspections/audits and the certifications should be available online or shared on demand for scrutiny</p>	<p>v. Cloud platform should be certified for the latest version of ISO 27001 (year 2022), by a competent auditing authority</p> <p>vi. Reports of periodic third party inspections/audits and the certifications should be available online or shared on demand for scrutiny</p> <p>vii. CSP must offer Intel / AMD x64 based architecture with vCPU-to-pCPU ratio of 1:1 and 1:2 only.</p> <p>viii. The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP</p> <p>ix. CSP must offer Managed Postgres & MySQL as a Native Managed Service.</p>		

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9	Criteria for Cloud Service Provider	38-40	NA	<p>Given the critical nature of KaramYogi as a vital application for the Government of India, it is essential to ensure its scalability while providing commercial advantages to the government. Therefore, the selected Cloud Service Provider (CSP) should offer users the capability to create custom combinations of virtual CPU (vCPU) and RAM, allowing for optimized infrastructure utilization. This feature is expected to replace the fixed vCPU and RAM combinations provided by the CSP.</p> <p>By providing this flexibility in resource allocation, the CSP will enable KaramYogi to scale efficiently according to its needs while aligning with the commercial interests of the Government of India</p> <p>Therefore it is requested that the said specification be changed to:</p> <p>The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP.</p>	No Change	

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10	point no. 1- Technical Requirements Specifications S.	47	<p>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.</p>	<p>Please change this clause to ..</p> <p>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.</p> <p>As the present specification is undue advantage to a specific CSP both Commercially and Technically.</p>	<p>Kindly refer to the addendum to the RFB</p>	

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11	Point no. 8 Technical Requirements Specifications.	48	Bidder should be able to provide High IOPS Storage (greater than 50,000 IOPS per VM) and should allow multiple VM's to read data from single disk without performance degradation	<p>Please revise the specification as follows:</p> <p>"The bidder is expected to offer High IOPS Storage with a minimum capacity of 50,000 IOPS per VM. Additionally, the solution should support the capability for multiple virtual machines (VMs) to read data from a single disk without experiencing performance degradation. It is required that the bidder includes details of the proposed disks in the 'Appendix to Financial Part', and these disks should be scalable to a maximum of 64 TiB from the initial implementation."</p> <p>This specification aims to guarantee that applications have the ability to scale as needed without any disruption to their performance or availability.</p>	No Change	

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12	Point no. 20- Technical Requirements Specifications S.	49	<p>The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1:</p> <ul style="list-style-type: none"> • 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 	<p>Please add the following line to the present specification to ensure the continuity of application(s) in case of upgrades:</p> <p>"In addition, the K8S cluster must provide features to help keep the platform secure by offering automatic upgrades of the node operating system and Kubernetes components through Automatic Node Upgrades. This feature will contribute to maintaining the security and reliability of the platform while ensuring seamless upgrades for the application(s) hosted within the cluster."</p>	No Change	
13	Technical Requirements Specifications S.	47	NA	<p>Please include the following specification in the Technical Requirements Specifications:</p> <p>The proposed cloud infrastructure should offer CSP Natively Managed PostgreSQL and MySQL Database-as-a-Service (DBaaS) solutions.</p> <p>This provision is essential to</p>	No Change	

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				accommodate the managed database needs of the applications.		
14	Sl. No. 15-24: Section IV: Bidding Forms- Appendix to Financial Part (Sl. No. 14-24)	78-79	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	<p>Please revise the specification as follows:</p> <p>On-demand Managed Storage Services (x86 based) featuring a minimum sustained throughput of 250 Mbps. Each individual disk must possess scalability capabilities up to 64 TiB starting from the initial implementation.</p> <p>This specification is designed to guarantee the seamless scalability of applications, ensuring they can expand their storage requirements without experiencing any disruptions.</p>	Kindly refer to the addendum to the RFB	
15	Sl. No. 29, 33: Section IV: Bidding Forms- Appendix to	79	16core CPU 128 GB RAM	<p>Please change this spec to:</p> <p>16 core CPU 64 GB RAM</p> <p>As this is a standard specification.</p>	No Change	

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	Financial Part					
16	Sl. No. 30, 34: Section IV: Bidding Forms- Appendix to Financial Part	80	32core CPU 256 GB RAM	Please change this spec to: 48 core CPU 256 GB RAM As this is a standard specification.	No Change	
17	Sl. No. 39: Section IV: Bidding Forms- Appendix to Financial Part	39	2 x Task Nodes	The specification regarding Task Nodes is being removed. In the standard implementation of the Hadoop Cluster, the concept of Task Nodes is not present. For further details and information on the Apache Hadoop Cluster, please refer to the Apache Hadoop Cluster documentation available at: https://hadoop.apache.org/docs/stable/hadoop-project-dist/hadoop-hdfs/HdfsDesign.html <u>It's important to note that the concept of Task Nodes is specific to a certain CSP and benefits that CSP both commercially and technically, therefore requesting you to please remove Task Nodes.</u>	Kindly refer to the addendum to the RFB	

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18	Sl. No. 52: Section IV: Bidding Forms- Appendix to Financial Part	84	DDOS - DDoS Protection for upto 400 resources (400 public IP address)	<p>The specified scenario of having 400 public IP addresses is not realistic/feasible, and it is requested to update this to 100 public IP addresses.</p> <p>Please also consider that the allocation of 400 public IP addresses is tailored to a particular CSP and offers both commercial and technical advantages for that CSP.</p>	Kindly refer to the addendum to the RFB	
19	Sl. No. 64: Section IV: Bidding Forms- Appendix to Financial Part	89	Fully Managed Datawarehouse - 4 vCPU - 32 GB RAM	<p>The requested changes have been noted. Here's the revised specification:</p> <p>"Karmayogi is specifically requesting a Completely Serverless Architecture for the Data Warehouse, in alignment with the Serverless ELT approach. This architectural choice is intended to optimize the performance of ELT processes within the Data Warehouse environment.</p> <p>In terms of hardware resources, please update the specification as follows: Change '4 vCPU - 32 GB RAM' to '4 vCPU - 32 GB RAM or 1 TiB' of query processing."</p> <p>These adjustments will ensure that the architecture and resources are well-suited for the Serverless ELT approach</p>	No Change	

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				and Data Warehouse requirements, contributing to improved ELT performance and overall system efficiency.		
20	Sl. No. 74: Section IV: Bidding Forms- Appendix to Financial Part	93	Fully Managed serverless Pub/Sub [ServiceBus], Mobile Push Notifications and Email Notifications	Please change this spec to: Fully Managed serverless Pub/Sub [ServiceBus], Mobile Push Notifications and Email Notifications (Mobile and Email Notification can be from CSP's Marketplace/ Bidder managed). As the current specification is tailored to a particular CSP and offers both commercial and technical advantages for that CSP.	No Change	

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21	Bidders Experience: III - Evaluation and Qualification Criteria	43	<p>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)</p> <ul style="list-style-type: none"> • 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 <p>A maximum of 3 projects may be submitted against this criterion.</p>	<p>Request to amend the clause to include experience wrt Indian Enterprise or Public listed company as well: <i>Bidders experience of provisioning and managing Managed Cloud Services for clients from Central Govt/State Govt./PSU Organization or agencies in India/Indian Enterprise/Public listed company and should have billed them at least for 2 consecutive years in the last 5 financial years. (i.e. between 2017 to 2023)</i></p>	Kindly refer to the addendum to the RFB	
22	VII - Activity Schedule; Responsibility Matrix	129	Procurement of additional user Software licenses and installation	This responsibility has been assigned to CMSP. As this is very open-ended clause, we request that it be made a part of commercial bid with specifications of the product/License to be procured.	No Change	
23	VII - Activity Schedule; Liquidated Damages &	130 onwards		Kindly mention the overall capping for the penalties as the same is not clear	Kindly refer clause 3.8.1 of Special condition of contract (SCC) of RFB (page no. 158)	

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	SLA Penalty					
24	Point 18	57	The proposed cloud should have CSP Managed CDN Services	Clarification - Please confirm if the CDN should be able to provide real time reporting, must be part of unified billing and usage dashboard of CSP.	Yes	
25	BOQ	57	Managed API Gateway 30 Million per Month	Revised as Managed API Gateway 1 Billion per Month	No Change	iGOT Karmayogi underlying Sunbird platform has 1000+ unique API. 30 Million API Calls in APIGateway becomes 0.033 API Calls per Sec (with avreage 8 hours per day) which is impacticallly very less for iGOT Karmayogi platform. With 1 Billion API Calls, average API calls per sec is 1.12 per Sec. Please change the No of API Calls in the API Gateway to 1 Billion per Month

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
26	Point 25	57	The proposed cloud should allow users to create multiple combinations of CPU Cores and RAM for optimized infra usage instead of the fixed CPU Cores & RAM combination provided by the CSP	Should be read as "The proposed cloud should provide users with multiple combinations of CPU Cores and RAM" to meet varying application needs	No Change	Every CSP offers cloud services in different manner. We offer more than 500 combinations of CPU and RAM. We request for this change so that we may be able to qualify on this requirement as well.
27	Point 2	47	The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023) Documents Required a. Declaration by the CSP on their letter head clearly mentioning the name of the client and the application being hosted on their data centers duly signed by the authorized signatory. Or Workorder Copy clearing mentioning the name of the cloud platform and along with the name of the application.	Request customer to change the requirement to " The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023) Documents Required a. Declaration by the CSP on their letter head clearly mentioning the name of the client and the Public Reference link duly signed by the authorized signatory. Or Workorder Copy clearing mentioning the name of the cloud platform and along with the name of the application.	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
28	Point 3	47	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party.</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001</p>	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India and should be currently operational.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority.</p> <p>iii. Copy of certificate issues by third party for periodic inspections/audits - Please note AWS, India is MeitY empaneled and is audited by STQC. CSP gets empanelment letter, based on successful audit by STQC as part of empanelment process and successful</p>	<p>Kindly refer to the addendum to the RFB</p>	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			(year 2021, by a competent auditing authority iii. Copy of certificate issues by third party for periodic inspections/audits	STQC audit is mentioned in the same. STQC doesn't issue any separate certificate to CSP.		

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29	Point 6	48	The CSP must be operating in multiple Data Centers in India. The DC and the DR should be 100 Kms apart.	Keeping DC and DR 100Kms apart doesn't guarantee DR protection. Request customer to change the requirement to " The CSP must be operating in multiple Data Centers in India. The DC and the DR should be in different Seismic Zone and Flood zone and also should be more than 100 Kms apart.	No Change	
30	Point 2	103	CSP Monthly Support Charges (% of total billing)	To be read as: CSP/MSP Monthly Support Charges (% of total billing)	Kindly refer to the addendum to the RFB	
31	Point 23	49	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 hours.	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 minutes.	No Change	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.
32	Billing and Discounting Model	142	Addition of new point	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. Bidder is advised to generate the bill at the end of each month.	Kindly refer to the addendum to the RFB	Some CSPs have USD billing and adding this point will remove all ambiguity in relations to billing.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
33	Point 13	142	The bidder must provide the public price in INR only.	All prices quoted by the Bidder should be in INR. 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.	Kindly refer to the addendum to the RFB	This will help to bring parity during the financial evaluation or else bidders may quote the INR conversion at their convenience and later may put the project at risk.
34	BOQ	88	Managed Database services (x86 based) (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	Managed Database services (with Enterprise Support): On Demand- 200 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability. Database should support Point in time Log retention for up to 35 days	No Change	CSP provides DBaaS in the form of managed and serverless databases. Underlying OS and hardware processor of CSP Managed Database is managed by CSP and does not have any impact on application functionality. Restricting databases with x86 based processors will limit the customer choices of better price performance. We request you to kindly change this clause.
35	BoQ. 27-34	88	Indicative Hours - Row No. 27-34	Request you to change from 730 hours to 200 hours	No Change	

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36	Billing and Discounting Model	142	Addition of new point	The Cloud Services proposed by the bidder for the BOM items asked in this RFP document must be in ready-to-offer "General Availability" condition in India region and must comply to the technical compliance and specification as mentioned in the BoM at the time of bidding. CSP to provide self-declaration signed by authorised signatory along with supporting public links of the service documentation/price on the CSP portal for mentioned services in BoQ.	No Change	This is to ensure all the services asked are provisioned from the India Datacenter at the time of bidding.
37	BOQ. 15-24	86	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	Clarification: Please confirm if these disk sizes are to be provided as single disk size without disk striping and if the disks will be used for both OS and Application Data.	Disks will be used for both OS and App data. Disk striping is allowed	
38	PQ	46	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)	Clarification - Please clarify if the turnover requested is from India operations.	It depends on Bidders organisation structure, as Bidder turnover may include services/ functions outside India and it shall be considered	We believe that a project of such stature for Government of India must have bidders who have experience of working in the country of India and hence their revenue should also be considered from operations in India.

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39	PQ	46	The CMSP must have strength of at least 50 IT Professionals (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of hyperscale cloud platform such as Virtualization, security, database etc.)	Revised Clause: The CMSP must have strength of at least 50 IT Professionals on the proposed CSP (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of proposed hyperscale cloud platform such as Virtualization, security, database etc.)	No Change	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.
40	PQ	46	Certificate from HR head on the letter head of CMSP certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement	Revised Clause: Certified by Company Secretary/ HR and valid certification copy , Resume , 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	No Change	This helps ensuring appropriate validation of resources available.
41	PQ	47	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	Revised Clause: The CMSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on the proposed cloud in India. 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	No Change	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			the period of last 5 years (i.e. between 2017 – 2023)	consecutive years in the period of last 5 years (i.e. between 2017 – 2023)		
42	Technical Requirements Specifications	56	The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 15 minutes and RTO of 1 Hour. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options	Revised Clause: The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 5 minutes and RTO of 5 minutes. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options	No Change	We strongly believe that a project of such stature which will be accessible to all cadres of officers must be highly available and resilient and therefore are proposing that DC/DR failover/failback must adhere to RTO/RPO of 5 minutes.
43	BOQ	77	Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents. Read and Write Speed of 10K rows per second. Average Item	Revised as Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents. Read and Write Speed of 10K rows per Month. Average Item size 2KB	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			size 2KB			
44	BOQ	86	<p>GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)</p> <p>VM- 16 core CPU, 128 GB RAM</p>	<p>Revised Clause:</p> <p>GPU Core 16, 32 GB GPU RAM, VM- 24 core vCPU, 48 GB RAM Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)</p>	No Change	<p>We strongly believe that a GPU utilizing this much amount of memory needs high end CPU and RAM as well, while the stated BOQ has the correct CPU RAM to GPU RAM mapping but the CPU cores asked are very low. Since GPUs take data in parallel operations, they have a high memory bandwidth. Unlike a CPU that works in sequencing (and that mimics parallelism through context switching), a GPU can take a lot of data from memory simultaneously. Higher</p>

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						bandwidth with a higher VRAM is usually better, depending on your job. Request you to align the vCPU to standard ask. This is a standard configuration available with every other CSP.
45	BOQ, I. Managed Media Services and CDN	102	CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth.	Revised Clause: CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth. CDN must provide real time reports.	No Change	MSP can create real-time dashboards, set up alerts, and investigate anomalies or respond to operational events quickly. As the project will leverage CDN a lot due to caching of training content hence its critical to have real time reporting enabled.

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46	BOQ, I. Managed Media Services and CDN	102	Clarification	CDN should be in a different category than Media Services, Request is to create a separate category solely for CDN	No Change	CDN and Media services discounts are not the same and should not be in the same category. Please create a different category for CDN Discount as being followed in other similar procurements also.
47	3.2. Design, provisionin g of IT infrastructure and setup of Cloud	127	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=15Minutes and RTO shall be <=1 Hour.	Revised Clause: The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=5 Minutes and RTO shall be <=5 Minutes.	No Change	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.
48	Availability	138	Availability for each of the cloud service=99.5%	Clarification - We understand this means every line item quoted in the BOQ including any and all licenses as part of the service, must meet 99.5% availability. Please confirm.	Yes all items to comply with stated SLA	

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49	Section III - Evaluation and Qualification Criteria	45	CSP Managed Services defined as- The capability provided to the consumer by the CSP/CSP Market Place, to deploy on-to the cloud infrastructure	Revised Clause: CSP Managed Services defined as- The capability provided to the consumer by the CSP, to deploy on-to the cloud infrastructure	No Change	Comparing Marketplace capabilities to the native services of CSP will not be appropriate, as CSP is responsible for providing seamless integration, billing, metering, support to the table with committed SLAs. Comparing it to Marketplace is similar to bringing licenses to a data center environment.
50	Section III - Evaluation and Qualification Criteria		All SLA's for managed services should be directly promised by the CSP	All SLA's for managed services should be directly available on the public portal of the CSP.	No Change	Custom promises should not be encouraged, as Cloud is a commercial service and SLAs committed at large on the public portal brings the value proposition to customer. Giving a choice to create custom promises will give leeway for not meeting the global benchmarks maintained by CSPs for its native services.

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51	BOM	85	Virtual Machines: on demand (x86 based)	Revised Clause : Virtual Machines: on demand	No Change	ARM based processors used by various CSPs offer upto 40% better price performance over comparable current generation x86, offer higher security standards. These processors also reduce carbon footprint by 60% and will help Karmayogi achieve Green tag. We request that it be allowed to quote these processors so that Karmayogi can benefit from industries best practices and research. We are also providing financially backed SLA as asked by the RFP. Also, ARM based processors are available with every CSP present in India.

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52	BOM	85	GPU Machines On demand (x86 based)	Revised Clause : GPU Machines On demand	No Change	ARM based processors used by various CSPs offer upto 40% better price performance over comparable current generation x86, offer higher security standards. These processors also reduce carbon footprint by 60% and will help Karmayogi achieve Green tag. We request that it be allowed to quote these processors so that Karmayogi can benefit from industries best practices and research. We are also providing financially backed SLA as asked by the RFP. Also, ARM based processors are available with every CSP present in India.

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53	BOM	88	Managed Database services (x86 based) (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	Revised Clause: Managed Database services (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	No Change	ARM based processors used by various CSPs offer upto 40% better price performance over comparable current generation x86, offer higher security standards. These processors also reduce carbon footprint by 60% and will help Karmayogi achieve Green tag. We request that it be allowed to quote these processors so that Karmayogi can benefit from industries best practices and research, also DB is offered as a PaaS and restricting to a particular processor shouldn't be done as we also offer financially backed SLA as asked by the RFP. Also, ARM based processors are available with every CSP present in India.
54	BOM	89	Managed Hadoop Cluster (open source frameworks including	Please clarify the quantity asked. Indicative units asked are 2 for all type	This is rate discovery for all the listed type of nodes in the BoQ	

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			Spark, Flink, Hbase, Hive, Presto, Zookeeper)	of nodes, whereas nodes are also asking for 4,16 and 2 quantity.		
55	BOM	99	CI/CD Pipelines 1000 Build Minutes OR Min 8 vCPU and 16GB RAM build server	Indicative Hours - 30	No Change	Please clarify if we need to provide pricing for 1000 minutes or 30 hours
56	BOM	100	Logs Data Ingestion - 50 GB Per Month (with 30 day retention)	Revised Clause - Logs Data Ingestion - (with 30 day retention)	No Change	Indicative quantity is already 150 asked, 50GB per month is in error.
57	BOM	91	Layer 4 load balancer to distribute the traffic across a group of resources or servers	Revised Clause - Layer 4 load balancer to distribute the traffic across availability zones	No Change	In an active-active or active-passive architecture load balancer would be required to balance traffic across VM or resources in different zones. Balancing traffic across VM or server in same zone is not the right design.
58	Section III - Evaluation and Qualification Criteria	41	Real-time monitoring interface with no extra cost	Site 24x7 liscence is chargeable.	No Change	
59	Section III - Evaluation and	41	LDAP authentication for millions of users	We will be able to provide LDAP details, Application owner has to take care of the configuration	This is fine	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
	Qualification Criteria					
60	Section III - Project Team Experience	54	Advanced DBA certification in the proposed cloud platform	DBA certified professional	Kindly refer to the addendum to the RFB	Our proposed CSP does not provide DBA certification. Other DBA certifications should be accepted for this clause.
61	Section III- Evaluation and Qualification Criteria Pre- Qualification Criteria for CMSP	39	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)	Request to kindly consider experience in any one project with cumulative value of cloud in project as 2 crores on any cloud instead of proposed cloud. Request to Kindly clarify that users required are those leveraging the services and not the system users. Amended clause is as under: The CMSP should have managed or successfully delivered at least one two project of hosting an enterprise grade application on any Miety empanelled 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)	Kindly refer to the addendum to the RFB	

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62	Section III- Evaluation and Qualification Criteria Pre- Qualification Criteria for CMSP	39	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.	Request to kindly consider removing the condition for partnership for 2 consecutive years. Amended Clause is as under: The CMSP should an authorized cloud reseller for the proposed cloud service provider <i>as on date of submission of bid. for a minimum of 2 consecutive years as on 31st March 2023 from the date of submission of the bid.</i>	Kindly refer to the addendum to the RFB	
63	Section III- Evaluation and Qualification Criteria Technical Evaluation Criteria - Bidder Experience	43	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) <ul style="list-style-type: none"> • 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.	Request to kindly consider either the bidding entity experience or its Parent company experience in India/globally on any cloud. In marking criteria consider the total cloud consumption cost instead of yearly billing. Amended Cluse is as under: Proposed cloud experience: Bidders <i>or its parent company</i> experience in managing and provisioning Managed Cloud Services on the <i>proposed</i> cloud for Indian/ <i>Global</i> 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) <ul style="list-style-type: none"> • 2 Marks each shall be awarded for projects with <i>yearly</i> billing of more than 2 Cr and upto 4 Cr • 3 Marks each shall be awarded for 	Kindly refer to the addendum to the RFB	

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				<p>projects with yearly billing of more than 4 Cr A maximum of 3 projects may be submitted against this criterion.</p>		
64	Section III- Evaluation and Qualification Criteria Technical Evaluation Criteria - Bidder Experience	43	<p>Copy of Client certificate, work order and completion certificate or extract from the contract mentioning the scope of work.</p> <p>CA Certificate confirming the year wise billing billed and collected from client needs to be submitted along with client satisfaction certificate</p>	<p>Owing to Non-Disclosure Agreement if the bidder expresses its inability to submit the required document then kindly consider the self-certificate duly signed by authorized signatory of bidding entity endorsed by Chartered Accountant</p>	No Change	

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65	Section III- Evaluation and Qualification Criteria Technical Evaluation Criteria - Bidder Experience	43	<p>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)</p> <ul style="list-style-type: none"> • 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 	<p>Request to kindly consider either the bidding entity experience or its Parent company experience in India/globally. In marking criteria consider the total cloud consumption cost instead of yearly billing.</p> <p>Amended Clause is as under: Bidders <i>or its parent company</i> experience of provisioning and managing Managed Cloud Services for clients from Central Govt/State Govt./PSU Organization or agencies in India/<i>Globally</i> and should have billed them at least for 2 consecutive years in the last 5 financial years. (i.e. between 2017 to 2023)</p> <ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with <i>yearly</i> billing of more than 2 Cr and less than 5 Cr • 2 Marks each shall be awarded for projects with <i>yearly</i> billing of more than 5 Cr 	Kindly refer to the addendum to the RFB	
66	Point 18	57	The proposed cloud should have CSP Managed CDN Services	Clarification - Please confirm if the CDN should be able to provide real time reporting, must be part of unified billing and usage dashboard of CSP.	Refer to S.No 28 of the bid clarifications	

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67	BOQ	57	Managed API Gateway 30 Million per Month	Revised as Managed API Gateway 1 Billion per Month	No Change	iGOT Karmayogi underlying Sunbird platform has 1000+ unique API. 30 Million API Calls in APIGateway becomes 0.033 API Calls per Sec (with avreage 8 hours per day) which is impacticallly very less for iGOT Karmayogi platform. With 1 Billion API Calls, average API calls per sec is 1.12 per Sec. Please change the No of API Calls in the API Gateway to 1 Billion per Month
68	Point 25	57	The proposed cloud should allow users to create multiple combinations of CPU Cores and RAM for optimized infra usage instead of the fixed CPU Cores & RAM combination provided by the CSP	Should be read as "The proposed cloud should provide users with multiple combinations of CPU Cores and RAM" to meet varying application needs	No Change	Every CSP offers cloud services in different manner. We offer more than 500 combinations of CPU and RAM. We request for this change so that we may be able to qualify on this requirement as well.

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69	Point 2	47	<p>The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023)</p> <p>Documents Required</p> <p>a. Declaration by the CSP on their letter head clearly mentioning the name of the client and the application being hosted on their data centers duly signed by the authorized signatory. Or Workorder Copy clearing mentioning the name of the cloud platform and along with the name of the application.</p>	<p>Request customer to change the requirement to</p> <p>" The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023)</p> <p>Documents Required</p> <p>a. Declaration by the CSP on their letter head clearly mentioning the name of the client and the Public Reference link duly signed by the authorized signatory. Or Workorder Copy clearing mentioning the name of the cloud platform and along with the name of the application.</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
70	Point 3	47	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party.</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001</p>	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India and should be currently operational.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority.</p> <p>iii. Copy of certificate issues by third party for periodic inspections/audits - Please note AWS, India is MeitY empaneled and is audited by STQC. CSP gets empanelment letter, based on successful audit by STQC as part of empanelment process and successful</p>	Kindly refer to the addendum to the RFB	

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			(year 2021, by a competent auditing authority iii. Copy of certificate issues by third party for periodic inspections/audits	STQC audit is mentioned in the same. STQC doesn't issue any separate certificate to CSP.		

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71	Point 6	48	The CSP must be operating in multiple Data Centers in India. The DC and the DR should be 100 Kms apart.	Keeping DC and DR 100Kms apart doesn't guarantee DR protection. Request customer to change the requirement to " The CSP must be operating in multiple Data Centers in India. The DC and the DR should be in different Seismic Zone and Flood zone and also should be more than 100 Kms apart.	Kindly refer to the addendum to the RFB	
72	Point 2	103	CSP Monthly Support Charges (% of total billing)	To be read as: CSP/MSP Monthly Support Charges (% of total billing)	No Change	
73	Point 23	49	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 hours.	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 minutes.	Kindly refer to the addendum to the RFB	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.
74	Billing and Discounting Model	142	Addition of new point	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. Bidder is advised to generate the bill at the end of each month.	Kindly refer to the addendum to the RFB	Some CSPs have USD billing and adding this point will remove all ambiguity in relations to billing.

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75	Point 13	142	The bidder must provide the public price in INR only.	All prices quoted by the Bidder should be in INR. 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.	Kindly refer to the addendum to the RFB	This will help to bring parity during the financial evaluation or else bidders may quote the INR conversion at their convenience and later may put the project at risk.
76	BOQ	88	Managed Database services (x86 based) (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	Managed Database services (with Enterprise Support): On Demand- 200 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability. Database should support Point in time Log retention for up to 35 days	No Change	CSP provides DBaaS in the form of managed and serverless databases. Underlying OS and hardware processor of CSP Managed Database is managed by CSP and does not have any impact on application functionality. Restricting databases with x86 based processors will limit the customer choices of better price performance. We request you to kindly change this clause.
77	BoQ. 27-34	88	Indicative Hours - Row No. 27-34	Request you to change from 730 hours to 200 hours		

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78	Billing and Discounting Model	142	Addition of new point	The Cloud Services proposed by the bidder for the BOM items asked in this RFP document must be in ready-to-offer "General Availability" condition in India region and must comply to the technical compliance and specification as mentioned in the BoM at the time of bidding. CSP to provide self-declaration signed by authorised signatory along with supporting public links of the service documentation/price on the CSP portal for mentioned services in BoQ.	Kindly refer to the addendum to the RFB	This is to ensure all the services asked are provisioned from the India Datacenter at the time of bidding.
79	BOQ. 15-24	86	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	Clarification: Please confirm if these disk sizes are to be provided as single disk size without disk striping and if the disks will be used for both OS and Application Data.	No Change	
80	PQ	46	The CMSP must have strength of at least 50 IT Professionals (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of hyperscale cloud platform such	Revised Clause: The CMSP must have strength of at least 50 IT Professionals on the proposed CSP (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of proposed hyperscale cloud platform such as Virtualization, security, database etc.)	Kindly refer to the addendum to the RFB	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			as Virtualization, security, database etc.)			
81	PQ	46	Certificate from HR head on the letter head of CMSP certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement	Revised Clause: Certified by Company Secretary/ HR and valid certification copy , Resume , 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	No Change	This helps ensuring appropriate validation of resources available.
82	PQ	47	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	Revised Clause: The CMSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on the proposed cloud in India. 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)	Kindly refer to the addendum to the RFB	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			the period of last 5 years (i.e. between 2017 – 2023)			
83	Technical Requirements Specifications	56	The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 15 minutes and RTO of 1 Hour. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options	<p>Revised Clause:</p> <p>The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 5 minutes and RTO of 5 minutes. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options</p>	Kindly refer to the addendum to the RFB	We strongly believe that a project of such stature which will be accessible to all cadres of officers must be highly available and resilient and therefore are proposing that DC/DR failover/failback must adhere to RTO/RPO of 5 minutes.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
84	BOQ	77	Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents. Read and Write Speed of 10K rows per second. Average Item size 2KB	Revised as Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents. Read and Write Speed of 10K rows per Month. Average Item size 2KB	Kindly refer to the addendum to the RFB	
85	BOQ	86	GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading) VM- 16 core CPU, 128 GB RAM	Revised Clause: GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading) VM- 96 core vCPU, 128 GB RAM	No Change	We strongly believe that a GPU utilizing this much amount of memory needs high end CPU and RAM as well, while the stated BOQ has the correct CPU RAM to GPU RAM mapping but the CPU cores asked are very low. Since GPUs take data in parallel operations, they have a high memory bandwidth. Unlike a CPU that works in sequencing (and that mimics parallelism through context switching), a GPU can take a lot of data from memory

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
						simultaneously. Higher bandwidth with a higher VRAM is usually better, depending on your job. Request you to align the vCPU to standard ask. This is a standard configuration available with every other CSP.
86	BOQ, I. Managed Media Services and CDN	102	CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth.	Revised Clause: CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth. CDN must provide real time reports.	No Change	MSP can create real-time dashboards, set up alerts, and investigate anomalies or respond to operational events quickly. As the project will leverage CDN a lot due to caching of training content hence

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						its critical to have real time reporting enabled.
87	BOQ, I. Managed Media Services and CDN	102		CDN should be in a different category than Media Services, Request is to create a separate category solely for CDN	No Change	CDN and Media services discounts are not the same and should not be in the same category. Please create a different category for CDN Discount as being followed in other similar procurements also.
88	3.2. Design, provisionin g of IT infrastru ctur e and setup of Cloud	127	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=15Minutes and RTO shall be <=1 Hour.	Revised Clause: The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=5	Kindly refer to the addendum to the RFB	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				Minutes and RTO shall be <=5 Minutes.		
89	Availability	138	Availability for each of the cloud service=99.5%	Clarification - We understand this means every line item quoted in the BOQ including any and all licenses as part of the service, must meet 99.5% availability. Please confirm.	Yes the understanding is correct	
90	Section III - Evaluation and Qualification Criteria	45	CSP Managed Services defined as- The capability provided to the consumer by the CSP/CSP Market Place, to deploy on-to the cloud infrastructure	Revised Clause: CSP Managed Services defined as- The capability provided to the consumer by the CSP, to deploy on-to the cloud infrastructure	N- Change	Comparing Marketplace capabilities to the native services of CSP will not be appropriate, as CSP is responsible for providing seamless integration, billing, metering, support to the table with committed SLAs. Comparing it to Marketplace is similar to bringing licenses to a data center environment.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
91	Section III - Evaluation and Qualification Criteria		All SLA's for managed services should be directly promised by the CSP	All SLA's for managed services should be directly available on the public portal of the CSP.		Custom promises should not be encouraged, as Cloud is a commercial service and SLAs committed at large on the public portal brings the value proposition to customer. Giving a choice to create custom promises will give leeway for not meeting the global benchmarks maintained by CSPs for its native services.
92	Point 18	57	The proposed cloud should have CSP Managed CDN Services	Clarification - Please confirm if the CDN should be able to provide real time reporting, must be part of unified billing and usage dashboard of CSP.	Refer to S.No 28 of the bid clarifications	
93	BOQ	57	Managed API Gateway 30 Million per Month	Revised as Managed API Gateway 1 Billion per Month	No Change	iGOT Karmayogi underlying Sunbird platform has 1000+ unique API. 30 Million API Calls in APIGateway becomes 0.033 API Calls per Sec (with avrage 8 hours per day) which is impacticallly very less for iGOT Karmayogi platform. With 1 Billion API Calls,

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
						average API calls per sec is 1.12 per Sec. Please change the No of API Calls in the API Gateway to 1 Billion per Month
94	Point 25	57	The proposed cloud should allow users to create multiple combinations of CPU Cores and RAM for optimized infra usage instead of the fixed CPU Cores & RAM combination provided by the CSP	Should be read as "The proposed cloud should provide users with multiple combinations of CPU Cores and RAM" to meet varying application needs	No Change	Every CSP offers cloud services in different manner. We offer more than 500 combinations of CPU and RAM. We request for this change so that we may be able to qualify on this requirement as well.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
95	Point 2	47	<p>The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023)</p> <p>Documents Required</p> <p>a. Declaration by the CSP on their letter head clearly mentioning the name of the client and the application being hosted on their data centers duly signed by the authorized signatory. Or Workorder Copy clearing mentioning the name of the cloud platform and along with the name of the application.</p>	<p>Request customer to change the requirement to</p> <p>" The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023)</p> <p>Documents Required</p> <p>a. Declaration by the CSP on their letter head clearly mentioning the name of the client and the Public Reference link duly signed by the authorized signatory. Or Workorder Copy clearing mentioning the name of the cloud platform and along with the name of the application.</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
96	Point 3	47	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party.</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001</p>	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India and should be currently operational.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority.</p> <p>iii. Copy of certificate issues by third party for periodic inspections/audits - Please note AWS, India is MeitY empaneled and is audited by STQC. CSP gets empanelment letter, based on successful audit by STQC as part of empanelment process and successful</p>	<p>Kindly refer to the addendum to the RFB</p>	

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			(year 2021, by a competent auditing authority iii. Copy of certificate issues by third party for periodic inspections/audits	STQC audit is mentioned in the same. STQC doesn't issue any separate certificate to CSP.		

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97	Point 6	48	The CSP must be operating in multiple Data Centers in India. The DC and the DR should be 100 Kms apart.	Keeping DC and DR 100Kms apart doesn't guarantee DR protection. Request customer to change the requirement to " The CSP must be operating in multiple Data Centers in India. The DC and the DR should be in different Seismic Zone and Flood zone and also should be more than 100 Kms apart.	Kindly refer to the addendum to the RFB	
98	Point 2	103	CSP Monthly Support Charges (% of total billing)	To be read as: CSP/MSP Monthly Support Charges (% of total billing)	No Change	
99	Point 23	49	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 hours.	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 minutes.	Kindly refer to the addendum to the RFB	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.
100	Billing and Discounting Model	142	Addition of new point	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. Bidder is advised to generate the bill at the end of each month.	Kindly refer to the addendum to the RFB	Some CSPs have USD billing and adding this point will remove all ambiguity in relations to billing.

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101	Point 13	142	The bidder must provide the public price in INR only.	All prices quoted by the Bidder should be in INR. 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.	Kindly refer to the addendum to the RFB	This will help to bring parity during the financial evaluation or else bidders may quote the INR conversion at their convenience and later may put the project at risk.
102	BOQ	88	Managed Database services (x86 based) (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	Managed Database services (with Enterprise Support): On Demand- 200 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability. Database should support Point in time Log retention for up to 35 days	No Change	CSP provides DBaaS in the form of managed and serverless databases. Underlying OS and hardware processor of CSP Managed Database is managed by CSP and does not have any impact on application functionality. Restricting databases with x86 based processors will limit the customer choices of better price performance. We request you to kindly change this clause.
103	BoQ. 27-34	88	Indicative Hours - Row No. 27-34	Request you to change from 730 hours to 200 hours		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
104	Billing and Discounting Model	142	Addition of new point	The Cloud Services proposed by the bidder for the BOM items asked in this RFP document must be in ready-to-offer "General Availability" condition in India region and must comply to the technical compliance and specification as mentioned in the BoM at the time of bidding. CSP to provide self-declaration signed by authorised signatory along with supporting public links of the service documentation/price on the CSP portal for mentioned services in BoQ.	Kindly refer to the addendum to the RFB	This is to ensure all the services asked are provisioned from the India Datacenter at the time of bidding.
105	BOQ. 15-24	86	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	Clarification: Please confirm if these disk sizes are to be provided as single disk size without disk striping and if the disks will be used for both OS and Application Data.	No Change	
106	PQ	46	The CMSP must have strength of at least 50 IT Professionals (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of hyperscale cloud platform such as Virtualization, security, database etc.)	Revised Clause: The CMSP must have strength of at least 50 IT Professionals on the proposed CSP (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of proposed hyperscale cloud platform such as Virtualization, security, database etc.)	Kindly refer to the addendum to the RFB	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
107	PQ	46	Certificate from HR head on the letter head of CMSP certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement	Revised Clause: Certified by Company Secretary/ HR and valid certification copy , Resume , 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	No Change	This helps ensuring appropriate validation of resources available.
108	PQ	47	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)	Revised Clause: The CMSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on the proposed cloud in India. 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)	Kindly refer to the addendum to the RFB	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.
109	Technical Requirements Specifications	56	The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 15 minutes and RTO of 1 Hour. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for	Revised Clause: The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 5 minutes and RTO of 5 minutes. Additionally, the proposed cloud should also offer the other DR replication tool through their	Kindly refer to the addendum to the RFB	We strongly believe that a project of such stature which will be accessible to all cadres of officers must be highly available and resilient and therefore are proposing that DC/DR failover/failback must

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			options to choose from multiple options	marketplace for options to choose from multiple options		adhere to RTO/RPO of 5 minutes.
110	BOQ	77	Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents. Read and Write Speed of 10K rows per second. Average Item size 2KB	Revised as Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents. Read and Write Speed of 10K rows per Month. Average Item size 2KB	Kindly refer to the addendum to the RFB	

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111	BOQ	86	<p>GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)</p> <p>VM- 16 core CPU, 128 GB RAM</p>	<p>Revised Clause:</p> <p>GPU Core 16, 32 GB GPU RAM, VM- 24 core vCPU, 48 GB RAM Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)</p>	No Change	<p>We strongly believe that a GPU utilizing this much amount of memory needs high end CPU and RAM as well, while the stated BOQ has the correct CPU RAM to GPU RAM mapping but the CPU cores asked are very low. Since GPUs take data in parallel operations, they have a high memory bandwidth. Unlike a CPU that works in sequencing (and that mimics parallelism through context switching), a GPU can take a lot of data from memory simultaneously. Higher bandwidth with a higher VRAM is usually better, depending on your job. Request you to align the vCPU to standard ask. This is a standard configuration available with every other CSP.</p>

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112	BOQ, I. Managed Media Services and CDN	102	CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth.	Revised Clause: CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth. CDN must provide real time reports.	No Change	MSP can create real-time dashboards, set up alerts, and investigate anomalies or respond to operational events quickly. As the project will leverage CDN a lot due to caching of training content hence its critical to have real time reporting enabled.
113	BOQ, I. Managed Media Services and CDN	102	Clarification	CDN should be in a different category than Media Services, Request is to create a separate category solely for CDN	No Change	CDN and Media services discounts are not the same and should not be in the same category. Please create a different category for CDN Discount as being followed in other similar procurements also.

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114	3.2. Design, provisionin g of IT infrastructure and setup of Cloud	127	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=15Minutes and RTO shall be <=1 Hour.	Revised Clause: The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=5 Minutes and RTO shall be <=5 Minutes.	Kindly refer to the addendum to the RFB	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.
115	Availability	138	Availability for each of the cloud service=99.5%	Clarification - We understand this means every line item quoted in the BOQ including any and all licenses as part of the service, must meet 99.5% availability. Please confirm.	Yes the understanding is correct	
116	Section III - Evaluation and Qualificati on Criteria	45	CSP Managed Services defined as- The capability provided to the consumer by the CSP/CSP Market Place, to deploy on-to the cloud infrastructure	Revised Clause: CSP Managed Services defined as- The capability provided to the consumer by the CSP, to deploy on-to the cloud infrastructure	No Change	Comparing Marketplace capabilities to the native services of CSP will not be appropriate, as CSP is responsible for providing seamless integration, billing, metering, support to the table with committed SLAs. Comparing it to Marketplace is similar

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
						to bringing licenses to a data center environment.
117	Section III - Evaluation and Qualification Criteria		All SLA's for managed services should be directly promised by the CSP	All SLA's for managed services should be directly available on the public portal of the CSP.	No Change	Custom promises should not be encouraged, as Cloud is a commercial service and SLAs committed at large on the public portal brings the value proposition to customer. Giving a choice to create custom promises will give leeway for not meeting the global benchmarks maintained by CSPs for its native services.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
118	BOM	85	Virtual Machines: on demand (x86 based)	Revised Clause : Virtual Machines: on demand	No Change	ARM based processors used by various CSPs offer upto 40% better price performance over comparable current generation x86, offer higher security standards. These processors also reduce carbon footprint by 60% and will help Karmayogi achieve Green tag. We request that it be allowed to quote these processors so that Karmayogi can benefit from industries best practices and research. We are also providing financially backed SLA as asked by the RFP. Also, ARM based processors are available with every CSP present in India.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
119	BOM	85	GPU Machines On demand (x86 based)	Revised Clause : GPU Machines On demand	No Change	ARM based processors used by various CSPs offer upto 40% better price performance over comparable current generation x86, offer higher security standards. These processors also reduce carbon footprint by 60% and will help Karmayogi achieve Green tag. We request that it be allowed to quote these processors so that Karmayogi can benefit from industries best practices and research. We are also providing financially backed SLA as asked by the RFP. Also, ARM based processors are available with every CSP present in India.

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120	BOM	88	Managed Database services (x86 based) (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	Revised Clause: Managed Database services (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	No Change	ARM based processors used by various CSPs offer upto 40% better price performance over comparable current generation x86, offer higher security standards. These processors also reduce carbon footprint by 60% and will help Karmayogi achieve Green tag. We request that it be allowed to quote these processors so that Karmayogi can benefit from industries best practices and research, also DB is offered as a PaaS and restricting to a particular processor shouldn't be done as we also offer financially backed SLA as asked by the RFP. Also, ARM based processors are available with every CSP present in India.
121	BOM	89	Managed Hadoop Cluster (open source frameworks including	Please clarify the quantity asked. Indicative units asked are 2 for all type	2 quantities of all node types listed in BoQ needs to be quoted	

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			Spark, Flink, Hbase, Hive, Presto, Zookeeper)	of nodes, whereas nodes are also asking for 4,16 and 2 quantity.		
122	BOM	99	CI/CD Pipelines 1000 Build Minutes OR Min 8 vCPU and 16GB RAM build server	Indicative Hours - 30	No Change	Please clarify if we need to provide pricing for 1000 minutes or 30 hours
123	BOM	100	Logs Data Ingestion - 50 GB Per Month (with 30 day retention)	Revised Clause - Logs Data Ingestion - (with 30 day retention)	No Change	Indicative quantity is already 150 asked, 50GB per month is in error.
124	BOM	91	Layer 4 load balancer to distribute the traffic across a group of resources or servers	Revised Clause - Layer 4 load balancer to distribute the traffic across availability zones	No Change	In an active-active or active-passive architecture load balancer would be required to balance traffic across VM or resources in different zones. Balancing traffic across VM or server in same zone is not the right design.
125	Scope of work related	General	General	Kindly provide the current RPO and RTO of infrastructure ?	This shall be shared with the successful bidder	
126	Scope of work related	General	General	Kindly provide the current location of DC and DR setup running currently? Who is currently managing the DC and DR?	The current application is hosted on NIC Meghraj cloud.	

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127	Scope of work related	General	General	Kindly provide HO and Branch details.What device monitoring is expected in HO and branch locations? Kindly share the hardware / cloud inventory for DC and DR.	The successful bidder needs to provide real time monitoring interface of the cloud infrastructure deployed	
128	Scope of work related	General	General	Kindly provide which is the backup tool used? What is the backup frequency?	This shall be shared with the successful bidder	
129	Scope of work related	General	General	Kindly provide the locations location details where bidder is expected to provide resources.	All resouces are to be provided within the geographical boundries of India	
130	Scope of work related	General	General	Kindly share last 6 months tickets numbers or average monthly count of tickets (Incidents, SR etc.). Average number of L1, L2 and L3 tickets per month.	This shall be shared with the successful bidder	
131	Scope of work related	General	General	Kindly provide which monitoring and ITSM tool in place. If yes, please share the details of tool and how is the ticket flow happening for proactive and reactive. If there are no tools, Kinldy mention the scope for bidder to bring monitoring and ITSM tools.	This shall be shared with the successful bidder	
132	Scope of work related	General	General	Is there a PIM/PAM solution currently deployed ? Please mention any (SSO,SAML) etc used and what type of authentication available ?	This shall be shared with the successful bidder	
133	Scope of work related	General	General	Kindly share version/ software inventory of all the databases.	All softwares and databases shall be	

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					provided for the updated current versions	
134	Scope of work related	General	General	What are the other softwares to be provided by bidder to support?	As per the requirements mentioned in Terms of Reference and BoQ	
135	Scope of work related	General	General	What are the external tools integrated ?	This shall evolve and integration with different tools might arise from time to time which is not currently known. For current tools being used by the system please refer to the detailed architecture diagrams given in terms of reference in the RFB	
136	Scope of work related	General		Kindly share details of applications, database count for the DR setup And Currently how is the replication along with tool for DR	DR needs to mirror the production environment	
137	Cloud Requirement Checklist & Pt 17	41	The proposed should have a marketplace for procuring third party services e.g. databases, Firewall, Disaster recovery management software etc.	Intead of Marketplace, it should be allowed with OEM's otherwise all Meity empanlled CSP will not be able to support. The price discovey of the third party should be done with change request	No Change	

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138	Technical Requirement Specification & Pt 4	48	The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 15 minutes and RTO of 1 Hour. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options	Kindly change the RPO is 30 mins & RTO is 2 hours.	No Change	
139	Technical Requirement Specification & Pt 15	48	The Bidder should deploy VM such that every virtual core should be mapped to physical core. No hyper threading or turbo boost allowed.	The clause to be removed	No Change	
140	Appendix to Financial Part & Pt 26	80	Managed Kubernetes Service Cluster	Cluster sizing/Specification is required to create the commercials	Kindly refer to the addendum to the RFB	
141	Appendix to Financial Part & Pt 35,36	81	Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents.	Kindly clarify why Serverless NoSQL DB is required, we can provide Managed NoSQL DB	As per requirements of the current application	
142	Appendix to Financial Part	81	General Query	Kindly include the Internet bandwidth in commercials	No Change	
143	Appendix to Financial Part & Pt 45	82	Managed Web Application Firewall	Kindly provide the throughput for WAF (Web application Firewall)	Kindly refer to the addendum to the RFB	

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144	Appendix to Financial Part & Pt 49	83	Network Load balancer	Kindly provide why Layer 4 load balancer is required & what is the required throughput in commercial format.	Kindly refer to the addendum to the RFB	
145	Appendix to Financial Part & Pt 52	84	DDOS	Please clarify if layer 4 or Layer 7 protection is required?	Yes it is required	
146	Appendix to Financial Part & Pt 60	87	Fully Managed Machine Learning Instance for Training Models (with GPU Linux)	GPU machines have already been asked under compute, it's a repeated commercials.	This is also required as a managed service	
147	Design, provisionin g of IT infrastructure and setup of Cloud & Pt IX	119	The Bidder shall provide monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be provided by the CSP for all services being provided on the infrastructure without any third-party middleware integration. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per day, per month and per quarter utilization reports based on which the payments will be made to the Bidder.	Kindly provide specifications and units for commercials.	This refers to the standard application monitoring interface provided by CSP at no extra cost.	

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148	Design, provisionin g of IT infrastru ctur e and setup of Cloud & Pt XI	119	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=15Minutes and RTO shall be <=1 Hour.	Kindly change RPO to 30 mins & RTO to 2 hours.	No Change	
149	GCC: 2.6 Termination 2.6.1 By the Employer	153		We suggest the term 'Employer' be replaced by 'Customer' (in the entire document) since the bidder will not be 'employed' and will be a service provider to provide services under the RFP. Further, we suggest that section 2.6.1 (b) and 2.6.1 (d) be replicated for section 2.6.2 i.e. Termination by the Service Provider	No Change	

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150	General Condition of Contract : 3.3	155	3.3 Confidentiality The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.	Kindly make this clause mutual.	No Change	
151	General Condition of Contract 3.10 Fraud and Corruption	157	3.10 Fraud and Corruption	Kindly provide the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures that are required to be complied with by the Service Provider	Please access the same at https://www.worldbank.org/content/dam/documents/sanctions/other-documents/osd/User%20Friendly%20Version%20of%20the%20Anti-Corruption%20Guidelines.pdf	

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152	General Condition of Contract :New Section			<p>We propose the following 'Limitation of Liability' clause to be added in the GCC and SCC sections of the document:</p> <p>"Neither party shall be liable to the other for any indirect, incidental, special, consequential, exemplary or punitive damages including, but not limited to, damages for lost revenue, lost profits, loss of goodwill, loss of data, technology, equipment or types of damages whatsoever, whether or not caused by any acts of omission or commission and regardless whether such party has been informed of the possibility or the likelihood of such damages.</p> <p>It is agreed between the parties that the maximum liability of the Service Provider under this RFP shall be limited to 12 months amount paid to the Bidder under the relevant Purchase Order giving rise to the liability."</p>	No Change	
153	Infrastructure	129	Responsibility Matrix: Migration of application from existing cloud setup to new cloud	In which cloud/on-premise platform application is currently running? Please provide existing setup details?	The platform is running on NIC Meghraj cloud. Please refer to the resource list attached.	
154	Monitoring	88	Application Performance Monitoring	Please share the type of applications which needs performance monitoring?	The entire application needs performance monitoring.	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
155	General Queries	NA	NA	Any existing performance bottleneck or pain areas to be addressed as part of Migration ?	None	
156	General Queries	NA	NA	What is the current Source Control, Artefactory Server,Image Registry Server, static code analyzer server and Release mechanism for the application? Provide Current CI/CD mechanism.Do you require this service or extension of current CI/CD services to Cloud?	The information shall be shared with the successful bidder	
157	Application	93	Fully Managed serverless Pub/Sub [ServiceBus]	Any message ordering gaurantee feature and big streaming data / telemetry data processing support is required?	Delivery logs are required	
158	Application	86	Managed API Gateway	Any requirement on API Gateway to supports multi-region deployment ? And supports integration with backend deployed on-premise ?	Kindly refer to the RFB document	
159	Application	93	Fully Managed serverless Pub/Sub [ServiceBus]	Service Bus to provide capabilities like Dead-lettered queues, property-based routing and more related to enterprise integration patterns ?	Standard functionalities to be supported	
160	Application	86	Managed Queues	Managed Queue to provide capabilities like Dead-lettered queues, property-based routing and more related to enterprise integration patterns ?	Standard functionalities to be supported	
161	General Queries	NA	NA	Has the application gone through any Security Assessment (SAST or DAST) testing? What are the security requirements of	Yes. Details to be shared with successful bidder	

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				the application? What are the security services used today?		
162	General Queries	NA	NA	<p>What are the data classification requirement for the application?</p> <p>Class A - Legally sensitive or other high risk personal data, Intellectual property, Sensitive Information</p> <p>Class B - Personal data that could cause harm to the individual if lost or misused.</p> <p>Class C - Personal data used for basic interaction with employees and business partners. Unlikely to cause any significant harm to the individual if lost or misused, Historical data.</p>	Standard data classification policy as per GOI guidelines	
163	Application	93	Managed Media Service	Live Transcription and Content protection support is required ?	Standard functionalities to be supported	
164	Database	89	Managed Redis Cache	What is the required tiering for Managed redis cache (Ex Basic, Standard, Enterprise, premium) ?	As per the requirements mentioned in the RFB	
165	Database	92	Database Migration Service	<p>1. What type of migration will be in scope i.e Offline or Online?</p> <p>2. Volume of data to be migrated?</p>	As per the requirements mentioned in the RFB	
166	Database	93	DR on Cloud Service	Is there any DB server on -premise which is in scope of DR on cloud ?	None	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
167	Database	88	Managed Database services (x86 based) (with Enterprise Support):	Managed databases for PostgreSQL and MySQL are powered by the PostgreSQL community edition. HA, DR, support etc capabilities are provided natively by cloud provider. Please clarify the requirement of enterprise support here as asked in the BOQ in managed databases section?	In case of any enterprise support the same shall be included in the price	
168	Infrastructure	125	Schedule of Events: Migration of the application on the new Cloud environment Within 1 month	what is the connectivity expectation (Site to site or Express route) Kindly provide data base size and network bandwidth details? Kindly provide application and database size inventory for timeline assessment? Is it lift and shift migration? Is application refactoring required?	As per the requirements mentioned in the RFB	
169	Infrastructure	119	Design, provisioning of IT infrastructure and setup of Cloud: The RPO during disaster recovery shall be <=15Minutes and RTO shall be <=1 Hour	What is current RTO and RPO? How is current RTO and RPO arrived?	As per the requirements mentioned in the RFB	

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170	Security	54	Security expert	<p>Please define numbers of resources required for project deployment. Can you please clarify if these resources are required to operate on-site at Karmayogi premise or bidder premise. Can bidder offer the resources from their state of the art remote SOC delivery center?</p> <p>Are these resources required to be on bidder payroll. Appreciate if RFP can allow bidders to maintain certain non-critical roles on 3rd party payroll without affecting the overall SLA.</p>	<p>Resouces may be placed onsite or offsite as per project requirements. Incase it is required by Karmayogi Bharat the resouces may be asked to operate onsite as well.</p>	
171	Security	54	Responsible for adherence of the Security Policy and regularly perform security checks and troubleshooting of iGOT Karmayogi platform	<p>Please share the security policy incase adherence are required to be maintained on the platform. Also please share the frequency of security checks and what kind of checks are required to be performed. This informtion will help us maintain the security program governance effectively.</p>	<p>As per GOI application security standards</p>	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
172	Security	127	The CSP and the bidder shall be responsible for ensuring security of iGOT Karmayogi applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules	1. Monitoring and Actioning on consolidated events requires centralized SOC comprising of people, process and technologies to be setup. Are SOC services required to be fulfilled in this RFP? 2. If yes, request to include SOC services in the commercial bid.	As per the requirements given in the RFB document	
173	Security	89	Monitoring and Log Analytics	Please define log retention period. Is there an existing SIEM solution? If yes please suggest the existing tools deployed. Also kindly help us in clarifying the scope of monitoring and log analytics is only for infra or security or both.	As per the requirements given in the RFB document	
174	Security	85	Appendix to Financial Part - Activity schedule	Please include the list of managed security services in the commercial bid with quantity.	As per the requirements given in the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
175	Security	132	Compliance process to the defined international standards and security guidelines such as ISO 27001, ISO 20000:1, for maintaining operations of cloud and ensuring privacy of iGOT Karmayogi data	Does a governance framework and policy need to be drafted from scratch for the platform? Since data privacy bill has recently been passed, request applicability of data privacy controls and governance to be covered as part of RFP scope ? Please include the above items in commercial bid with defined scope.	As per the requirements given in the RFB document	
176	Security	132	The Bidder shall conduct vulnerability and penetration test (from a third party testing agency which should be CERT-IN empaneled) on the Cloud facility every 6 months and reports should be shared with Karmayogi Bharat. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to Karmayogi Bharat.	Please define coverage/count of assets for which VAPT needs to be conducted i.e. critical v/s non-critical, etc. Also please include VAPT services in the commercial bid.	As per the requirements given in the RFB document	
177	Security	54	Responsible for monitoring server traffic and tickets related to Security incidents/breaches. schedule if needed	Since SOC services are not asked for specifically in the RFP, it will be difficult to be accountable for security incidents and breaches. Request you to remove scope of security incident and breaches from the RFP.	As per the requirements given in the RFB document	
178	Security	3.11 Page 138	Liquidated Damages & SLA Penalty	1. Cloud Operation & Cyber Security SLA's are not explicitly stated. Request please advise?	As per the requirements given in the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
179	Security	pg. 131	XII. Karmayogi Bharat shall define the data retention period for all applications as per need basis application wise. XIII. Karmayogi Bharat shall define the Log retention policy, application-wise as per need.	Can the logs be stored in public cloud ? What will be hot search /on line log period (in days)? What will be log archival/Retention period (in days) ?	As per the requirements given in the RFB document	
180	Security	D Other Managed DB/additional service Pg. 89	Monitoring and Log Analytics Daily log monitoring and advance analytics	How many Custom security Use Cases development will be needed per month ? How many log parser development will be needed per month ? What is the format of the source data that will be ingested for historical data search. What is the expected TAT for searching historical logs.	As per the requirements given in the RFB document	
181	Finance	Pg 94	Appendix to Financial Part	Please include the implementation/migration line item which is missing in the BOQ	As per the requirements given in the RFB document	
182	Legal Query	Pg. 36	Clause 47.1 - Signing of Contract	Clarification is sought whether the bidder will be allowed to negotiate the contract with the Employer during the 21 days following the date of Letter of Acceptance?	As per the requirements given in the RFB document	
183	Legal Query	NA	NA	The RFP does not include a limitation of liability clause. Seek clarification if the Employer is inclined to include such a clause into the RFP or are open for a proposal of such a clause from the Bidder's side?	Please refer to the GCC and SCC for the Limitation of Liability clause in the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
184	Legal Query	Pg . 154	2.6.4 Payment upon Termination - Sub-clause (a) remuneration pursuant to Clause 6 for Services satisfactorily performed less advances or other recoveries or any taxes to be deducted at source [TDS] as per applicable law, prior to the effective date of termination;	Request the sub-clause (a) to be read as follows - remuneration pursuant to Clause 6 for Services performed less advances or other recoveries or any taxes to be deducted at source [TDS] as per applicable law, prior to the effective date of termination;	No Change	
185	Legal Query	Pg. 155	3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project - The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.	Seek complete deletion of this clause 3.2.2	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
186	Bid	39	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)	Request to Modify the clause as: The CMSP should have managed or successfully delivered at least two projects of hosting Managed Cloud Services . 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)	Kindly refer to the addendum to the RFB	
187	Bid	39	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.	Request to Modify the clause as: 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.	Kindly refer to the addendum to the RFB	

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188	Bid	50	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.	Request to Modify the clause as: 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.	Kindly refer to the addendum to the RFB	
189	Bid	51	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)	Request to Modify the clause as: Bidders experience of provisioning and managing Managed Cloud Services for clients from Central Govt/State Govt./PSU Organization or agencies Or Large Enterprise Customers 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)	Kindly refer to the addendum to the RFB	
190	Bid	51	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)	Kindly Confirm and Clarify if any private or public listed enterprise will qualify under "agencies in India" section.	Only government organisations qualify under the criteria	
191	Legal Query	160	7.1 Identifying Defects			

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
192			7.1.1 The principle and modalities of Inspection of the Services by the Employer shall be as indicated in the SCC. The Employer shall check the Service Provider's performance and notify him of any Defects that are found specifying a time by which these should be corrected. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as defined in the SCC.	Request clarification on what is the Defect Liability period as per the SCC or whether the defect liability period will be prescribed by the Employer in its notice as per clause 7.2	Refer to the RFB document	
193	Point no. 6: Pre-Qualification Criteria for CMSP	39	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	We request you to please remove the word proposed cloud as few of the hyperscaler cloud providers have got empanelled under Meghraj framework (Meity) in last 6 to 10months. "Proposed Cloud" would restrict the hyperscalers to engage with the technically qualified bidders and wouldn't provide the level playing field.	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			the period of last 5 years (i.e. between 2017 – 2023)			
194	Point no. 7: Pre-Qualification Criteria for CMSP	39	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.	We request you to revise this clause from 2 consecutive years to 1 year as the hyperscalers who got recently empanelled under meghraj cloud have started engaging with the bidders who actively participate in the government bids. We also request to consider the 1 year partnership validity from the RFP submission date.	Kindly refer to the addendum to the RFB	
195	Point no. 1: Bidders Experience	43	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	We request you to remove the word "Proposed Cloud" as it will restrict the recently empanelled hyperscalers under Meghraj framework to engage with bidders who have got past experiences of large scale cloud implementations in the enterprise segment.	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			<p>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.</p>			

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
196	Point no. 3: Criteria for Cloud Service Provider	47	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>b. The Data Center Facility shall at a minimum have:</p> <p>i. Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Centers, Backup, Operations Management, and Data Management</p> <p>ii. Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.)</p> <p>iii. Conform to at least Tier III</p>	<p>Please change this clause to ..</p> <p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>b. The Data Center Facility shall at a minimum have:</p> <p>i. Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Centers, Backup, Operations Management, and Data Management</p> <p>ii. Security & Data Privacy (Data & Network Security including Virtual Firewall, Multi Factor Authentication, VPN, IDS/IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.)</p> <p>iii. Conform to at least Tier III standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>iv. Assured protection with security built at multiple levels.</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			<p>standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>iv. Assured protection with security built at multiple levels.</p> <p>v. Cloud platform should be certified for the latest version of ISO 27001 (year 2022), by a competent auditing authority</p> <p>vi. Reports of periodic third party inspections/audits and the certifications should be available online or shared on demand for scrutiny</p>	<p>v. Cloud platform should be certified for the latest version of ISO 27001 (year 2022), by a competent auditing authority</p> <p>vi. Reports of periodic third party inspections/audits and the certifications should be available online or shared on demand for scrutiny</p> <p>vii. CSP must offer Intel / AMD x64 based architecture with vCPU-to-pCPU ratio of 1:1 and 1:2 only.</p> <p>viii. The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP</p> <p>ix. CSP must offer Managed Postgres & MySQL as a Native Managed Service.</p>		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
197	Criteria for Cloud Service Provider	47-48	NA	<p>Given the critical nature of KaramYogi as a vital application for the Government of India, it is essential to ensure its scalability while providing commercial advantages to the government. Therefore, the selected Cloud Service Provider (CSP) should offer users the capability to create custom combinations of virtual CPU (vCPU) and RAM, allowing for optimized infrastructure utilization. This feature is expected to replace the fixed vCPU and RAM combinations provided by the CSP.</p> <p>By providing this flexibility in resource allocation, the CSP will enable KaramYogi to scale efficiently according to its needs while aligning with the commercial interests of the Government of India</p> <p>Therefore it is requested that the said specification be changed to:</p> <p>The CSP should allow users to create various combinations of vCPU and RAM for optimized infra usage instead of the fixed vCPU & RAM combination provided by the CSP.</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
198	Point no. 1: Technical Requirements Specifications S.	55	<p>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.</p>	<p>Please change this clause to ..</p> <p>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.</p> <p>As the present specification is undue advantage to a specific CSP both Commercially and Technically.</p>	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
199	Point no. 8: Technical Requirements Specifications.	56	Bidder should be able to provide High IOPS Storage (greater than 50,000 IOPS per VM) and should allow multiple VM's to read data from single disk without performance degradation	<p>Please revise the specification as follows:</p> <p>"The bidder is expected to offer High IOPS Storage with a minimum capacity of 50,000 IOPS per VM. Additionally, the solution should support the capability for multiple virtual machines (VMs) to read data from a single disk without experiencing performance degradation. It is required that the bidder includes details of the proposed disks in the 'Appendix to Financial Part', and these disks should be scalable to a maximum of 64 TiB from the initial implementation."</p> <p>This specification aims to guarantee that applications have the ability to scale as needed without any disruption to their performance or availability.</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
200	Point no. 20: Technical Requirements Specifications S.	56	<p>The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1:</p> <ul style="list-style-type: none"> • 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 	<p>Please add the following line to the present specification to ensure the continuity of application(s) in case of upgrades:</p> <p>"In addition, the K8S cluster must provide features to help keep the platform secure by offering automatic upgrades of the node operating system and Kubernetes components through Automatic Node Upgrades. This feature will contribute to maintaining the security and reliability of the platform while ensuring seamless upgrades for the application(s) hosted within the cluster."</p>	No Change	
201	Technical Requirements Specifications S.	57	NA	<p>Please include the following specification in the Technical Requirements Specifications:</p> <p>The proposed cloud infrastructure should offer CSP Natively Managed Postgres and MySQL Database-as-a-Service (DBaaS) solutions.</p> <p>This provision is essential to</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				accommodate the managed database needs of the applications.		
202	Point no. 15-24: Technical Requirements Specifications S.	86-87	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	<p>Please revise the specification as follows:</p> <p>On-demand Managed Storage Services (x86 based) featuring a minimum sustained throughput of 250 Mbps. Each individual disk must possess scalability capabilities up to 64 TiB starting from the initial implementation.</p> <p>This specification is designed to guarantee the seamless scalability of applications, ensuring they can expand their storage requirements without experiencing any disruptions.</p>	No Change	
203	Point no. 88: Technical Requirements	29	16core CPU 128 GB RAM	<p>Please change this spec to:</p> <p>16 core CPU 64 GB RAM</p> <p>As this is a standard specification.</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
	Specifications S.					
204	Point no. 88: Technical Requirements Specifications S.	30	32core CPU 256 GB RAM	Please change this spec to: 48 core CPU 256 GB RAM As this is a standard specification.	No Change	
205	Point no. 88: Technical Requirements Specifications S.	31	16core CPU 128 GB RAM	Please change this spec to: 16 core CPU 64 GB RAM As this is a standard specification.	No Change	
206	Point no. 88: Technical Requirements Specifications S.	32	32core CPU 256 GB RAM	Please change this spec to: 48 core CPU 256 GB RAM As this is a standard specification.	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
207	Point no. 89: Technical Requirements Specifications S.	39	2 x Task Nodes	<p>The specification regarding Task Nodes is being removed. In the standard implementation of the Hadoop Cluster, the concept of Task Nodes is not present. For further details and information on the Apache Hadoop Cluster, please refer to the Apache Hadoop Cluster documentation available at:</p> <p>https://hadoop.apache.org/docs/stable/hadoop-project-dist/hadoop-hdfs/HdfsDesign.html</p> <p><u>It's important to note that the concept of Task Nodes is specific to a certain CSP and benefits that CSP both commercially and technically, therefore requesting you to please remove Task Nodes.</u></p>	Kindly refer to the addendum to the RFB	
208	Point no. 92: Technical Requirements Specifications S.	52	DDOS - DDoS Protection for upto 400 resources (400 public IP address)	<p>The specified scenario of having 400 public IP addresses is not realistic/feasible, and it is requested to update this to 100 public IP addresses.</p> <p>Please also consider that the allocation of 400 public IP addresses is tailored to a particular CSP and offers both commercial and technical advantages for that CSP.</p>	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
209	Point no. 64: Technical Requirements Specifications.	97	Fully Managed Datawarehouse - 4 vCPU - 32 GB RAM	<p>The requested changes have been noted. Here's the revised specification:</p> <p>"Karmayogi is specifically requesting a Completely Serverless Architecture for the Data Warehouse, in alignment with the Serverless ELT approach. This architectural choice is intended to optimize the performance of ELT processes within the Data Warehouse environment.</p> <p>In terms of hardware resources, please update the specification as follows: Change '4 vCPU - 32 GB RAM' to '<u>4 vCPU - 32 GB RAM or 1 TiB</u>' of query processing."</p> <p>These adjustments will ensure that the architecture and resources are well-suited for the Serverless ELT approach and Data Warehouse requirements, contributing to improved ELT performance and overall system efficiency.</p>	No Change	

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210	Point no. 74: Technical Requirements Specifications S.	102	Fully Managed serverless Pub/Sub [ServiceBus], Mobile Push Notifications and Email Notifications	<p>Please change this spec to:</p> <p>Fully Managed serverless Pub/Sub [ServiceBus], Mobile Push Notifications and Email Notifications (Mobile and Email Notification can be from CSP's Marketplace/ Bidder managed).</p> <p>As the current specification is tailored to a particular CSP and offers both commercial and technical advantages for that CSP.</p>	No Change	
211	Point no. 2: Bidders Experience	43	<p>"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)</p> <ul style="list-style-type: none"> • 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." 	Please Consider including: Indian Enterprises along with the Government/PSU Organizations and Agencies	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
212	Section III- Evaluation and Qualification Criteria	41	If a CSP is bidding as a single entity it should fulfil the criteria for CMSP as well.	Request you amend the Criteria to allow maximum participation in the bid" "If CSP is Fulfilling the criteria of CMSP as well, It is allowed to form a JV with a company with a Average Annual Turnover of 500 CR in last 3 years. The company should be in IT/ITES/System Integraton Business from Last 3 years. Valid Client order Copy with completion Certificate should be provided as proof".	Kindly refer to the RFB document	
213	Section III- Evaluation and Qualification Criteria	42	In case of a JV the CSP criteria shall be met with the JV partner who is providing the data center and the criteria of CMSP shall be met by the JV partner providing the managed services separately.	Request you amend the Criteria to allow maximum participation in the bid" In case of a JV the CSP criteria shall be met with the JV partner who is providing the data center and the criteria of CMSP shall be met by the other JV partners jointly"	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
214	4.1 Eligible Bidders	15	<p>A Bidder may be a firm that is a private entity, a state-owned entity or institution subject to ITB 4.6, or any combination of such entities in the form of a Joint Venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent, unless otherwise specified in the BDS. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Bidding process and, in the event the JV is awarded the Contract, during contract execution. This authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all members. Unless specified in the BDS, there is no limit on the number of members in a JV. In case of a successful bid, the joint</p>	<p>Request you amend the Criteria to allow maximum participation in the bid " A Bidder may be a firm that is a private entity, a state-owned entity or institution subject to ITB 4.6, or any combination of such entities in the form of a Joint Venture (JV)/Consortium under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent, unless otherwise specified in the BDS. In the case of a joint venture/Consortium, all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV/Consortium during the Bidding process and, in the event the JV/Consortium is awarded the Contract, during contract execution. This authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all members. Unless specified in the BDS, there is no limit on the number of members in a JV. All the JV/Consortium bidders will be equally liable for the entire contract</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			venture agreement shall be registered in the place specified in BDS so as to be legally valid and binding on members.	Period and if successful during the bidding stage, All JV/Consortium members will execute & sign the agreement with Karmayogi Bharat". This		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
215	Section I - 20.8	18	The Bid Security of a JV must be in the name of the JV that submits the Bid. If the JV has not been legally constituted into a legally enforceable JV at the time of Bidding, the Bid security shall be in the names of all future members as named in the letter of intent referred to in ITB 4.1 and ITB 12.2.	Request you amend the Criteria to allow maximum participation in the bid " The Bid Security of a JV/Consortium can be submitted by any member of JV/Consortium. must be in the name of the JV that submits the Bid. Bidding entity should specify Company names of all members of JV/Consortium as named in the letter of intent referred to in ITB 4.1 and ITB 12.2".	No Change	
216	Section III- Point 1– Qualification: Criteria for Cloud Managed Service Provider	46	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)	Request you amend the Criteria to allow maximum participation in the bid "The CMSP should have an annual average turnover of INR 50 Crores from IT Services out of which at least 10 Crore should be from Managed Cloud Services and should be profitable over the last three financial years (2020-21, 2021-22 & 2022-23)".	Kindly refer to the addendum to the RFB	
217	Section III- Point 1– Qualification: Criteria for Cloud Managed Service Provider	47	The CMSP must have strength of at least 50 IT Professionals (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of hyperscale cloud platform such	Request you amend the Criteria to allow maximum participation in the bid "The CMSP must have strength of at least 20 IT Professionals (data center/networking/DevOps automation/cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. At least 5 of these professionals must have experience (of minimum 3 years) in maintenance of hyperscale cloud	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			as Virtualization, security, database etc.)	platform such as Virtualization, security, database etc".)		
218	1. Qualification Criteria for Cloud Managed Service Provider; Point 3	38	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)	To reach a ₹ 100 Cr. turnover would take considerable number of years in business and most importantly there should be conducive environment for the growth. Considering the adverse affects Covid has on the business growth, and to have competitive bids, we request you to relax this turnover clause to have ₹ 40 Cr.	Kindly refer to the addendum to the RFB	
219	Page vii		Bid security of ₹ 1.2 Cr	We request you to waive this condition for MSMEs.	No Change	
220	Clover Infotech with ORACLE					
221	3.11	133	Liquidated Damages & SLA Penalty	There are strigent Penalties on resource movement. Howvere, When a person resigns and leaves organization same can be considered beyond control of MSP /CSP. In this case, there	Please refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				should be any penalties on successful replacement of resource.		
222	2	52	Technical Qualification Process	The proposed CMSP experience requires to produce work done with Indian Enterprise /Public sector. In case of JV, please let us know if CSP's experience can be presented here.	Please refer to the RFB document	
223	1	39	Qualification	The proposed CMSP experience requires to manage application with user base of at least 1,00,000 users and should have minimum billing value of 2 Cr per annum. In case of JV, please let us know if CSP's experience can be presented here.	Please refer to the RFB document	
224	Point no. 13. Appendix to Financial Part	78	GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)	It is requested to elaborate on the use case of GPU based compute requirement. As per RFP document, explaining the existing iGOT deployment as well as future plan of new functionality, it is not clear how GPU will be used and what kind of workload is expected on GPU based servers.	Please refer to the RFB document	
225	Point no. 36 Appendix to Financial Part	81	store to store NoSQL data - Read and Write Speed of 10K rows per second. Average Item size 2KB	NoSQL database usage metrics is measured in terms of Read and Write units per second with standard unit size of 1 KB. Request you to change this clause to: Read and Write units per second with Average size of 1KB.	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
226	Point no. 52-53 Appendix to Financial Part	84-85	Should provide for as cloud service that executes the migration of database schema and data from Postgres and MySQL databases to a Managed Postgres and MySQL database technology in the cloud.	The migration of data and database schemas can be easily executed using postgre and mysql native migration utilities. It is requested to remove this requirement from the financial part as this requirement will compel MCSP to use CSP service for migration. Also it is mentioned in the RFP document page 125 as part of the MCSP scope of work. (XIX. Bidder shall be responsible for setting up, installation, configuration, management, upgradation, and migration of application servers, database servers/storage.)	No Change	
227	Point no. 1-17 Appendix to Financial Part	94	"Virtual Machines: on demand (x86 based)"	Kindly clarify that the number of cores mentioned in the Virtual machine configuration and any other compute requirement mentioned in the financial represent vCPU or physical core.	Please refer to the RFB document	
228	Point no. 1-17 Appendix to Financial Part	94	"Virtual Machines: on demand (x86 based)"	as RFP is defining the performance requirement of the disk storage as part of the application requirement, it is recommended to define performance parameters for compute also as suggested below: - Physical to Virtual core ratio: 1:2 - Processor launch date should not be before Jan, 2021	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
229	Point no. 11 Technical Requirements Specifications	48	"The proposed should have managed media streaming services which should support the following: <ul style="list-style-type: none"> • Native Video on Demand Media Streaming with native CDN integration • SDK's and OpenAPI specifications • Adaptive and progressive streaming media services • On-demand backup/continuous backup" 	It is requested to remove the evaluation criteria based on the native CDN integration. Integration of application with non CSP native CDN is very easy to deploy and provide flexibility and cost benefits to end user. This also remove the dependency on any one CDN provider. There are few live project of GoI in which they using non CSP CDN provider specially Indian organizations who are providing CDN services.	No Change	
230	Point no. 11 Technical Requirements Specifications	48	"The proposed should have managed media streaming services which should support the following: <ul style="list-style-type: none"> • Native Video on Demand Media Streaming with native CDN integration • SDK's and OpenAPI specifications • Adaptive and progressive streaming media services • On-demand backup/continuous backup" 	It is requested remove progressive streaming media services requirement from the evaluation clause as progressive streaming media services are mainly provided as SaaS platform which is not required as per the application architecture explained in the RFP.	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
231	Point no. 15 Technical Requirements Specifications	48	The Bidder should deploy VM such that every virtual core should be mapped to physical core. No hyper threading or turbo boost allowed.	Most of the applications/ software development languages are designed to take advantage of multi-threading and parallel processing to improve application response time. Kindly define the possible use case where one to one mapping of physical core to virtual core is required. To ensure better compute performance, it is recommended that RFP should ask for 1:2 mapping of physical to virtual core with latest generation processors not release before Jan, 2021.	Please refer to the RFB document	
232	Point no. 18. Technical Requirements Specifications	49	The proposed cloud should have CSP Managed CDN Services	RFP has allowed services from the CSP marketplace. iGOT application as defined in the RFP document has no inbuilt dependency on the CSP managed CDN service. There is a ongoing GoI of India project with Sunbrid as a platform using non CSP managed CDN service. CSP Managed CDN service provide no additional technical advantage to the application, hence it is requested to change this clause to: The proposed cloud should have CSP Managed/ CSP marketplace CDN Services	Please refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
233	Point no. 20. Technical Requirements Specifications	49	<p>The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1:</p> <ul style="list-style-type: none"> • 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 	<p>Kubernetes is provided as a fully managed service by the CSP. As part of the managed service of the kubernetes, CSP maintains the master node providing high availability, scalability, maintenance, upgrade etc. As part of the managed service CSP maintain multiple replicas of the master nodes across different fault domains within a single region. It is request to remove from the clause "replicate masters across multiple zones within single region". multiple zone term is used by a specific CSP, it is also request to remove term multiple zones with ability to provide fault tolerance. Revised suggested clause:</p> <p>"The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1:</p> <ul style="list-style-type: none"> • Capability for regional clusters to maintain nodes across multiple zones/domains within a single region to provide fault tolerance. • 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 	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				<p>node OS and Kubernetes components via automatic node upgrades.</p> <ul style="list-style-type: none"> The CSP should provide tools for application modernization like managed Kubernetes services and managed CI/CD pipelines" 		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
234	Point no. 21 Technical Requirements Specifications	49	The proposed cloud should provide the option of managing and deployment of the containers in an on-premises and multi-cloud environment. It should also give the functionality to be able to migrate VM's to containers as part of application modernization.	It is requested to review this requirement as iGOT application which is based on Sunbird platform is already a microservices based containerized application. This functionality is not expected to be useful in the context of the application. Hence it is requested to remove this clause from evaluation criteria. Also this capability is available specifically only with one CSP.	No Change	
235	Point no. 23 Technical Requirements Specifications	49	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.	It is requested to review this requirement as 2 billion request per second looks very high and unrealistic. As per RFP document, total number of users which will be registering with iGOT portal is expected to 20 Mil. Most of the NoSQL database usecases require number of requests in milliseconds of the response time for example Ecommerce, Fraud detection, IoT, Gaming etc. OCI NoSQL database as a managed service can handle upto 5 Lakhs requests in less than 5 ms of response time. It is requested to change this clause as mentioned below: The proposed cloud should offer	Kindly refer to the addendum to the RFB	

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				highly scalable NoSQL Database Managed Service (PaaS/DBaaS).		
236	Point no. 7 Cloud Requirement Checklist	41	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.	It is requested to remove the sub clause "at no extra cost to the user." as this functionality is a important component for application security and need to provisioned for iGOT application traffic. This functionality is provided using IPS and IDS service which should be included in the financial part under security requirements.	Kindly refer to the addendum to the RFB	
237	Point no. 16 Cloud Requirement Checklist	41	The proposed cloud should have ISO 22301 certification for business continuity implementation	It is requested to remove this clause as this certification is mainly related to BCP practice used by the CSP for SaaS applications. This certification is not mainly applicable to IaaS and PaaS services.	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
238	Point no. 20 Cloud Requirement Checklist	41	Offer LDAP authentication services on cloud which can scale up to millions of users.	<p>it is requested to change this requirement to functional requirement of providing identity and access management for application which can scale up to millions of users. OCI provides Identity and access management cloud service with following advantages compared to traditional LDAP based authentication for application:</p> <ul style="list-style-type: none"> - policy based authentication and authorization - support multifactor authentication - support identity provider like SAML 2.0-, Open ID Connect-, or OAuth-compliant identity provider including popular solutions such as Oracle Access Manager, Microsoft Active Directory Federation Services (AD FS), and Okta - Support integration with existing LDAP service and use synchronization. 	Kindly refer to the addendum to the RFB	
239					No Change	
240	X. 3.2. Design, provisioning of IT infrastructure and setup of Cloud	119	The CSP and the bidder shall be responsible for ensuring security of iGOT Karmayogi applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including,	RFP document is asking for intrusion prevention and detection service, content filtering and blocking services from the CSP and the bidder in the mentioned clause. To provide above functionality it is requested to add the requirement of IPS and IDS in the financial BOM. Following is the		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules.	suggested is the line item in the BOM (mentioned below)		
241	Suggestion on specifications to be modified or added in the RFB			attached as annexure		
242	GAMUT ELECTRONICS PRIVATE LIMITED					

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
243	Section III - Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider Point-3	46	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)	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 and should be profitable over the last three financial years (2020-21, 2021-22 & 2022-23)	Kindly refer to the addendum to the RFB	As per GCC advisory recommendation bidder average annual turnover should be less than or equal to 40% of the estimated bid value. As per the RFP Bid security required is 1.2 Cr. Considering 2% bid security, the value of the RFP becomes 60 Cr. And thus maximum turnover can be upto 40% of 60 Cr. is equal to 24 Cr.
244	Section III - Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider Point-6	47	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)	A. 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. The project should be ongoing or Completed in the period of last 5 years (i.e. between 2017 – 2023) until the bid date. B. The CMSP should have managed or successfully delivered at least two projects minimum billing value of 2 Cr per year. The project should be ongoing or Completed in the period of last 5 years (i.e. between 2017 – 2023) until the bid date.	Kindly refer to the addendum to the RFB	The combination of application size, project value as well as tenure as mentioned is quite rare, however we request you to please revise this in two parts so that your criteria of pre-qualification is also met and bidders having such qualification are eligible to participate in the bid.

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245	Section III - Evaluation and Qualification Criteria, 2. Technical Qualification Process Provider , Point-1, Bidders Experience	51	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) <ul style="list-style-type: none"> • 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. 	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 01 year in the last 5 years (i.e. between 2017 to 2023) till the last date of bid submission. <ul style="list-style-type: none"> • 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.	Kindly refer to the addendum to the RFB	We request you to consider the project having completed one year i.e 12 months untill the last date of bid submission for evaluation. As big ticket projects on cloud have started coming in only last couple of years.
246	Section III - Evaluation and Qualification Criteria, 2. Technical Qualification Process Provider , Point-2, Bidders Experience	51	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) <ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and less than 5 Cr 	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 one year in the last 5 years (i.e. between 2017 to 2023) till the last date of bid submission. <ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with yearly billing of more than 1 Cr. • 2 Marks each shall be awarded for projects with yearly billing of more than 2 Cr upto 4 Cr. 	Kindly refer to the addendum to the RFB	We request you to consider the project having completed one year i.e 12 months untill the last date of bid submission for evaluation. As big ticket projects on cloud have started coming in only last couple of years.

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			<ul style="list-style-type: none"> • 2 Marks each shall be awarded for projects with yearly billing of more than 5 Cr 			
247	Page no. 77 appendix to financial part Section-B Point No. 14, Line item no. 14-24	77	Storage for Managed services Throughput of 250 mbps.	Throughput of 60 mbps upto line item 21 - 1024 gb disc size beyond line item 21 - 125 throughput.	Kindly refer to the addendum to the RFB	We request you to please change the throughput to 60 and 125 as smaller size disc do not require such high throughput.
248				1. Is there an exemption possible for the 1.2 Cr EMD amount considering our MSME and Startup status?	No Change	
249				2. Though in last FY-23 CT's turnover was 125 Cr, but the last 3 years average turnover is less than 100 Cr. Is there any exemption possible?	Kindly refer to the addendum of the RFB	
250				3. We've met the 2 Cr/year billing criterion via multiple POs hosting an enterprise app for 1,00,000 users,	Kindly refer to the addendum of the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				aligning with timelines from 2017-2023. Is this acceptable?		
251	General	5	Karmayogi Bharat now invites online Bids from eligible Bidders for hosting and managing the cloud infrastructure of the iGOT Karmayogi platform on a public cloud platform.	We request for ammendment in this clause .Karmayogi Bharat now invites online Bids from eligible Bidders for hosting and managing the cloud infrastructure of the iGOT Karmayogi platform on a public /virtual Private cloud platform.	No Change	As IGOT Karamyogi is learning platform aimed at promoting capacity development among Civil Services hence the data security is crucial.By enabling the proposed ammendment clause it will allow Indian CSP's under Meity empanelemnt to particpate. The current public cloud requirement only enables limited companies particiaption
252	Criteria for Cloud Managed Service Provider	47	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	We request for ammendment in this clause.The CMSP/CSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on the proposed cloud. Hosting project should have a Minimum billing value of 1 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)	Kindly refer to the addendum to the RFB	1,00,000 user base requirement will restrict the bidding of many bidders.We request to kindly consider the proposed amended clauses

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			be ongoing for at least for a period of 2 consecutive years in the period of last 5 years (i.e. between 2017 – 2023)			
253		47	The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients form Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023	We request for amendment in this clause: The CSP must have experience of provisioning Infrastructure as a Service (IaaS)/ Platform as a Service (PaaS) on their Cloud for at least 3 clients form Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023	Kindly refer to the addendum to the RFB	
254	3.2. Design, provisionin g of IT infrastructure and setup of Cloud	120	The proposed cloud should have a public calculator link for creating and validating the list prices of CSP.	The list price of CSP has no relevance as you have requested for firm prices.The bidders can provide/submit the price for various relevant categories in the bid.This current clause is only favouring certain bidders. Hence we request for removal of this clause.	No Change	
255	–	118	Migration of the existing application to the proposed cloud platform	Kindly provide the current hosting Infrastructure details	Kindly refer to infrastructure details	

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256	Point IX	119	The Bidder shall provide monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be provided by the CSP for all services being provided on the infrastructure without any third-party middleware integration. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per day, per month and per quarter utilization reports based on which the payments will be made to the Bidder.	Kindly change the clause to "The Bidder shall provide monitoring tools for measuring the service levels, and utilization, server performance and utilization...."	No Change	Monitoring "Application Performance" implies the use of an APM tool, which is different from an Infrastructure monitoring tool which is the ask of this statement.
257	Point XV	119	The iGOT Karmayogi portal shall be available all 22 Indian languages going forward including search	Kindly elaborate how this requirement will impact the hosting Infrastructure	Kindly refer to the RFB document	
258	Point XXVII	120	The bidder shall be responsible for deployment of Security patches on Hardware and Software.	Kindly remove this clause as in a Public Cloud scenario, the CSP is responsible for patching Hardware.	This shall be a shared responsibility of CSP and CMSP.	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
259	Point XXXIX	120	The bidder shall be responsible for security of Facilities, Physical Security of Hardware, Network infrastructure and virtualization Infrastructure.	Kindly change this clause to "The CSP shall be responsible for security of Facilities, Physical Security of Hardware, Network infrastructure and virtualization Infrastructure."	No Change	In a Public Cloud scenario, CSPs are responsible for the physical security of the Hardware and the Physical facility
260	Point XLII	120	The bidder shall workout migration plan for co-existence of non-cloud and cloud architecture during and after the migration period in close coordination with Karmayogi Bharat.	What is referred to here by "Non-Cloud" architecture? Does this imply the use of a Hybrid Cloud model? If yes, kindly elaborate.	Kindly refer to the RFB document	
261	Point LIX	121	The bidder shall provide necessary access and rights to Karmayogi Bharat as per requirement to audit and inspect the physical data center and DR facility as and when needed.	In a Public Cloud scenario, CSP may not allow the inspection of the Physical facilities. Kindly remove this clause.	No Change	
262	Point LX	121	The bidder should be able to provide for dedicated server racks to Karmayogi Bharat if required	Why does the department require Dedicated Racks if the entire Infrastructure is to be taken to Cloud? Kindly remove this clause as in a Public Cloud scenario, this may not be possible or even required.	No Change	
263	Evaluation	38	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	Kindly change this to "The CMSP should have an annual average turnover of INR 100 Crores from IT Services out of which at least 10 Crore should be from Managed Cloud Services and should be profitable over	Kindly refer to the addendum of the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			financial years (2020-21, 2021-22 & 2022-23)	the last three financial years (2020-21, 2021-22 & 2022-23)"		
264	Evaluation	38	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)	Kindly allow to submit provisional Balance Sheet for Year 2022-23	Kindly refer to the addendum of the RFB	
265	Evaluation	39	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)	Kindly change this to " The CMSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on Cloud. The Projects should have a minimum billing value of 1 Cr per year "	Kindly refer to the addendum of the RFB	
266	Evaluation	Page 39, Evaluation	The CMSP should an authorized cloud reseller for the proposed cloud service provider for a minimum of 2 consecutive years	The CMSP should an authorized cloud reseller for the proposed cloud service provider for a minimum of 2 consecutive years as on 31st March	Kindly refer to the addendum of the RFB	

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			as on 31st March 2023 from the date of submission of the bid.	2023 from the date of submission of the bid.		
267	Bidders Experience, sl no. 1	43	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)	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)	Kindly refer to the addendum of the RFB	
268			• 2 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and upto 4 Cr	• 2 Marks each shall be awarded for projects with yearly billing of more than 50 Lakhs and less than 1 Cr	Kindly refer to the addendum of the RFB	
269			• 3 Marks each shall be awarded for projects with yearly billing of more than 4 Cr	• 3 Marks each shall be awarded for projects with yearly billing of more than 1 Cr	Kindly refer to the addendum of the RFB	
270			A maximum of 3 projects may be submitted against this criterion.	A maximum of 3 projects may be submitted against this criterion.	Kindly refer to the addendum of the RFB	
271	Bidders Experience, Page 43, 2	43	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	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	Kindly refer to the addendum of the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			consecutive years in the last 5 financial years. (i.e. between 2017 to 2023)	years in the last 5 financial years. (i.e. between 2017 to 2023)		
272			<ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and less than 5 Cr 	<ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with yearly billing of more than 50 Lac and less than 1 Cr 	Kindly refer to the addendum of the RFB	
273			<ul style="list-style-type: none"> • 2 Marks each shall be awarded for projects with yearly billing of more than 5 Cr. 	<ul style="list-style-type: none"> • 2 Marks each shall be awarded for projects with yearly billing of more than 1 Cr 	Kindly refer to the addendum of the RFB	
274			A maximum of 3 projects may be submitted against this criterion.	A maximum of 3 projects may be submitted against this criterion.	Kindly refer to the addendum of the RFB	
275	Section III, point 2.	38	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)	Bidder is a spin off entity of IBM Managed Services Business. Since IBM did not report its Managed Services business turnover separately and is currently a separate entity, bidder shall not be able to provide copies of balance sheet/annual reports for the specified period. However, bidder shall furnish documentation from statutory auditor certifying the turnover associated with bidders business for the specified period. Bidder will be able to provide the financial statement for the period of FY 2021-22 & FY 2022-23. The	Kindly refer to the addendum of the RFB	

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				certified turnover is significantly above the criteria required in the tender. Bidder requests for consideration of the same.		
276	Section III, point 3.	46	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). 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.	Bidder is a spin off entity of IBM Managed Services Business. Since IBM did not report its Managed Services business turnover separately and is currently a separate entity, bidder shall not be able to provide copies of balance sheet/annual reports for the specified period. However, bidder shall furnish documentation from statutory auditor certifying the turnover associated with bidders business for the specified period. Bidder will be able to provide the financial statement for the period of FY 2021-22 & FY 2022-23. The certified turnover is significantly above the criteria required in the tender. Bidder requests for consideration of the same.	Kindly refer to the addendum of the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
277	Section III, point 7.	47	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.	Bidder requests for 2 cosecutive years to be changed to 1 year	Kindly refer to the addendum of the RFB	
278	Section III, point 2.	41	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.	Bidder request for deletion of this criteria as the bidders experience is already evaluated through 1st point in the Bidders evaluatoin section	Kindly refer to the addendum of the RFB	
279	3.2. Design, provisionin g of IT infrastructure and setup of Cloud	127	Any licenses pertaining to Databases (SQL), SharePoint and Operating systems will be installed by the Bidder.	Pls provide complete details of Databases (SQL) licenses required	The details shall be shared with successful bidder	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
280	3.2. Design, provisionin g of IT infrastructure and setup of Cloud	128	The bidder shall configure external connections to the hosting infrastructure required to upload database/files etc.	Pls provide more details	Please refer to the RFB document	
281	3.5 Maintenance & Support of Implemented Cloud	132	The Bidder shall conduct vulnerability and penetration test (from a third party testing agency which should be CERT-IN empaneled) on the Cloud facility every 6 months and reports should be shared with Karmayogi Bharat. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to Karmayogi Bharat.	The Bidder shall conduct vulnerability and penetration test and submit compliance on the Cloud facility every 6 months and reports should be shared with Karmayogi Bharat. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to Karmayogi Bharat.	No Change	It is not mandatory that bidder will be a CERT-IN company and BOQ is indicative only and will vary basis on consumption of services. Bidder can perform VAPT internally but getting it endorsed from CERT-IN should not be responsibility of bidder. Cost of CERT-IN cannot be discovered on indicative and rate card quantity. Requesting to remove the endorsement of CERT-IN by bidder at no extra cost.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
282	Section III - Evaluation and Qualification Criteria, subsection 1. Qualification, Criteria for Cloud Managed Service Provider	46	<p>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)</p> <p>Document required: Copy of audited Balance Sheet and Profit and Loss statement with the signature and seal of the Statutory auditors</p>	<p>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 and 2022-23 OR 2019-20, 2020-21 and 2021-22</p> <p>Document required: Copy of audited Balance Sheet and Profit and Loss statement with the signature and seal of the Statutory auditors for 2020-21, 2021-22 and 2022-23 OR 2019-20, 2020-21 and 2021-22 or CA certificate of FY's</p>	Kindly refer to the addendum to the RFB	Our Balance sheet is under finalization, we therefore request to consider to accept BS of 2019-20, 2020-21 and 2021-22 or CA certificate of FY's.
283	Section III - Evaluation and Qualification Criteria, subsection 1. Qualification, Criteria for Cloud Managed Service Provider	46	<p>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)-</p> <p>Document 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.</p>	<p>Request you to amend below clause as: 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 in at least 2 out of 3 preceding financial years i.e., 2020-21, 2021-22 and 2022-23 OR 2019-20, 2020-21 and 2021-22</p> <p>Document Required: Letter from Statutory Auditors CA 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.</p>	Kindly refer to the addendum of the RFB	<p>As per Government of India Notification No. F. 1/16/2020-PPD the financial capability of the bidder to execute the contract should not be judged on the basis of profitability but on the basis of the Net Worth</p> <p>Requesting to consider third party CA certificate for the purpose of mentioning the annual revenue from IT Services and Managed Cloud</p>

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
						Services in each of the last three financial years as stated.
284	Section III - Evaluation and Qualification Criteria, subsection 1. Technical Qualification Process, Technical Requirements Specifications of the proposed cloud #	51	Bidders with maximum compliance to all technical requirement specifications will be awarded 30 Marks. Method of TRS calculation. TRS score of a Bidder = {(Total Score Achieved/Maximum Marks possible) *Total marks allotted to TRS section}	Bidders with maximum compliance to all technical requirement specifications will be awarded 30 Marks. Method of TRS calculation. TRS score of a Bidder = {(Total Score Achieved/Maximum Marks achieved by any bidder) *Total marks allotted to TRS section}	No Change	Mentioning Max. marks possible is a bit confusing.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
285	3.11. Liquidated Damages & SLA Penalty	138	<p><u>Availability</u> a. Penalty as indicated below (per occurrence): b. <99.5% to >= 99.00% - 10% of Quarterly Payment of the Project) c. <99.00% to >= 98.50% - 15% of Quarterly Payment of the Project d. <98.50% - 20% of Quarterly Payment of the Project In case the services are not available (through DC) for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Quarterly payment of the Project.</p>	<p>a. Penalty as indicated below (per occurrence): b. <99.5% to >= 99.00% - 10% of Quarterly Payment of the Project) c. <99.00% to >= 98.50% - 15% of Quarterly Payment of the Project d. <98.50% - 20% of Quarterly Payment of the Project In case the services are not available (through DC) for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Monthly payment of the Project.</p>	No Change	<p>The bidder i.e. Cloud Managed Service provider has minimal role to maintain the uptime stability of any CSP environment/infra. Hyper scalers does not bind themselves in any customized SLA clauses as remained stick to their global SLAs without any monetary/recoverable commitment.</p> <p>The penalization proposed here will marred bidder and make him financially unstable in the project because of CSP default or any disaster happened due to which DC couldn't switched over. Also Manpower payments should not be included in this penalization as that will be definite fixed cost to bidder.</p>

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
286	3.11. Liquidated Damages & SLA Penalty	139	Performance Service Level Objective/Criteria Target: Within 5 Minutes Penalty: Penalty as indicated below (per occurrence): Within 5 minutes no penalty For every 5 Minute delay - 5% of the Quarterly Payment of that Service	5 Minutes round the clock sometimes become tough to manage if required any manual intervention to analyze or respond in specific cases. We therefore request to kindly amend to 15 minutes and penalization should be restricted to the monthly payment instead of quarterly payment as services which are not due in next quarter or run smoothly in next quarter should not be penalized for any performance issues over preceeding months.	No Change	
287	3.11. Liquidated Damages & SLA Penalty	140	Peformance All penalties are mentioned for 5% of quarterly payment of that service	penalization should be restricted to the monthly payment instead of quarterly payment as services which are not due in next quarter or run smoothly in next quarter should not be penalized for any performance issues over preceeding months. The objective of Authority should be more focus on quality of service of bidder instead of penalizing him for the services in successive months, which eventullay will fall in future. This way bidder will become financial unstable and hence project will definitely suffer, irrespective of other instruments authority is having.	No Change	

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288	3.11. Liquidated Damages & SLA Penalty	140	<p>Resource Availability Availability of all manpower resources as proposed</p> <p>T (Day of Award of Work)- 40% of Manpower are available when awarded the work</p> <p>T+30 Days-75% of Manpower available. If not, penalty 5% of Quarterly Payment of the Project</p> <p>T + 60 Days-100% of Manpower available. If not, penalty 10% of Quarterly Payment of the Project</p>	<p>T (Day of Award of Work)- 40% of Manpower are available when awarded the work</p> <p>T+30 Days-75% of Manpower available. If not, penalty 2.5% of Monthly Payment of the Project</p> <p>T + 60 Days-100% of Manpower available. If not, penalty 5% of Monthly Payment of the Project</p> <p>Human resource deployment is highly dependent on reliving the resource from other projects and after giving complete handover from the ongoing assignment. We therefore request you to kindly consider penalization on monthly payemnt instead of quarterly payment with max. up to 5%.</p>	No Change	
289	3.11. Liquidated Damages & SLA Penalty	141	<p>Replacement of Resources* The CV's of Resources provided in the proposal document</p> <p>1st Year of Contract-- Penalty of INR 10 L for every resource replacement*</p> <p>2nd Year of Contract-Penalty of INR 7 L for every resource replacement*</p> <p>3rd to 5th Year of Contract- Penalty of INR 5 L for every resource replacement*</p>	<p>Replacement of Resources* The CV's of Resources provided in the proposal document</p> <p>1st Year of Contract-- Penalty of INR 1L for every resource replacement*</p> <p>2nd Year of Contract-Penalty of INR 50K for every resource replacement*</p> <p>3rd to 5th Year of Contract- Penalty of INR 25K for every resource replacement*</p>	No Change	The human resource may not get bind with the Project for full-time, however bidder has been asked by the authority to provide equivalent or better replacement without any gap. Imposing high penalty on bidder for reasons that are not in control of bidder due to

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						high attrition rate in Cloud industry, such penalization will make bidder unstable in delivery of services.
290	Point 18	57	The proposed cloud should have CSP Managed CDN Services	Clarification - Please confirm if the CDN should be able to provide real time reporting, must be part of unified billing and usage dashboard of CSP.	Please refer to S.No. 28 of the bid clarifications	
291	BOQ	57	Managed API Gateway 30 Million per Month	Revised as Managed API Gateway 1 Billion per Month	Kindly refer to the addendum to the RFB	iGOT Karmayogi underlying Sunbird platform has 1000+ unique API. 30 Million API Calls in APiGateway becomes 0.033 API Calls per Sec (with avreage 8 hours per day) which is impacticallly very less for iGOT Karmayogi platform. With 1 Billion API Calls, average API calls per sec is 1.12 per Sec. Please change the No

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						of API Calls in the API Gateway to 1 Billion per Month
292	Point 25	57	The proposed cloud should allow users to create multiple combinations of CPU Cores and RAM for optimized infra usage instead of the fixed CPU Cores & RAM combination provided by the CSP	Should be read as "The proposed cloud should provide users with multiple combinations of CPU Cores and RAM" to meet varying application needs	No Change	Every CSP offers cloud services in different manner. We offer more than 500 combinations of CPU and RAM. We request for this change so that we may be able to qualify on this requirement as well.

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293	Point 3	47	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India, should be currently operational and owned or contracted.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party.</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001</p>	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a. The Data Center Facility must be within India and should be currently operational.</p> <p>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:-</p> <p>i. Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority.</p> <p>iii. Copy of certificate issues by third party for periodic inspections/audits - Please note AWS, India is MeitY empaneled and is audited by STQC. CSP gets empanelment letter, based on successful audit by STQC as part of empanelment process and successful</p>	Kindly refer to the addendum to the RFB	

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			(year 2021, by a competent auditing authority iii. Copy of certificate issues by third party for periodic inspections/audits	STQC audit is mentioned in the same. STQC doesn't issue any separate certificate to CSP.		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
294	Point 6	48	The CSP must be operating in multiple Data Centers in India. The DC and the DR should be 100 Kms apart.	Keeping DC and DR 100Kms apart doesn't guarantee DR protection. Request customer to change the requirement to " The CSP must be operating in multiple Data Centers in India. The DC and the DR should be in different Seismic Zone and Flood zone and also should be more than 100 Kms apart.	Kindly refer to the addendum to the RFB	
295	Point 2	103	CSP Monthly Support Charges (% of total billing)	To be read as: CSP/MSP Monthly Support Charges (% of total billing)	Kindly refer to the addendum to the RFB	
296	Point 23	49	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 hours.	The proposed cloud should have the facilities of self-service portal for self-provisioning of cloud services like compute (Virtual, Docker, Containers, Database), file storage, object storage, caching (CDN, Memory Caching), networking (API Gateway, Load Balancer, NAT Gateway), etc within 5 minutes.	No Change	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.
297	Billing and Discounting Model	142	Addition of new point	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. Bidder is advised to generate the bill at the end of each month.	Kindly refer to the addendum to the RFB	Some CSPs have USD billing and adding this point will remove all ambiguity in relations to billing.

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298	Point 13	142	The bidder must provide the public price in INR only.	All prices quoted by the Bidder should be in INR. 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.	Kindly refer to the addendum to the RFB	This will help to bring parity during the financial evaluation or else bidders may quote the INR conversion at their convenience and later may put the project at risk.
299	BOQ	88	Managed Database services (x86 based) (with Enterprise Support): On Demand- 730 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability	Managed Database services (with Enterprise Support): On Demand- 200 hours (prices to be inclusive of above specifications) instances deployed with 99.5% availability. Database should support Point in time Log retention for up to 35 days	No Change	CSP provides DBaaS in the form of managed and serverless databases. Underlying OS and hardware processor of CSP Managed Database is managed by CSP and does not have any impact on application functionality. Restricting databases with x86 based processors will limit the customer choices of better price performance. We request you to kindly change this clause.
300	BoQ. 27-34	88	Indicative Hours - Row No. 27-34	Request you to change from 730 hours to 200 hours	No Change	

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301	Billing and Discounting Model	142	Addition of new point	The Cloud Services proposed by the bidder for the BOM items asked in this RFP document must be in ready-to-offer "General Availability" condition in India region and must comply to the technical compliance and specification as mentioned in the BoM at the time of bidding. CSP to provide self-declaration signed by authorised signatory along with supporting public links of the service documentation/price on the CSP portal for mentioned services in BoQ.	No Change	This is to ensure all the services asked are provisioned from the India Datacenter at the time of bidding.
302	BOQ. 15-24	86	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	Clarification: Please confirm if these disk sizes are to be provided as single disk size without disk striping and if the disks will be used for both OS and Application Data.	Kindly refer to the clarifications provided for the queries	
303	PQ	47	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	Revised Clause: The CMSP should have managed or successfully delivered at least two projects of hosting an enterprise grade application on the proposed cloud in India. 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)	Kindly refer to the addendum to the RFB	We believe that a project of such stature for Government of India must have bidders who have experience in the cloud that is being proposed to ensure that during operations and implementations the customer doesn't suffer.

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			the period of last 5 years (i.e. between 2017 – 2023)			
304	Technical Requirements Specifications	56	The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 15 minutes and RTO of 1 Hour. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options	Revised Clause: The protected servers should be replicated, and automation must be part of the software functionality to failover/failback to the DR-DC adhering to an RPO of 5 minutes and RTO of 5 minutes. Additionally, the proposed cloud should also offer the other DR replication tool through their marketplace for options to choose from multiple options	No Change	We strongly believe that a project of such stature which will be accessible to all cadres of officers must be highly available and resilient and therefore are proposing that DC/DR failover/failback must adhere to RTO/RPO of 5 minutes.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
305	BOQ	77	<p>Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents.</p> <p>Read and Write Speed of 10K rows per second. Average Item size 2KB</p>	<p>Revised as Should provide fully managed Serverless NoSQL DB must support multiple data models including key-value pairs & documents.</p> <p>Read and Write Speed of 10K rows per Month. Average Item size 2KB</p>	<p>Kindly refer to the addendum to the RFB</p>	
306	BOQ	86	<p>GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)</p> <p>VM- 16 core CPU, 128 GB RAM</p>	<p>Revised Clause: GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)</p> <p>VM- 96 core vCPU, 128 GB RAM</p>	<p>Kindly refer to the addendum to the RFB</p>	<p>We strongly believe that a GPU utilizing this much amount of memory needs high end CPU and RAM as well, while the stated BOQ has the correct CPU RAM to GPU RAM mapping but the CPU cores asked are very low. Since GPUs take data in parallel operations, they have a high memory bandwidth. Unlike a CPU that works in sequencing (and that mimics parallelism through context switching), a GPU can take a lot of data from memory</p>

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
						simultaneously. Higher bandwidth with a higher VRAM is usually better, depending on your job. Request you to align the vCPU to standard ask. This is a standard configuration available with every other CSP.
307	BOQ, I. Managed Media Services and CDN	102	CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth.	Revised Clause: CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to reduces load time and saves bandwidth. CDN must provide real time reports.	No Change	MSP can create real-time dashboards, set up alerts, and investigate anomalies or respond to operational events quickly. As the project will leverage CDN a lot due to caching of training content hence

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
						its critical to have real time reporting enabled.
308	BOQ, I. Managed Media Services and CDN	102		CDN should be in a different category than Media Services, Request is to create a separate category solely for CDN	No Change	CDN and Media services discounts are not the same and should not be in the same category. Please create a different category for CDN Discount as being followed in other similar procurements also.
309	3.2. Design, provisionin g of IT infrastruc ture and setup of Cloud	127	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=15Minutes and RTO shall be <=1 Hour.	Revised Clause: The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The SLA for the replication of data will be attributed to the Bidder. The RPO during disaster recovery shall be <=5	No Change	We understand that most of the cloud providers are able to provide a self service portal with capability of launching these service within 5 minutes. It is requested to change the value to 5 minutes.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				Minutes and RTO shall be <=5 Minutes.		
310	Availability	138	Availability for each of the cloud service=99.5%	Clarification - We understand this means every line item quoted in the BOQ including any and all licenses as part of the service, must meet 99.5% availability. Please confirm.	Yes	
311	Section III - Evaluation and Qualification Criteria	45	CSP Managed Services defined as- The capability provided to the consumer by the CSP/CSP Market Place, to deploy on-to the cloud infrastructure	Revised Clause: CSP Managed Services defined as- The capability provided to the consumer by the CSP, to deploy on-to the cloud infrastructure	No Change	Comparing Marketplace capabilities to the native services of CSP will not be appropriate, as CSP is responsible for providing seamless integration, billing, metering, support to the table with committed SLAs. Comparing it to Marketplace is similar to bringing licenses to a data center environment.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
312	III & XXXVI	127	<p>The Bidder shall be responsible for migration of the iGOT Karmayogi Platform on the Cloud infrastructure. Necessary support for its migration would be provided by the Managed Service Provider of iGOT Karmayogi Platform.</p> <p>The bidder should ensure and meet all standard data formats for data transfer portability from cloud to any on premise machines as provisioned by Karmayogi Bharat and vice-versa</p>	Request to please clarify If any third part tool required for migration other than CSP migration service native tools, will purchaser provide licenses against those and it would be an additional cost.	Kindly refer to the RFB document	
313	IV	127	Any licenses pertaining to Databases (SQL), SharePoint and Operating systems will be installed by the Bidder.	We understand that licenses cost if any will taken by purchaser, bidder will be responsible for installation of those.	Yes	
314	XXVII	128	The bidder shall configure external connections to the hosting infrastructure required to upload database/files etc.	We understand that all provisionmg of connections will be done within IGOT CSP account, since anything outside will be an additional cost. Please confirm.	Yes	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
315	XXXVIII & XXXIX	128	The bidder shall provide inter-operability support with regard to APIs and Data Portability. The bidder shall be responsible for security of Facilities, Physical Security of Hardware, Network infrastructure and virtualization Infrastructure.	The bidder shall provide inter-operability support with regard to APIs and Data Portability. The bidder CSP shall be responsible for security of Facilities, Physical Security of Hardware, Network infrastructure and virtualization Infrastructure.	Kindly refer to the addendum to the RFB	Physical security of h/w etc. should be CSP responsibility
316	Technical Evaluation Criteria; Project Team Experience	52	As per RFP ask, resources should have 8+ years Experience	Request you to amend clause as Resources should have min 6+ years of Experience against Role of Sr. Cloud Architect & Project Manager, Sr. Solution Architect, Database Administrator, Dev Ops Engineer, Security Expert. To maximize participation & for healthy competition you are requested to accept our above request	No Change	The advancement in cloud services seen in last 6 yrs across industry so total experience to be consider as 6 + years

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
317	Technical Evaluation Criteria; Bidders Experience	51	<p>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)</p> <ul style="list-style-type: none"> • 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 <p>Document Required: 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.</p>	<p>Request you to amend this clause as below:</p> <p>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)</p> <ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with yearly billing of more than 2 Cr and less than 5 Cr • 3 Marks each shall be awarded for projects with yearly billing of more than 5 Cr <p>Document Required: Copy of Client certificate/ work order / completion certificate or extract from the contract mentioning the scope of work. CA Certificate confirming the year wise billing billed.</p>	Kindly refer to the addendum to the RFB	
318	General Query		Payment Terms	We understand payment disbursement to successfully bidder shall be monthly, Pl confirm	Kindly refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
319		85	Appendix to Financial Part	In BOM, shared VM cores are virtual cores or hardware cores ?	These are virtual cores	
320		88	C. Managed DB/additional services - Managed services by CSP	Kindly confirm, Postgres and My SQL Edition and version (Freeware or Enterprise) ?	The updated latest versions are required to be provisioned	
321		91	Provision of Domain SSL Certificates. Auto renewal of SSL certificates	Kindly confirm, Which type of SSL certificate is required Basic SSL or Wildcard SSL ?	This shall be discussed after the selection of the successful bidder	
322		93	DR for 20 OnPrem Virtual Machines onto Cloud Each VM Storage 100GB and 2% rate of daily data change.	Please share the details of 20 VMs with storage that need to be hosted in DR site.	Kindly refer to the addendum to the RFB	
323		127	Design, provisioning of IT infrastructure and setup of Cloud	Please share the migration size and location details with pin code.	The details shall be shared with successful bidder	
324		127	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	Kindly confirm, DC to DR replication will be done through internet or P2P link is required. If P2P link is required,share the replication bandwidth link in Mbps	The details shall be shared with successful bidder	
325		127	even logging & correlation and vulnerability protection through implementation of proper patches and rules.	SIEM tool is required or not.	Kindly refer to the BoQ in the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
326		132	The Bidder shall conduct vulnerability and penetration test (from a third party testing agency which should be CERT-IN empaneled) on the Cloud facility every 6 months and reports should be shared with Karmayogi Bharat.	VAPT testing has to done to all IP's or selected one (share the IP count)	Kindly refer to the RFB document	
327			General	What will be the required Internet bandwidth speed at DC site ?	Kindly refer to the RFB document	
328			General	For firewall, Antivirus, OS management, Database management, Monitoring tool, VAPT, Internet, DRM tool etc. Pricing line items is not there in BOM.	Kindly refer to the RFB document	
329		39	Criteria for Cloud Managed Service Provider: _____7) 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.	In case CSP is bidding directly as CMSP we request you to rephrase the clause as "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 or CSP can bid directly "	Kindly refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
330		43	<p>Bidder's Experience: 1) 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.</p>	<p>Please don't restrict the number of maximum projects to 3. Request you to allow 5 projects here to have more healthy participation from bidders.</p>	<p>Kindly refer to the addendum to the RFB</p>	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
331		43	<p>Bidder's experience: 2) 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)</p> <ul style="list-style-type: none"> • 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 <p>A maximum of 3 projects may be submitted against this criterion.</p>	<p>Please don't restrict the number of maximum projects to 3. Request you to allow 6 projects here to have more healthy participation from bidders.</p>	<p>Kindly refer to the addendum to the RFB</p>	
332		80	<p>C. Managed DB/additional services - Managed services by CSP - Managed Database services (x86 based) (withEnterprise Support): On Demand- 730 hours (prices to be inclusive of above</p>	<p>Please clarify whether the enterprise support is required from CSP or OEM.</p>	<p>Kindly refer to the addendum to the RFB</p>	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			specifications) instances deployed with 99.5% availability			
333		88	F. Data warehouse and Big Data & Analytics	Request you to specify the use case of the same.	Kindly refer to the addendum to the RFB	
334		86	E. AI and Machine Learning	Request you to specify the use case of the same.	Kindly refer to the addendum to the RFB	
335		85	Sr. No. - 54) DR for 20 OnPrem Virtual Machines onto Cloud Each VM Storage 100GB and 2% rate of daily data change.	Request you to confirm whether these 20 On Prem Virtual Machine will move to Bidder's cloud. Also, share the architecture of the same.	Kindly refer to the addendum to the RFB	
336		81	Managed Hadoop Cluster (open source frameworks including Spark, Flink, Hbase, Hive, Presto, Zookeeper)	Request you to specify the use case of the same.	Kindly refer to the RFB document	
337		94	I. Managed Media Services and CDN	Request you to specify the use case of the same.	Kindly refer to the RFB document	
338		77	iGOT Karmayogi platform	Please let us know currently where iGOT Karmayogi platform is been hosted i.e. on which CSP	The iGOT platform is hosted on NIC Meghraj cloud	
339		77	A. . Compute as Managed Service Ubuntu/CentOS or any Linux (Enterprise Support included by supported by CSP with multi threading)	We understand that the enterprise support is required from CSP and not from OEM. Please confirm whether our understanding is correct or not.	Yes	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
340		91	G. Application Performance Monitoring, CI/CD Pipeline and Code Repository	Request you to specify the use case of the same.	Kindly refer to the RFB document	
341	Section III - Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider; point-3	46	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)	Request Department to Kindly amend the clause to " 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 and should be profitable over the last three financial years (2020-21, 2021-22 & 2022-23) "	Kindly refer to the addendum of the RFB	This Condition is restrictive and only Limited Bidders can Participate in the bid. We Request Department to Kindly amend the clause. This will allow better participation and department will get better competitive pricing.
342	Section III - Evaluation and Qualification Criteria, Criteria for Cloud Managed Service Provider; point-6	47	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)	The CMSP should have managed or successfully delivered at least two projects of: 1. hosting an enterprise grade application on the proposed cloud. The application hosted should at least have a user base of 1,00,000 users. The project should be ongoing or Completed in the period of last 5 years (i.e. between 2017 – 2023) till the last bid submission date. OR 2. At least two projects of having minimum billing value of 2 Cr per year. The project should be ongoing or Completed in the period of last 5 years	Kindly refer to the addendum of the RFB	As per the clause, It is difficult to have such combination of user base and project value in this given tenure for many bidders. So we request department to kindly amend the clause into two parts (either 1 or 2). So the other eligible bidders can also participate in the bid.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
				(i.e. between 2017 – 2023) till the last bid submission date.		
343	Section III - Evaluation and Qualification Criteria, 2. Technical Qualification Process Provider , point-1, Bidders Experience	51	<p>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)</p> <ul style="list-style-type: none"> • 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 <p>A maximum of 3 projects may be submitted against this criterion.</p>	<p>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 01 year in the last 5 years (i.e. between 2017 to 2023) till the last date of bid submission.</p> <ul style="list-style-type: none"> • 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 <p>A maximum of 3 projects may be submitted against this criterion."</p>	Kindly refer to the addendum to the RFB	As per the clause, We would like to Request Department to Kindly also Consider the ongoing projects related to provisioning managed cloud services on the proposed cloud having completed 1 year till the bid submission date. So that we can participate in the bid.

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
344	Section III - Evaluation and Qualification Criteria, 2. Technical Qualification Process Provider , point-2, Bidders Experience	51	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) <ul style="list-style-type: none"> • 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 	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 one year in the last 5 years (i.e. between 2017 to 2023) till the last date of bid submission. <ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with yearly billing of more than 1 Cr. • 2 Marks each shall be awarded for projects with yearly billing of more than 2 Cr upto 4 Cr. 	Kindly refer to the addendum to the RFB	As per the clause, We would like to Request Department to Kindly also Consider the ongoing projects related to provisioning managed cloud services on the proposed cloud having completed 1 year till the bid submission date. So that we can participate in the bid.
345	Appendix to financial part Section-B; Line item no. 14-24	86	On demand: Managed Storage Services (x86 based) with minimum sustained throughput of 250 mbps	kindly amend the requirement to "Throughput of 60 mbps upto line item no. 21 - 1024 gb disc size beyond line item 21 - 125 throughput.	Kindly refer to the addendum to the RFB	We request you to please change the throughput to 60 and 125 as smaller size disc do not require such high throughput.
346	Point no. 6 Pre-Qualification Criteria for CMSP	39	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	Proposed Clause: 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 should have a minimum billing value of 2 Cr	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			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)	per year in the period of last 5 years (i.e. between 2017 – 2023)		
347	Point no. 11 Technical Requirements Specifications	48	The proposed should have managed media streaming services which should support the following: • Native Video on Demand Media Streaming with native CDN integration	CDN is primarily a network service and all major CDN providers are not CSPs. To get the best experience for user who are accessing the application , one needs the best CDN service. We at airtel are present as marketplace CDN providers. Therefore, we request CDN to be not natively managed but through marketplace as it would allow best CDn service with all the availability SLA's.	No Change	
348	Point no. 1. Bidders Experience	43	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	Proposed Clause: Proposed cloud experience: Bidders experience in managing and provisioning Managed Cloud Services for Indian Enterprise/Government clients in the last 5 financial years. (i.e. between 2017 to 2023) • 2 Marks each shall be awarded for projects with project value of 2 Cr upto 4 Cr • 3 Marks each shall be awarded for projects with project value of more than 4 Cr. A maximum of 3 projects may be submitted against this criterion.	Kindly refer to the addendum to the RFB	

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			projects may be submitted against this criterion.			
349	Point no. 2. Bidders Experience	43	<p>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)</p> <ul style="list-style-type: none"> • 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 	<p>Proposed Clause: Bidders experience of provisioning and managing Managed Cloud Services 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)</p> <ul style="list-style-type: none"> • 1 Marks each shall be awarded for projects with value of more than 2 Cr and less than 5 Cr • 2 Marks each shall be awarded for projects with value of more than 5 Cr 	Kindly refer to the addendum to the RFB	

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350	Point no. 13. Appendix to Financial Part	78	GPU Core 4, 80 GB Ubuntu/Cent OS or any Linux (Enterprise Support included by supported by CSP with multi-threading)	It is requested to elaborate on the use case of GPU based compute requirement. As per RFP document, explaining the existing iGOT deployment as well as future plan of new functionality, it is not clear how GPU will be used and what kind of workload is expected on GPU based servers.	Kindly refer to the RFB document	
351	Point no. 36. Appendix to Financial Part	81	store to store NoSQL data - Read and Write Speed of 10K rows per second. Average Item size 2KB	NoSQL database usage metrics is measured in terms of Read and Write units per second with standard unit size of 1 KB. Request you to change this clause to: Read and Write units per second with Average size of 1KB.	Kindly refer to the addendum to the RFB	
352	Point no. 52-53 Appendix to Financial Part	84-85	Should provide for as cloud service that executes the migration of database schema and data from Postgres and MySQL databases to a Managed Postgres and MySQL database technology in the cloud.	The migration of data and database schemas can be easily executed using postgres and mysql native migration utilities. It is requested to remove this requirement from the financial part as this requirement will compel MCSP to use CSP service for migration. Also it is mentioned in the RFP document page 125 as part of the MCSP scope of work. (XIX. Bidder shall be responsible for setting up, installation, configuration, management, upgradation, and migration of application servers, database servers/storage.)	Kindly refer to the RFB document	

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353	Point no. 1-17. Appendix to Financial Part	94	"Virtual Machines: on demand (x86 based)"	Kindly clarify that the number of cores mentioned in the Virtual machine configuration and any other compute requirement mentioned in the financial represent vCPU or physical core.	It represents virtual cores	
354	Point no. 1-17. Appendix to Financial Part	94	"Virtual Machines: on demand (x86 based)"	as RFP is defining the performance requirement of the disk storage as part of the application requirement, it is recommended to define performance parameters for compute also as suggested below: - Physical to Virtual core ratio: 1:2 - Processor launch date should not be before Jan, 2021	Kindly refer to the RFB document	
355	Point no. 11. Technical Requirements Specifications	48	"The proposed should have managed media streaming services which should support the following: • Native Video on Demand Media Streaming with native CDN integration • SDK's and OpenAPI specifications • Adaptive and progressive streaming media services • On-demand backup/continuous backup"	It is requested to remove the evaluation criteria based on the native CDN integration. Integration of application with non CSP native CDN is very easy to deploy and provide flexibility and cost benefits to end user. This also remove the dependency on any one CDN provider. There are few live project of GoI in which they using non CSP CDN provider specially Indian organizations who are providing CDN services.	Kindly refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
356	Point no. 11. Technical Requirements Specifications	48	<p>"The proposed should have managed media streaming services which should support the following:</p> <ul style="list-style-type: none"> • Native Video on Demand Media Streaming with native CDN integration • SDK's and OpenAPI specifications • Adaptive and progressive streaming media services • On-demand backup/continuous backup" 	<p>It is requested remove progressive streaming media services requirement from the evaluation clause as progressive streaming media services are mainly provided as SaaS platform which is not required as per the application architecture explained in the RFP.</p>	<p>Kindly refer to the RFB document</p>	
357	Point no. 15. Technical Requirements Specifications	48	<p>The Bidder should deploy VM such that every virtual core should be mapped to physical core. No hyper threading or turbo boost allowed.</p>	<p>Most of the applications/ software development languages are designed to take advantage of multi-threading and parallel processing to improve application response time. Kindly define the possible use case where one to one mapping of physical core to virtual core is required. To ensure better compute performance, it is recommended that RFP should ask for 1:2 mapping of physical to virtual core with latest generation processors not release before Jan, 2021.</p>	<p>Kindly refer to the RFB document</p>	

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358	Point no. 18. Technical Requirements Specifications	49	The proposed cloud should have CSP Managed CDN Services	RFP has allowed services from the CSP marketplace. iGOT application as defined in the RFP document has no inbuilt dependency on the CSP managed CDN service. There is a ongoing GoI of India project with Sunbrid as a platform using non CSP managed CDN service. CSP Managed CDN service provide no additional technical advantage to the application, hence it is requested to change this clause to: The proposed cloud should have CSP Managed/ CSP marketplace CDN Services	Kindly refer to the RFB document	

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359	Point no. 20. Technical Requirements Specifications	49	<p>The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1:</p> <ul style="list-style-type: none"> • 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 	<p>Kubernetes is provided as a fully managed service by the CSP. As part of the managed service of the kubernetes, CSP maintains the master node providing high availability, scalability, maintenance, upgrade etc. As part of the managed service CSP maintain multiple replicas of the master nodes across different fault domains within a single region. It is request to remove from the clause "replicate masters across multiple zones within single region". multiple zone term is used by a specific CSP, it is also request to remove term multiple zones with ability to provide fault tolerance. Revised suggested clause:</p> <p>"The proposed cloud should offer Kubernetes environment that should have the following capabilities from Day 1:</p> <ul style="list-style-type: none"> • Capability for regional clusters to maintain nodes across multiple zones/domains within a single region to provide fault tolerance. • 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 	Kindly refer to the addendum to the RFB	

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				<p>node OS and Kubernetes components via automatic node upgrades.</p> <ul style="list-style-type: none"> The CSP should provide tools for application modernization like managed Kubernetes services and managed CI/CD pipelines" 		

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360	Point no. 21. Technical Requirements Specifications	49	The proposed cloud should provide the option of managing and deployment of the containers in an on-premises and multi-cloud environment. It should also give the functionality to be able to migrate VM's to containers as part of application modernization.	It is requested to review this requirement as iGOT application which is based on Sunbird platform is already a microservices based containerized application. This functionality is not expected to be useful in the context of the application. Hence it is requested to remove this clause from evaluation criteria. Also this capability is available specifically only with one CSP.	Kindly refer to the RFB document	
361	Point no. 23. Technical Requirements Specifications	49	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.	It is requested to review this requirement as 2 billion request per second looks very high and unrealistic. As per RFP document, total number of users which will be registering with iGOT portal is expected to 20 Mil. Most of the NoSQL database usecases require number of requests in milliseconds of the response time for example Ecommerce, Fraud detection, IoT, Gaming etc. OCI NoSQL database as a managed service can handle upto 5 Lakhs requests in less than 5 ms of response time. It is requested to change this clause as mentioned below: The proposed cloud should offer	Kindly refer to the addendum to the RFB	

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				highly scalable NoSQL Database Managed Service (PaaS/DBaaS).		
362	Point no. 7. Cloud Requirement Checklist	41	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.	It is requested to remove the sub clause "at no extra cost to the user." as this functionality is a important component for application security and need to provisioned for iGOT application traffic. This functionality is provided using IPS and IDS service which should be included in the financial part under security requirements.	Kindly refer to the addendum to the RFB	
363	Point no. 16. Cloud Requirement Checklist	41	The proposed cloud should have ISO 22301 certification for business continuity implementation	It is requested to remove this clause as this certification is mainly related to BCP practice used by the CSP for SaaS applications. This certification is not mainly applicable to IaaS and PaaS services.	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
364	Point no. 20. Cloud Requirement Checklist	41	Offer LDAP authentication services on cloud which can scale up to millions of users.	<p>it is requested to change this requirement to functional requirement of providing indentity and access management for application which can scale up to millions of users. OCI provides Identity and access management cloud service with following advantages compared to traditional LDAP based authentication for application:</p> <ul style="list-style-type: none"> - policy based authentication and authorization - support multifactor authentication - support identity provider like SAML 2.0-, Open ID Connect-, or OAuth-compliant identity provider including popular solutions such as Oracle Access Manager, Microsoft Active Directory Federation Services (AD FS), and Okta - Support integration with existing LDAP service and use synchronization. 	Kindly refer to the addendum to the RFB	
365	X.3.2. Design, provisionin g of IT infrastru ctur e and setup of Cloud	119	The CSP and the bidder shall be responsible for ensuring security of iGOT Karmayogi applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including,	RFP document is asking for intrusion prevention and detection service, content filtering and blocking services from the CSP and the bidder in the mentioned clause. To provide above functionality it is requested to add the requirement of IPS and IDS in the financial BOM. Following is the	Kindly refer to the RFB document	
366						

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules.	suggested is the line item in the BOM (mentioned in next column)		
367	XXII 3.2. Design, provisionin g of IT infrastructure and setup of Cloud	120	The bidder shall be responsible for implementation, management and monitoring of DDOS, IPS, IDS Services, etc.	RFP document is asking for intrusion prevention and detection service, content filtering and blocking services from the CSP and the bidder in the mentioned clause. To provide above functionality it is requested to add the requirement of IPS and IDS in the financial BOM. Following is the suggested is the line item in the BOM (mentioned in next column)	Kindly refer to the RFB document	
368						

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
369	Point no. 6. Criteria for Cloud Managed Service Provider	47	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)	While this criteria is for CMSP, we as a CSP would request your kind consideration to moderate this a bit, so as to ensure maximum participation from Bidders who have proven credentials in successfully delivering projects of population scale but may not be able to suffice this criteria. We, as CSP, indeed have got credentials Globally for sufficing scale of user-base of more than 1 lakh users with other Global CMSPs. However, those CSPs may not bid in this RFP owing the scope of only re-selling and managing cloud services and no application development. This narrows down our Partner base & hence, makes us unable to find suitable bidders to participate in your valuable RFP. Also, we would want to submit that there are not many competent CSPs who have empaneled with MeiTY more than 3 years ago. Due to this reason, these CSPs are still growing in terms of Partner eco-system and credentials like the one asked, thus, making it very stringent for CSPs also to bid.	Kindly refer to the addendum to the RFB	
370	Suggestion on specifications to be modified or		Attached as Annex-1	Attached as Annex-1		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
	added in the RFB					
371	A. Compute as Managed Service	Page 80 point 26	Managed Kubernetes Service Cluster - Container Orchestration service to deploy, scale and manage container-based applications in a cluster environment	Request you to provide the configuration details against the compute resources required to run these services in form of CPU, RAM & storage	The details shall be shared with successful bidder	This information is critical for us to adequately size the BOQ
372	Managed Queues	Page 81 point 56, 57	Queues [Messages can be read out of order by consumers], Average message size 1 MB, Throughput - at least 50,000 messages/Sec Queues [Messages read in First In First Out order], Average message size 10 MB, Throughput - at least 25,000 messages per second.	As per the second clause the message size is 10MB is it possible to use storage queues or blob storage for data storing ?	Yes	Message queues are mostly used for small size messages and support max of 1 mb file size, hence 10 MB file size
373	Key Requirements	Page 126, point 2	Karmayogi Bharat is looking to fulfill its following key requirements providing Disaster Recovery setup in a different seismic zone than the main data center where the application is hosted	Karmayogi Bharat is looking to fulfill its following key requirements providing Disaster Recovery setup 100KM apart from the main data center where the application is hosted	Kindly refer to the addendum to the RFB	Criteria for Cloud Service Provider in the RFP asks for DC & DR to be 100KM apart. Request the department to amend this clause to the same as per MEITY DR official guidelines

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
374	Appendix to Financial Part	Page: 78, S.No. 13	GPU Machine on Demand (x86 Platform) Configuration / Description GPU 4 Core, 80 GB Ubuntu/Centos or any Linux Service Specification VM 16 core CPU, 128 GB RAM	Suggested Configuration: Min 1 GPU, with 4 CPU, 48 GB RAM (1:12 ratio), Ubuntu/centos or any.... Server Specification: VM 4 vCPU , 48 GB RAM (1 GPU), Linux, x-86	Kindly refer to the addendum to the RFB	The Configuration/Description and Service specifications asked do not match currently. Number of GPUs required is also requested. Requesting the Department to amend as necessary basis the suggestion given in the left column which helps in uniformity of ask
375	Appendix to Financial Part, Managed Redis Cache	Page: 81 S.No. point 41,42,43	Managed Redis Cache - As Configuration/Description	Request to Modify Configuration / Description to " Managed Cache Service with min 2 VM's in replicated configuration and at least 5000 client connections" Service Specification:To be Kept minimum 6 GB per Instance	Kindly refer to the addendum to the RFB	To provide overall service SLA of 99.5% as per the RFP, it is necessary to configure Redis Cache services on minimum 2 VM's in a replicated configuration. Hence, request the department to amend the same as well as keep the minimum requirement to be 6GB per instance

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
376	Appendix to Financial Part, Managed Machine Learning Platform as a Service	Page 87, Sno. 60	Fully Managed Machine Learning Instance for Training Models (with GPU Linux)	Please define, the Training instance GPU Compute requirements. Is it same as S.No. 13?	Kindly refer to the addendum to the RFB	The Description/ Configuration mentions Learning Instance for Training Models with GPU Linux. Requesting department to suggest the compute requirements for the same
377	Appendix to Financial Part, Fully Managed Datawarehouse use	Page 89, sno. 64	Fully managed Cloud-based enterprise data warehouse (EDW) to run complex queries across petabytes of data. 4 vCPU - 32 GB RAM	Request to change the service specifications to "16 vCPU Single Node"	Kindly refer to the addendum to the RFB	Datawarehouse by definition is MPP platform with multiple or single Nodes.Cores determine the processing capacity. Datawarehouse best global practices states minimum 16 vcores.Request to change the service specifications to "16 vCPU Single Node"
378	3.2. Design, provisionin g of IT infrastructure and setup of Cloud	Page 120, S.No LX	The bidder should be able to provide for dedicated server racks to Karmayogi Bharat if required	The bidder should be able to provide for dedicated server racks/bare metal server to Karmayogi Bharat if required	Kindly refer to the addendum to the RFB	Public CSP providers do not provide co-location services, hence requesting department to change this clause

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
379	3.12. Billing and Discounting Model	Page 133, S.No: 11	The Bidder must submit the BoQ on CSP letter head duly signed by Authorized Signatory	Request for clarification	The BoQ items need to be certified by the CSP	Request the department to specify whether signed copy of the blank price format for the same is required as appearing is in page 77 of the RFP
380	Technical Requirements Specifications	Pg 56, Point 10	The proposed cloud should use virtualization platform in public cloud which can be deployed on-premises and the VMs can be moved from Public cloud to on-premises/private cloud seamlessly without reformatting.	The proposed cloud's VMs should be able to move onprem/private-cloud seamlessly.	Kindly refer to the RFB document	CSPs do not disclose virtualization platform & hence, this should be amended to
381	Technical Requirements Specifications	Pg 49, Point 25	The proposed cloud should allow users to create multiple combinations of CPU Cores and RAM for optimized infra usage instead of the fixed CPU Cores & RAM combination provided by the CSP	The proposed cloud should allow users to create multiple combinations of CPU Cores and RAM for optimized infra usage from CSP portal as per their availability	Kindly refer to the RFB document	Every CSP has their fixed combinations of CPU cores and RAM which are publicly available on every CSP Portal. Request department to consider amending the clause accordingly.
382	3.2. Design, provisioning of IT infrastructure and setup of Cloud	Page 119, Point number 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	The 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	Kindly refer to the RFB document	Cloud Solution Provider doesn't provide internet bandwidth, hence requesting department to amend the clause to allow CMSP to provide the same

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
383	3.2. Design, provisionin g of IT infrastru ctur e and setup of Cloud	Page 119, Point number VII	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 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.	Kindly refer to the RFB document	Cloud Solution Provider doesn't provide the asks in this point, hence requesting department to amend the clause to allow CMSP to provide the same
384	API Life Cycle Management	50 point UC 4	Demonstrate the capability of the platform in monetizing the API's at runtime with different categories as defined by the customer ii. The capabilities of API platform for Threat protection, BOT detection, IP Allow/Deny list, IdP Integration , API Product Security controls iii. Capability of API platform to do App, Developer & Analytics with or without PII controls (data masking, Obfuscation) iv. The capability of the API platform to use AI/ML for security such as : • API Abuse Prevention • API Pattern Detection • API Threat Protection • Developer Engagement • API SLA Management	As part of the Security posture, most of the CSP provides a Firewall and application Gateway which help in whitelisting and providing security policy guardrails around application & APIs. We would request that " API Abuse Prevention, API Pattern Detection & API Threat Protection " be hence be removed.	Kindly refer to the RFB document	Firewall, Application Gateways and other surrounding security services as subscribed to in the BOM are sufficient to provide end to end security on API Platform, hence requesting department to relax the requirements in this clause

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
385	Prequalification criteria for CMSP	47	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	Number of users mentioned here, are all licenses or Application users using cloud services? Application may not require those many Licenses or cloud based instances. Please clarify.	The users are the people accessing the platform or are beneficiaries	
386	Bid Security		Bid Security of 1,20,00,000/-	Please consider to reduce the Security amount being charged very high.	No Change	
387	ITB 20.1	Page 34	The amount of the Bid Security shall be Rs. 1,20,00,000/-	Request you to reduce the Bid Security amount to Rs. 25,00,000/-	No change	We do not have approval from our Finance team for such a high amount. Kindly suggest here, especially since all billing is on after consumption on a monthly basis for Cloud billing and Managed Services
388	Section III - Criteria for Cloud Managed Service Provider; Point no 6	Page 39	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	Evidence required is "Copy of evidence of the user base for the application from a publicly verifiable (source such as newspaper article/website/app downloads etc.)". Kindly suggest alternatives in case the applications are used internally (eg ERP, CRM apps) and do not have public sources for verification	Certificate from the customer is also acceptable	Kindly suggest alternatives in case the applications are used internally (eg ERP, CRM apps) and do not have public sources for verification

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			be ongoing for at least for a period of 2 consecutive years in the period of last 5 years (i.e. between 2017 – 2023)			
389	Section III - Bidder's Experience Point 2	Page 43	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)	Request to include Non-Govt Customer's into this criteria	Kindly refer the addendum to the RFP	We will have difficulty providing Govt evidences for one of the two State Govt customers, as the project has been terminated now (Covid War Room for Karnataka State Government.)
390	Technical Requirements Specifications	47	The DR automation software should be provided as a part of the overall DR-as-a-Service. The software must be provided under a usage model or subscription model.	The native DR-as-a-Service does not offer workflow automation and needs to be triggered manually. Requested to change as under : The CSP native DR-as-a-Service should be provided under a usage model or subscription model.	Kindly refer to the RFB document	

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391	Criteria for Cloud Managed Service Provider	39	Point 7 : 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.	Please reduce the duration to 1 year as on the date of submission of the bid. This would ensure a higher participation.	Kindly refer the addendum to the RFP	
392	Section VII – Activity Schedule	121	LX. The bidder should be able to provide for dedicated server racks to Karmayogi Bharat if required	Please change the same to dedicated servers, instead of server racks, to ensure higher participation.	Kindly refer the addendum to the RFP	
393	Pre-Qualification criteria for CSP	40	v. Cloud platform should be certified for the latest version of ISO 27001 (year 2022), by a competent auditing authority Documents required ii. Cloud platform certificate for the latest version of ISO 27001 (year 2021, by a competent auditing authority	Please clarify the ISO 27001 version, is it 2022 or 2021	Kindly refer the addendum to the RFP	
394	3. Scope of Work	118	Migration of the existing application to the proposed cloud platform	Please clarify what would be the role of the bidder in the application migration as in all places in the RFP, it is defined in the bidder's scope, whereas on Pg 129 : responsibility matrix - Point 7 - MSP is also responsible.	The migration of the application shall be a shared responsibility of the MSP and the CMSP	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
395	Section VII – Activity Schedule	134	6. The original bill from the CSP along with discounting workings as per the discount quoted as per the BoQ needs to be submitted for processing of the invoices.	Kindly clarify, why the original bill from the CSP is required, since the bidder would be billing to Karmayogi Bharat.	This is required for verification of the BoQ items with CSP list price and on the date of generation of the bill	
396	Bidders Experience	43	1. 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)	This is a government bid, so preference should be given to experience with Government clients rather than Enterprise. Requested to remove the word 'Enterprise'.	No Change	
397	Project Team Experience	44	Min. Qualification & Experience	Requested to reduce the required minimum overall experience and relevant cloud experience, to ensure higher participation.	Kindly refer to the addendum of the RFB	
398	Section II - Bid Data Sheet (BDS)		ITB 20.1 A Bid Security shall be required. The amount of the Bid Security shall be Rs. 1,20,00,000/- (Rs. one crore twenty lakhs only)	We would request you to give us relaxation on EMD as we comes under MSME category. (As per Govt norms)We are Growing company seeking opportunites to participate in this kind of tender to show case of our Comptency and skillset .	No Change	

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399	Section III – Evaluation and Qualification Criteria; 1. Qualification-03		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)	We would request you to give us relaxation on MSP Turnover as we comes under MSME category.(as per Govt Norms) We are Growing company seeking opportunities to participate in this kind of tender to show case of our Competency and skillset .	No Change	
400	Section III – Evaluation and Qualification Criteria		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)	Bidder should have experience of implementing TWO Project of hosting or migrating application Copy of Work Order / Completion Certificate / Confirmation of payment Cloud services (IaaS or PaaS) on the proposed Cloud Platform in India. The total value of these project (where in cloud services are a part of the scope) should be a minimum INR 1 Cr	Kindly refer to the addendum to the RFB	
401	Section III – Evaluation and Qualification Criteria		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	The CMSP should an authorized cloud reseller/partner 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.		

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
			from the date of submission of the bid.			
402	GENERAL			Can CMSP be the sole bidder with a CSP as the vendor/ sub-contractor?	Yes	
403	2.6.3 Suspension of Loan or Credit	146	<p>2.6.3 Suspension of Loan or Credit In the event that the World Bank suspends the loan or Credit to the Employer, from which part of the payments to the Service Provider are being made:</p> <p>(a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the World Bank's suspension notice.</p> <p>(b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice</p>	<p>What is the mechanism for service provider to recover their dues? Can we evaluate an option of upfront payment every quarter and adjustment against RU based consumption at the end of the quarter</p> <p>Can be Termination notice changed to 30 days from 14 days?</p>	No Change	

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404	Pre-Qualification Criteria for CMSP	39	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.	Request for change to CS/CA from CA certificate confirming the billing value every year from the project.	No change. Kindly refer to the RFB document	
405	Criteria for Cloud Managed Service Provider	38	criteria of CMSP - for the request of "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."	Request for change to Statutory Auditors/CA from " Statutory Auditors " in the line below :- "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."	Kindly refer to the addendum to the RFB	

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406	3. Scope of Work	117	Migration of the existing application to the proposed cloud platform	<p>Can you please provide the Existing Application inventory & Infrastructure Inventory.</p> <p>Request you to please share complete inventory of in-scope applications with details like:</p> <ol style="list-style-type: none"> 1. Application names along with details -Criticality, App to Infra mapping & Line of Business 2. # of servers and specifications like vCore, RAM & Storage 2. Operating system version & edition 3. Database type, version & edition, and number of instances for each type 4. Average number of databases per instance & average database size 	Kindly refer to the RFB document	
407	3.2. Design, provisionin g of IT infrastruc ture and setup of Cloud	117	On acceptance of implementation plan by Karmayogi Bharat the Bidder shall implement the cloud solution and offer for testing	As part of cloud solution, we will maintain and manage cloud services provided by us. Application maintenance and management is out of scope. Please Clarify.	Yes	
408	Design, provisionin g of IT infrastruc ture and setup of Cloud	118	The Application development teams from Karmayogi Bharat, and the MSP will provide the related system configurations to the Bidder for integration with Cloud Services during the deployment of the applications on cloud	We understand that any work related to re-platforming / refactoring needs to be done by current MSP. Please clarify	Yes	

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409	Design, provisionin g of IT infrastructure and setup of Cloud	119	Following are key requirements for simplified Login for iGOT Karmayogi: A. Integration with Facebook, Google, LinkedIn. (Support for OAuth protocol) B. Integration with other government applications such as Aadhar, DigiLocker, eHRMS etc. C. New users can also create their IDs on Active Directory D. Support for Indian languages (22 Language) E. Single Sign-On	We assume this is out of scope. Is there any scope for Middleware software ? Kindly clarify	Integration shall be done by MSP supported by the CMSP for infrastructure requirements	
410	3.8. Schedule of Events	126	Schedule of Events	Can we assume that AWS landing zone creation will be provided by MSP/KB. We wanted to know the groundwork conducted to craft the fixed timeline provided in Schedule of Events ?	Kindly refer to the RFB document	
411	Key Requirements	118	Provisioning of different environments for iGOT Karmayogi platform such as staging, benchmarking, pre-production, and production etc.	Bidder needs to do Provisioning for how many environments and details of infrastructure needed?	Kindly refer to the RFB document	

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412	Design, provisionin g of IT infrastructure and setup of Cloud	118	The Bidder will examine the iGOT Karmayogi application landscape that needs to be hosted on cloud infrastructure. This activity will enable the Bidder to gauge the Application workloads criticality & complexity before provisioning managed hosting services in a multi-tenant IaaS model and the Network Connectivity required. Bidder will study the existing application for mobility to cloud	Can we assume that current MSP/KB team will provide the sizing of applications along with its architecture to gauge the Application workloads?	Yes	
413	3.8. Schedule of Events	126	Schedule of Events	Do you have any the below details:- 1) App wise migration treatment (App wise classification for rehost, re-platform, Rearchitect and demise) 2) Target state for each app 3) Interfaces/ integration between applications 4) Migration Roadmap 5) segregation of application based on criticality	Details shall be provided to the successful bidder	
414	Scope of Work Page:-117	117	Network Connectivity	How is the existing connectivity between Customer users/offices ? Request you to please share available network diagram.	Details shall be provided to the successful bidder	

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415	Use cases for demonstration.	49	DevOps Platform	<p>Please help with the responses for the following questions on DevOps.</p> <ol style="list-style-type: none"> 1. How current app deployment & release management is handled ? What is the CI/CD tools used ? 2. What % of applications are deployed via dedicated CI/CD pipelines? 3. Any specific DevOps tools or practices you would want to adopt or continue in AWS environment? 4. What are the tools for orchestration and provisioning of cloud resources (IaC) currently being used ? 5. What are the monitoring and logging tools/solutions currently in place? 6. What is the Backup tool with backup/retention policies ? 7. Patching tools currently being used. 8. Does Customer prefer to reuse the existing DevOps tools and processes or explore leveraging the cloud native tools. 	Details shall be provided to the successful bidder	
416	Use cases for demonstration.	49	Relational Database Scaling (DBaaS)	Can Customer help us with information about RDBMS engines that are most used today, and, on an average, their current version compared to latest version available in market today (N-1, N-2 etc..)	Details shall be provided to the successful bidder	

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417	3. Scope of Work	117	Infrastructure	Provide the below details a). Cloud Subscription, Licenses (OS, DB & Software) b). Cloud Connectivity Setup & Management (DirectConnect, ExpressRoute) c). Batch Jobs, Job Scheduling & Middleware support d). Application Support(Code Remediation/Testing/ Monitoring/ Application Maintenance/ Application Operations) e). Cloud Native or Enterprise DR Solution f). AD & Integration Setup g). Process Re-engineering h). Cloud Native or Enterprise Security Solutions (Anti-virus, Anti-Malware etc.) i). Assessment of the workloads Migration of the workload (VM move groups)	Details shall be provided to the successful bidder	
418	3. Scope of Work	117	Infrastructure	"Please provide us the count of resources . a). VMs (Windows OS, Linux OS ,Ubuntu) instances : Xx b). Databases (MySQL, MS SQL, Oracle, DB2): Xx d). Cloud Subscriptions Per Region : Xx f). Cloud Native PaaS Services (Details shall be provided to the successful bidder	

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				Kubernetes, Containers, Managed DB, API Gateway, Containers): Xx		
419	3. Scope of Work	117	Infrastructure	<p>For public cloud operations</p> <p>a). Who will provide tools (monitoring, capacity, event management, anti-virus/ anti- malware, backup) ? Supplier or Customer</p> <p>b). Does Supplier have to propose ticketing tool, or it will be enabled by Customer or bonded with our ITSM ?</p> <p>c). Who will perform integrations with cloud native tools ? Supplier or Customer</p> <p>d). Please share the list of 3rd party tools that Supplier has to leverage for Customer ?</p> <p>e). How are major infrastructure incidents monitored. Who takes ownership and drives to resolution. What is the process in place now? Who manages the communications with the key stakeholders during a major incident?</p>	Details shall be provided to the successful bidder	

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420	3. Scope of Work	117	Infrastructure	Will KB utilize IaC template in near future?	Details shall be provided to the successful bidder	
421	3. Scope of Work	117	Infrastructure	Provide details on security solutions including SIEM, IAM, IPS/IDS, Native Firewalls, Encryption Solutions, WAF and Log Analysis, Vulnerability Assessment, Penetration Testing, Antivirus/ Anti-Malware, Key Vault, PAM etc.	Details shall be provided to the successful bidder	
422	3. Scope of Work	117	Infrastructure	Kindly confirm vulnerability assessment is in scope of vendor after migration / Go-Live	VAPT of the infrastructure components is only under the scope.	
423	3. Scope of Work	117	Infrastructure	Please confirm the on current documentation, including for L1/L2/L3 support - runbooks, traceability matrices, Requirement documents, BRDs, data mappings, etc	Details shall be provided to the successful bidder	
424	3. Scope of Work	117	Infrastructure	Can we get more details on the deployment. Eg what all services are as multi-zonal or in multi- regional deployment or configured in auto-scaling mode, with deployment region	Details shall be provided to the successful bidder	
425	3. Scope of Work	117	Infrastructure	Assuming SOC & SIEM are out of scope , please confirm	Kindly refer to the RFB document	
426	3. Scope of Work	117	Infrastructure	What is the ITSM tool / APM tool currently being used?	Details shall be provided to the successful bidder	
427	3. Scope of Work	117	Infrastructure	What is the high-level business continuity & disaster recovery objectives for cloud hosting services?	Details shall be provided to the successful bidder	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
428	3. Scope of Work	117	Infrastructure	Please provide the HLD and LLD architecture for the landscape for Cloud for an understanding of the environment and the High Availability, Disaster Recovery, Failover/Failback standards.	Kindly refer to the RFB document	
429	3. Scope of Work	117	Infrastructure	What is the level of DevOps and automation maturity of the existing environment? Are there any DevOps or automation tools being used in the environment other than AWS native CloudFormation/code pipelines (Jenkins, Terraform, Ansible)	Details shall be provided to the successful bidder	
430	3. Scope of Work	117	Infrastructure	Can you please share the details of Storage allocation and how the data migration needs to be planned for the Service Platform	Details shall be provided to the successful bidder	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
431	1.8 Taxes and Duties	150	<p>The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.</p>	<p>Suggested Clause: The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been excluded in the Contract Price. All fees payable to Service Provider are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, Employer shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Service Provider shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the Employer. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the Employer. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p>	No Change	

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432	2.6.2 By the Service Provider	153	<p>The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:</p> <p>(a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or</p> <p>(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p>	<p>The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:</p> <p>(a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within fifteen (15) days after receiving written notice from the Service Provider that such payment is overdue; or</p> <p>(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days.</p>	No Change	

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433	6. Payment to the Service Provider	158		All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Service Provider also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by Employer and any such withholding by the Service Provider shall not be treated as breach by it of the provisions of this Agreement.	No Change	
434	3.8.1	166	The liquidated damages rate is _0.20 % of the contract price per day of delay of deliverables/ services as specified in the Terms of Reference. The maximum amount of liquidated damages for the whole contract is 10% percent of the final Contract Price.	The liquidated damages rate is _0.5 % of the delayed deliverables/ services as specified in the Terms of Reference The maximum amount of liquidated damages for the whole contract is 5% percent of the delayed deliverables /services.	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
435	6.5	167	Payment shall be made within thirty (30) days of receipt of the invoice and the relevant documents and subject to no query being raised by the employer specified in Sub-Clause 6.4, and within ninety (90) days in the case of the final payment. The interest rate is 6% per annum.	<p>Payment shall be made within thirty (30) days of receipt of the invoice and the relevant documents. The interest rate is 6% per annum.</p> <p>What is the interest rate for? Please clarify</p>	Kindly refer to the RFB document	
436	Form of Contract	188	<p>NOW THEREFORE the parties hereto hereby agree as follows:</p> <p>1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:</p> <p>(a) the Letter of Acceptance;</p> <p>(b) the Service Provider's Bid</p> <p>(c) the Special Conditions of Contract;</p> <p>(d) the General Conditions of Contract;</p> <p>(e) the Specifications;</p> <p>(f) the Priced Activity Schedule;</p>	<p>NOW THEREFORE the parties hereto hereby agree as follows:</p> <p>1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:</p> <p>(a) the Letter of Acceptance;</p> <p>(b) the Service Provider's proposal submitted along with the deviations Bid</p> <p>(c) the Special Conditions of Contract;</p> <p>(d) the General Conditions of Contract;</p> <p>(e) the Specifications;</p> <p>(f) the Priced Activity Schedule;</p>	No Change	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
437	Section X – Contract Forms; Performance Security - Bank Guarantee	192		Notwithstanding anything contained hereinabove: a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. (Rupees _____ only) b) This Guarantee shall remain in force up to and including _____ (including claim period of three months) Unless the demand/claim under this guarantee is served upon us in writing before all the rights of RISL under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.	No Change	
438	General Suggestions	–		ADDITIONAL MUST HAVE CLAUSES TO BE INCORPORATED IN THE RFP/AGREEMENT (Attached as Annex2)	No Change	
439	3.11	133	Liquidated damages and SLA Penalty	There are stringent Penalty on resource movement. However when a person resign and leaves organisation, it beyond control of CSP/ MSP. In this case there should not be any penalties on successful replacement	Kindly refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
440	2	52	Technical Qualification Process	The proposed CMSP experience requires to produce work done with Indian Enterprise/ Public sector. In case of JV, let us know if CSP's experience can be presented here	Kindly refer to the RFB document	
441	1	39	Qualification	The proposed CMSP experience requires to manage application with minimum 100000 user base and should have minimum billing value of 2Cr. Per annum. In case of JV, let us know if CSP's experience can be presented here	Kindly refer to the RFB document	
442	Criteria for Cloud Managed Service Provider	38	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)	For competitive and vendor agnostic consideration we request you to consider positive networth of the bidder for the latest financial year and we request amendedment in the clause as follows: The CMSP, as a single legal entity or its holding company, must have a positive Net Worth in the last financial year (2022-23). Note : Net Worth as per Ind-AS - 32 of accounting standards as notified under Section 133 of Companies Act, 2013.	Kindly refer to the addendum to the RFB	

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443	Criteria for Cloud Managed Service Provider	38	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)	For competitive and vendor agnostic consideration we request you to relax the Turnover and Profitability criteria and we request amendment in the clause as follows: The CMSP should have an annual average turnover of INR 60 Crores from IT Services out of which at least 25 Crore should be from Managed Cloud Services and should be profitable (profit before tax) over the last two financial years (2021-22 & 2022-23)	Kindly refer to the addendum to the RFB	
444	Criteria for Cloud Managed Service Provider	38	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.	Request to consider Letter from Chartered Accountant.	Kindly refer to the addendum to the RFB	
445	Criteria for Cloud Service Provider	39	The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt. in India in the last 5 years (i.e. between 2017 to 2023)	Request to include Private Enterprise and amend the clause as follows: The CSP must have experience of provisioning Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) on their Cloud for at least 3 clients from Central PSU/Central Govt/State Govt./Private Enterprise in India in the last 5 years (i.e. between 2017 to 2023)	Kindly refer to the addendum to the RFB	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
446	Appendix to Technical Part Qualification Information	63	1.2 Total annual volume of Services performed in five years, and payments received in the last five years preceding the year in which bids are invited. (Attach certificate from Chartered Accountant): Year (Equivalent Rs. millions) 20 - 20 20 - 20 20 - 20 20 - 20 20 - 20	Since Financial Statements of organization are provided, Request to remove this clause.	Kindly refer to the addendum to the RFB	
447	Appendix to Technical Part Qualification Information	63	Shareholder's Funds (Net Worth)=(Paid up equity +Reserves)-(revaluation reserves +	Need to change the definition as below: Networth as per Ind-AS - 32 of accounting standards as notified under Section 133 of Companies Act, 2013.	Kindly refer to the addendum to the RFB	
448	General	_	General	Presently where is the workload being hosted and can you share the present hosting environment details. This will give an idea to the prospective bidder about the consumption requirements.	Kindly refer to the RFB document	
449	General	_	General	From the network and security perspective can you please inform the bidder's responsibilities in detail.	Kindly refer to the RFB document	
450	General	_	General	The bidder may be required to outsource some specific tasks to meet the requirements. Kindly allow for outsourcing for specific tasks.	Kindly refer to the RFB document	

Sr. No.	RFP Reference	Page No.	Contents of RFP requiring clarification	Queries/ Clarification request/ Suggested Changes	Clarifications given by Karmayogi Bharat	Reason for Change/ Remarks as given by bidders
451	General	_	General	Can you please consider 10% advance money for mobilization of resources and the selected bidder can consider to give you a Bank guarantee against the advance.	Kindly refer to the RFB document	
452	General	_	General	Present payment schedule is monthly arrears. Request you to please consider monthly advance payments and deductions if any like penalty can be adjusted in subsequent month/s.	Kindly refer to the RFB document	
453	General	_	General	What is the approx budget of the bid and how the bid security amount of Rs. 1,20,00,000 was decided.	Kindly refer to the RFB document	
454	General	_	General	Kindly share the pre-bid related discussions and clarifications and inform us if we can meet the stakeholders to have a first hand understanding of the requirements.	Please refer to the addendum and the pre-bid clarifications	