

**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