Procurement of Cloud Server / Virtual Machine (VM) from MeitY Empanelled Cloud Server Provider (CSP) for ERP Application (Enterprise Solution) of NCDC

Reply of Pre-bid Queries in reference to Bid Number - GEM/2024/B/5267877 Dated: 11-09-2024

S.no	Query of bidder	Reply
1	Bidders shall be responsible for conduct of Business Continuity and follow Standard Operating Procedures (SOP) and inform NCDC in advance for any drills conducted twice a year normally, with 15 days' prior notice. Please specify where do we include the pricing for DR drill as in the BOQ it is not mentioned	Bidder may include in DR line item in BOQ
2	CSP to deploy, configure, and manage DC and DR sites in active-active synchronous replication mode. If not available, please declare the mode of DC/DR in asynchronous available. Please mention the data centre for DC and DR. The DC and DR should offer required services at all times. Please specify the change in data for DC DR replication bandwidth , also this is not mentioned in BOQ please specify where should the price be included	Data change depends on traffic and activity. Bidders to consider as per industry best practices.
3	The CSP should natively provide managed data base services for relational database service (like but not limited to MySQL, PostGre, Oracle, Windows SQL as applicable) enabling CSP to directly handling routine database tasks such as patching, backup, recovery, failure detection, and repair etc. Please specify the Database and edition of same	Bidder may propose cost of databases (like but not limited to MySQL, PostGre, Oracle, Windows SQL as applicable) as per industry standards.
4	The CSP should support Load balancing of instances across multiple host servers. Load balancer should be capable of load balance HTTP / HTTPS applications. Load balancer should be capable of SSL decryption (offloading). Load Balancers should also support Internet Protocol version 6 (IPv6). (i) Please specify amount of throughput required (ii) Please specify the load balance required is application or network load balancer with no. of rules required.	1. Highly Available Application Load Balancer for Layer 7. 2. Should be suitable for large-scale production workload. 3. 1 TB data processed per month with 50 forwarding rules 4. Support atleast 50 end points 5. Minimum 50 Mbps
5	The CSP should have a native service to provision, manage, and deploy Secure Sockets Layer/Transport Layer Security (SSL/TLS) certificates. Please specify the certificate if SSL certificate is required (Domain or Wildcard)	Wildcard
6	The CSP should offer a native security service to centrally configure and manage firewall rules. Please specify the throughput required for Network firewall if required	1. Bidders has to take the decision on security as there are numbers of services, what suits best as per the best practices and nature of the infra. 2. Minimum 50 Mbps
7	The CSP should offer a native, fully managed service to create and manage encryption keys. Is key management required as it is not mentioned in BOQ, please specify the quantity if required	Bidder should be able to offer key management . The number of keys should be as per industry standards and Meity Guidelines updated from time to time.
8	The CSP should have a native web application firewall. What will be the desired WAF throughput	1. Virtual Web Application Firewall with One Million requests/month and 100 GB Data Processed 2. WAF with Auto scaling, HA and redundancy
9	The bidders are required to provide manpower cost inclusive of the following for 24*7 full support with a pool of 5 resources. Please specify the amount of offsite resources specifically for cloud engineer, Sr Cloud Devops engineer and Solution architect out of 5 resources	we required, one cloud certified professional SA, one cloud certified professional Devops, One Team leader highly experience 5-7 years. Two cloud engineer.
10	The bidders are required to provide manpower cost inclusive of the following for 24*7 full support with a pool of 5 resources. Please specify the location of offsite deployment of resources	we required, one cloud certified professional SA, one cloud certified professional Devops, One Team leader highly experience 5-7 years. Two cloud engineer.
11	VPN Connection 2 vcpu, 2GB ram with 8gb storage. Please specify the no of users VPN is required for, also do you require a specific VM for VPN	separate VPN VM, could range between 2- 10 users
12	Storage ; With all actions like PUT,COPY,GET,LIST etc. Please specify the type of storage required (SSD/HDD)	Bidder needs to provide object storage
13	Threat analysis VPC logs analysis, DNS log analysis, logs event analysis. Please specify average no of events per months to be monitored in threat analysis.	Approx event = 1M with log volume of 4GB per month

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14	The CSP should provide Pay as Usage based Model and long term committed virtual machines / instances for highlighted minimum of 5 year Respectively. (i) The CSP should provide both on-demand (i.e. pay-per-hour) and long term committed virtual machines / instances for minimum of 1 years respectively. (ii) The reservation model that Azure has is 1 year and 3 year. Please change it to 3 years instead of 5 years.	CSPs may offer 1Yr or 3Yr commitment, the Bidder should be able to offer the instances
15	As per our understanding for 'Technical compliance for each line item in Annexure I' we have to refer the technical compliance mentioned in "SCOPE OF WORK" document under 'Section 4. Qualification criteria' and sub section 'Technical Compliance'	Yes
16	The proposed Cloud provider should have all the cloud resources/services rates (in INR) publicly available on portal as per the Bill of Material.	CSPs can offer INR/USD public pricing
17	Quarterly reviews (Utilization, Optimization, Security, Operation, Cost Optimization, Reliability, Performance, and Sustainability) to be submitted to NCDC by bidder. NCDC may review it on a quarterly basis.	Bidder/CSP to provide
18	Security assessment of cloud resources: Assist in conducting a security assessment of cloud workloads. The assessment should comprehensively cover core security domains like Identity and Access Management, Infrastructure Security, Container Security, Data Protection, Visibility and Audit ability Control and Incident Response capabilities. Based on the assessment, the bidder should provide a maturity assessment report against cloud security best practices and identify target based, prioritized findings and recommendations from improving the security posture. Key activities and deliverables.	Bidder/CSP to provide
19	Oracle database license is only available Oracle or Oracle managed partner. Please make Oracle optional or remove it for healthy competition.	The capability should be present with the CSP to support the same in case of requirement.
20	Block storage like HDD SSD comes in pre-defined configurations , object storage can be of any sizes. Please remove this clause or change it to Object storage .	No Change, the advantage of cloud is to use pay-as-you-go. CSP must support object storage & block storage configurations.
21	Request you to at least add the line item to include the cost of manpower .	The support should be provided.
22	Can VPN gateway as a service be offered instead of installing on a machine? Please define max throughput required.	Yes. Max. throughput of 1.25GBPS
23	Please define which Linux OS is required for ex. Ubuntu,RHEL	Bidder should be able to offer different versions of Linux.
24	Needs clarity on Throughput required in Mbps and Gbps Number of application to be hosted behind WAF. Number of rule and rules groups.	As this is going to be a cloud based firewall the throughput requirement is not specific to WAF. The WAF would be provided for all applications hosted on the web layer. For assumptions partners can take 5 Rules and 5 rule groups.
25	Needs clarity on through put and number of applications to be load balance	As this is going to be a cloud based load balancer the through put requirement is not specific to Load Balancer. The same should be able to scale automatically and support all the workloads.
26	Needs clarity on number of VPN connections require. S2S VPN Counts C2S VPN Counts. VPN throughput required	VPN through put could be taken as 1.25GBPS. S2S VPNs as 2 and Point to Point VPN or C2S VPN as 1.
27	Needs clarity on Linux edition and version required.	Bidder should be able to offer different versions of Linux.
28	Needs clarity on Linux edition and version required. DB type and Version	Bidder should be able to offer different versions of Linux. Bidder may propose cost of databases (like but not limited to MySQL, PostGre, Oracle, Windows SQL as applicable) as per industry standards.
29	Needs clarity on below points. 1. Initial Data size. 2. Data growth rate. 3. Backup frequency. 4. Retention Type. 5. backup Methodology.	The data space may be consumed as per application requirements from time to time. Bidder should be able to offer space consumption as pay-as you-go model. Bidder should follow Meity Guidelines for CSP .

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30	Please let us know the total number of public Ips required in total setup for both DC and DR locations.	Minimum Public IPs can be taken as 4
31	Needs clarity are we looking for SIEM service for application log monitoring and analyses.	Bidder should follow Meity Guidelines for CSP .
32	Needs clarity on type of notification we have to consider i.e are we referring to application level notification services or infra level notification services.	Infra level Notification Services
33	Needs clarity are we referring to firewall level UTM functionality. If not, Please help with the detailed scope.	We are looking for managed threat detection services in Cloud to continuously monitor the environment for potential threats.
34	Needs clarity on below points. 1. Please help with the VM counts and configuration along with specific OS type to be considered at DR site. 2.Initial data size and data growth rate o size the replication bandwidth. 3. DR drill frequency. 4. Please re-confirm the RTO and RPO mentioned in the RFP document.	1. Bidder is required to provide high availability for BoQ components 2. For DC-DR, bidder is required to maintain asynchronous/ synchronous replication of data between Primary DC and DR. Bidder may propose Active-Active or Active-Passive architecture for data replication between DC & DR 3. Bidder is required to run at least 50% compute, DB capacity in active and power-on mode in DR throughout the course of the project while maintain 100% storage/ network / security infrastructure requirement in active and power-on mode. In case the bidder proposes Active-Active across DC and DR, the environment across both data centers should be maintained in identical state. 4. RPO & RTO should be as per RFP
35	Can the department provide clarity on the specific categories of certified applications required in the marketplace? Additionally, will there be any requirements for custom applications to be added to the marketplace?	Department should be able to purchase applications form third party SaaS providers from the Native marketplace. This may include security, monitoring, management and other services.
36	Can the department confirm whether there will be a predefined pricing model for long-term commitments or if the bidder is expected to propose the same? Are there any expectations regarding the maximum or minimum commitment discounts?	Bidder to offer best rates as per the Scope of Work in Financial Bid.
37	Please clarify whether the active-active architecture requirement includes multi-region failover, or if it only applies to local data centers within the same geographical zone.	Active-Active requirement should be met as per MeiTY DR guidelines for synchronous replication for high critical applications
38	Could you clarify whether the scaling automation feature needs to integrate with any existing monitoring tools, or should it be natively provided by the CSP? Additionally, please confirm if there are any other custom metrics apart from CPU utilization that need to be supported.	Auto scaling should be a native feature of the CSP Compute Service. CSP should support other metrics as well
39	What specific SLAs will apply for response times and resolution times for the Help Desk support?	Bidder should follow industry best practices and Meity Guidelines for CSP .
40	How much time will be allocated for the knowledge transfer, and are there any specific training requirements? Please add the same in BoQ a line item for Training purposes only.	Bidder should follow Meity Guidelines for CSP .
41	Could you clarify if there are any specific templates format for the quarterly reviews? What is the expected depth of each review, like in Cost Optimization , what all aspects will needs to be addressed?	Bidder should follow industry best practices.
42	As the hosted Application is under a third party appointed by the department/ or owned by the department, any parameters affected by the application would be out of scope.	Specific logs to be maintained by CSP/bidder.
43	Can you provide more details on the specific roles and responsibilities of the 5 resources required for 24x7 support? As the roles mentioned doesn't corresponds to the total number of resources asked.	As per RFP no change in requirement
44	Can you clarify the scope of advanced architectural design and optimization expected under this clause? Are there specific SLAs that must be adhered to for these services?	No Change
45	As the resources are dedicated to the department, adjustments from the shared pool will not be possible. To handle this request, please remove the dedicated resources clause for the same.	No Change
46	The BOQ does not seem to include any specific line item for the manpower cost required for 24x7 offsite support with a pool of 5 resources. Could you clarify where the bidders should include this cost in the BOQ, or if there will be an updated BOQ reflecting these manpower costs else please add up a line item in the BoQ to add the costs?	Bidder may propose the cost of manpower in each line item in BOQ.

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47	The CSP should offer block storage volumes greater than 1 TB in size. CSP should allow to increase the capacity of single managed disk in 1GB incremental size. CSP should allow auto scale of storage capacity based on usage without reboot of VM. The CSP should charge only for the provisioned block storage capacity. This CSP offered SSD block storage disks should support backup by using CSP's native backup service. This CSP offered SSD block storage should support OS disk usage -This point is limited to the one CSP(AWS) , requesting you to revised and make this point generic.	No Change, the advantage of cloud is to use pay-as-you-go, other CSP have similar services.

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