

INDIAN INSTITUTE OF BANKING & FINANCE

27-August-2018

RFP - Hiring of Cloud Hosting and Management Services for Hosting the applications of the Institute (No: - RFP-3-2017/18)

This has reference to the Request for Proposal dated 7th August, 2018 for 'Hiring of Cloud Hosting and Management Services for Hosting the applications of the Institute (No: - RFP-3-2017/18)'. The pre-bid meeting was held in this regard on 27-August-2018.

Appended below is compilation of queries and responses from IIBF.

Prospective vendors are requested to note the same.

Joint Director (IT)

Hiring of Cloud Hosting and Management Services for Hosting the applications of the Institute -
RFP No.RFP-3-2017/18 dated 7th August 2018 - PRE-BID QUERIES RESPONSES
As discussed during pre-bid meeting dated 27-Aug-2018

Sr. No.	Document Reference	RFP Page No No.	RFP Clause No. No.	Existing Clause in RFP	QUERY	Suggested Changes- Additional Remark (if any)	IIBF Response
1	Eligibility Criteria	8	3	The bidder should have successfully implemented atleast 2 projects of DC/DR with cloud deployment with an order value of min. 50 lakhs per project hosted out of the proposed DC/DR facility in India in the FY 2016-17 & FY 2017-18		We request for the below change.... The bidder should have successfully implemented atleast 2 projects of DC/DR with cloud deployment with an order value of min. 50 lakhs per project in the FY 2016-17 & FY 2017-18, on premise PVT cloud projects will also be considered. PO/Projects where only managed services are being provided on virtual cloud will also be considered,(Implementation was done by some other party) "hosted out of the proposed DC/DR facility" should be removed	No change in the Existing Clause of the RFP
2	Scope of Work	5	4.1	Virtual Private Cloud	Provision of "Virtual Private Cloud" within a public cloud environment - would this solution be acceptable from the risk and security standpoint to the Institute		No change in the Existing Clause of the RFP
3	General Requirements	6	4.2	Application services related	1. Pl mention the type of application? - Internal application (or) internet facing application 2. How many concurrent users access this application ? 3. When will be the peak usage of production application ? 4. What is the size of data transfer per month?		All applications are Intranet based, but may use need internet connection for some services, max 25 concurrent users with max users of 100. Data transfer per month should not be considered as we want unmetered mpls, VPN connection
4	Roles and Responsibilities of the service provider	16	5	Scaling the server and storage infrastructure up or down based on the needs of IIBF.	1. Please mention the type of data files to be stored - (Documents/ Images/ Videos)		Servers will be storing Data and Images in database
5	Roles and Responsibilities of the service provider	16	7	Responsible for the replication of data between the proposed DR site and Data Center.	Please mention the type of DR required? Active - Active or Active - Passive		Active -passive
6	Roles and Responsibilities of the service provider	17	19	On expiration / termination of the contract, handover of complete data in the desired format to IIBF which can be easily accessible and retrievable.	Please mention the data format types for hand-over of data		Data format should be in native format of the database system or any open standard format according to iibf requirement.

7	Backup Services	18	13.2	Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies	1. Scheduled backup frequency - Daily or weekly or monthly? 2. Retention period for the backups to be mentioned		Backup policy will be formed later but it will use 1 T space as a starting point, with daily incremental backup with weekly full backup and retention period for daily backup will be 1 week and retention period for weekly backup will be 1 month. backup will be taken only regularly for production servers , and on need basis for other servers.
8	Project Schedule	23	22	The successful bidder should commission all the servers and other equipment's within 15 days from the date of issue of the work order.		We request to provide 4 weeks for the overall planing & implementation	the clause amended as follows "The successful bidder should commission all the servers and other equipment's within 30 days from the date of issue of the work order".
9	4.2 General Requirements	6	10	The Service Provider will be responsible for adequately sizing the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels mentioned in the RFP.	IIFB has already provided prescribed configuration of compute, memory and storage with server quantity on Page 7 & 25 of RFP. Does IIBF expect the bidder / CSP to still do any sizing beyond this prescribed specifications?	We will be offering VM instances which are standard as per our current offerings - as will be evident in our clarification requests below.	IIBF expects that bidder should provide scalability as per the requirements from time to time
10	4.3 Specifications of Hardware requirement (Bill of Material) & 31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	7 & 25		Table on page 7 mentions 2 x 600GB internal HDD for all Servers (except NTP/Syslog Server where it is mentioned 2 x 200GB). However, table on page 25 mentions only 600GB space for all these Servers and 200GB space for NTP/Syslog Servers.	These appear more like specifications for buying on-premise Servers. For Cloud configuration, please confirm that 600GB and 200GB are the usable space requirements.		Please check BOM, storage is given for reference purpose only, actual space is given in commercial template
11	8. Minimum Eligibility Criteria	9	5.1	Data Center should confirm to Tier III standards/ and the certificate/rating should be valid at the time of bidding. Valid Copy of the Tier III Certification, certified under TIA 942 or Uptime Institute certifications.	Request you to please confirm whether a self-undertalking will be accepted confirming the same instead of a Certificate and that we will be considered eligible for 4 or 5 marks accordingly.	We request you to please refer the below link for more information: https://aws.amazon.com/compliance/uptimeinstitute/	No change in the Existing Clause of the RFP

12	8. Minimum Eligibility Criteria	10	5.2	Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification.	Request you to please remove ask of 22301 from the Data Center eligibility criteria because this is applicable to the MSP / SI who is responsible for the business continuity of the application and not the CSP.	RFP Clause amended as below "Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification., ISO 22301 is desirable."
13	8. Minimum Eligibility Criteria	10	5.2	Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification.	For ISO 20000 Certification, we infer ISO 20000:1 and 20000:9. For ISO 20000:1, we provide a write up around our NOC facility in India and share Vodafone's ISO 20000:1 certificate. Please confirm that this is acceptable. For ISO 20000:9, there is no such certificate. This just refers to guidelines to which we can give a writeup to showcase that we comply. Please confirm that this is acceptable.	No change in the Existing Clause of the RFP
14	8. Minimum Eligibility Criteria	10	5.4	The Bidder must be authorized by OEM (Original Equipment Manufacturer) in India for Cloud Solution / Virtualization Solution offering. Manufacturer's authorization Form from OEM	For Cloud Services, OEM Authorization letter is replaced by Letter of Support wherein we as CSP extend our support to our Managed Service Provider (MSP) to use our Cloud Services to meet your requirements. Hence, we would request you to please note that we will be issuing Letter of Support and not OEM Authorization.	No change in the Existing Clause of the RFP

15	8. Minimum Eligibility Criteria	10	6	Proposed DR site should be in a different Seismic Zone than the data centre site (Primary Data centre site should be in Mumbai/Navi Mumbai. Mention the address of the proposed DR site and Data Centre site (Primary site).	We request you to please accept Active-Active configuration of DC & DR connected with low latency links for high availability and data replication for business continuity. Accordingly, we request you to please amend this clause as follows: Proposed DR site should be in a different Seismic Zone than the data centre site OR DC-DR from different physical locations, supporting active – active arrangement. Bidder must confirm through a self undertaking that the DC and DR locations proposed to offer cloud services for this project are within India.	For customer data privacy, we do not disclose the exact address of the data centers but we can assure and confirm through an undertaking that our data centers are in India. Please confirm that you will change the clause as requested and accept our undertaking.	No change in the Existing Clause of the RFP
16	10.1 Technical Evaluation Criteria	11	3	Data Centre Uptime in Last 4 quarters. <99.5% : 0 marks, 99.5-99.9% : 10 marks, >99.9% : 20 marks. Self-undertaking along with system generated report.	Since IIFB is looking for Cloud Services, we request to please highlight need of uptime commitment for Cloud Services instead of Data Center uptime report of past. Accordingly, we request following change in clause: Cloud Services Uptime for all major services:	You may please refer the weblink for example: https://status.aws.amazon.com/#AP_block	No change in the Existing Clause of the RFP
17	10.1 Technical Evaluation Criteria	11	4	Number of VMs set up by the bidder. 200-400 VM's : 8 marks, 401-600 VM's : 10 marks, >=601 VM's : 15 marks Self-undertaking along with report showing number of VM's running along with client's reference.	Our bidder may not be able to share report showing number of VMs running along with client's reference due to Customer Confidentiality Clause. Kindly please relax the ask for report and accept undertaking.		No change in the Existing Clause of the RFP
18	12 Roles and Responsibilities of the service provider	16	2	The CSP must be its own managed service provider for the project.	We have a partner network of Managed Service Providers (MSP) who extend their capable services for managing the usage of our Cloud Services. We request you to please allow us to participate through our MSPs.		The Bidder should be either CSP or MSP, In either case bidder will be responsible for SLA
19	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.1	App & Web Server (Java, Struts, Tomcat - Latest Stable Version) - 8 core Min 2.4 Ghz, 48 GB RAM ,Cent OS, 600 GB Internal Storage	Is storage required to be SSD or HDD? Please note that we will quote higher RAM of 61GB because we do not offer 48GB RAM instance as per our current offerings.		HDD or SSD required, The specifications are minimum specifications

20	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.2	Database Server (PostgreSQL – Latest Stable Version) -8 core Min 2.4 Ghz, 72 GB RAM ,Cent OS, 600 GB Internal Storage	Is storage required to be SSD or HDD? We request you to please confirm whether can you accept 8 vCPU with 61GB RAM because we do not offer 8 vCPU 72GB RAM instance as per our current offerings.		HDD or SSD required, The specifications are minimum specifications
21	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.3	UAT / Development - App, Web & DB Server (Java, Struts, Tomcat - PostgreSQL – Latest Stable Version) – 4 core Min 2.4 Ghz, 48 GB RAM , CentOS, 600 GB Internal Storage	Is storage required to be SSD or HDD? Looking at production configuration of App+Web & DB Servers and that you wish to put all 3 tiers of UAT / Dev on same Server, do you wish to invest in a 8vCPU 61GB RAM Server?		HDD or SSD required, The specifications are minimum specifications
22	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.4	NTP & syslog server - 4 core Min 2.4 Ghz, 8 GB RAM , CentOS, 200 GB usable Storage	Is storage required to be SSD or HDD?		HDD or SSD required, The specifications are minimum specifications
23	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.5	E-Certificate application /Database server - 8 core Min 2.4 Ghz, 48 GB RAM , CentOS, 600 GB usable Storage	Is storage required to be SSD or HDD? Please note that we will quote higher RAM of 61GB because we do not offer 48GB RAM instance as per our current offerings.		HDD or SSD required, The specifications are minimum specifications
24	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.6	Interface server -4 core Min 2.4 Ghz, 8 GB RAM , CentOS, 600 GB usable Storage, Cent OS	Is storage required to be SSD or HDD?		HDD or SSD required, The specifications are minimum specifications
25	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	2.2	SAS Storage Space	Is storage required to be SSD or HDD?		HDD or SSD required, The specifications are minimum specifications
26	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	3.1	DR = App & Web Server (Java, Struts, Tomcat - Latest Stable Version) - 6 core Min 2.4 Ghz, 48 GB RAM ,Cent OS, 600 GB Internal Storage	Is storage required to be SSD or HDD? Please note that we will quote higher instance of 8 vCPU and 61GB RAM because we do not offer 6 core 48GB RAM instance as per our current offerings.		HDD or SSD required, The specifications are minimum specifications

27	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	3.2	DR = Database Server (PostgreSQL – Latest Stable Version) -6 core Min 2.4 Ghz, 72 GB RAM ,Cent OS, 600 GB Internal Storage	Is storage required to be SSD or HDD? Please note that we will quote higher instance of 8 vCPU and 61GB RAM because we do not offer 6 core 72GB RAM instance as per our current offerings. We request IIBF to please confirm acceptance of the same.		HDD or SSD required, The specifications are minimum specifications
28	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	26	3.3	DR = SAS Storage Space	Is storage required to be SSD or HDD?		HDD or SSD required, The specifications are minimum specifications
29	33 Annexure – IV Additional Information	29	4.i	Cloud provider should ensure that the storage offered would deliver minimum 5000 IOPS per TB.	5000 IOPS per TB appears a generic specification and may increase cost because we assume that not all workloads may require such high IOPS. If our assumption is correct, please help know what is the exact requirement of IOPS and for what exact storage volume.		Storage volume would be about 350 GB at the start with an increase of 15% per year.
30	33 Annexure – IV Additional Information	30	6.ii	Cloud service provider should have sufficient skilled manpower in order provide required technical support for cloud services. Skilled manpower includes system administrators, network administrators, cloud evangelist, backup engineers and so on.	We request you to please replace Cloud Service Provider with Bidder to read as: Bidder should have sufficient skilled manpower in order provide required technical support for cloud services. Skilled manpower includes system administrators, network administrators, cloud evangelist, backup engineers and so on.		Clause changed to "Bidder should have sufficient skilled manpower in order provide required technical support for cloud services. Skilled manpower includes system administrators, network administrators, cloud evangelist, backup engineers and so on."

31	RFP_for_cloud_07082018	9	8 Minimum Eligibility Criteria, Pt 5. Data Center Facility	The Data Center facility Should confirm to Tier III standards/ and the certificate/rating should be valid at the time of bidding.	<p>Suggested Clause: The Data Centers should conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party.</p> <p>Rationale The suggested clause is as per MeitY's CSP Empanelment Guidelines</p> <p>Page 66 of the Application for Empanelment of CSPs published by MeitY (http://meity.gov.in/content/gi-cloud-meghraj):</p> <p>"Conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party"</p>		No change in the Existing Clause of the RFP
32	RFP_for_cloud_07082019	10	8 Minimum Eligibility Criteria, Pt 5. Data Center Facility	Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards.	<p>Suggested Clause: Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001 and ISO 27018 (year 2013 or above) and should have Business Continuity Policies and Plans, developed and tested in alignment with ISO 27001 standards</p> <p>Rationale: The requirement is to provide the Business Continuity in case of any disruptions / disaster to the Primary Data Center within the specified RPO / RTO timelines. Different CSPs provide the Disaster Recovery / Business Continuity through different architectures. The Disaster Recovery architecture may be left to the bidder to meet the IPA's requirement of having a fully functional DR in case of disruption to the Primary DC and provide consistent user experience.</p> <p>AWS has multiple "availability zones" within India region that are different</p>		RFP Clause amended as below "Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification., ISO 22301 is desirable."

33	RFP_for_cloud_07082020	10	8 Minimum Eligibility Criteria, Pt 6. DR Site	Requirement : Proposed DR site should be in a different Seismic Zone than the data centre site (Primary Data centre site should be in Mumbai/Navi Mumbai)	Suggested Clause: a) Cloud Computing Environment (In a Commercial Data Center, with Infrastructure as a Service model), with DR for Data in a different Seismic Zone OR DC-DR from different physical locations, supporting active – active arrangement.	No change in the Existing Clause of the RFP
34	RFP_for_cloud_07082021	10	8 Minimum Eligibility Criteria, Pt 6. DR Site	Document to be submitted: Mention the address of the proposed DR site and Data Centre site (Primary site).	Suggested Clause: Bidder must confirm that the DC and DR locations proposed to offer cloud services for this project are within India and provide the third party certifications for ISO 27001, ISO 27017 and ISO 27018 for the Cloud Services. Bidder must confirm that for the DC and DR locations, the purchaser may at any point of time do audit of the provisioned cloud services and the Bidder should implement the necessary features (e.g, audit trail, logging, ..) to enable such audits facilitate timely console access to the DGFT. Rationale As per the Section 2.2 Audit under Guidelines for Government Departments on Contractual Terms Related to Cloud Services, "However, as the cloud services are provided to multitude of customers, the CSPs do not permit access to ensure security for all customers. Therefore Departments can check compliances by accessing and verifying all the global	No change in the Existing Clause of the RFP
35	RFP_for_cloud_07082022	9	8 Minimum Eligibility Criteria, Pt 2. Turnover	The Bidder should have minimum average annual turnover of Rs.50 crore from Data Centre business in India for the last three financial years (FY 15-16, FY 16-17, FY 17-18)	Suggested Clause : Turnover for Datacenter business should be OEM specific and not for the manage service provider . Or Criteria for Annual average Turnover should be Rs 10 crore for manage service provider for OEM.	the caluse is amended as below "The Bidder should have minimum average annual turnover of Rs.20 crore from Data Centre business in India for the last three financial years (FY 15-16, FY 16-17, FY 17-18)"

36	RFP FOR HIRING OF CLOUD HOSTING AND MANAGEMENT SERVICES FOR HOSTING THE APPLICATIONS OF THE INSTITUTE	6	4.2 General Requirements	11. It is expected that the Service Provider, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute, memory, storage, and bandwidth requirements to support the scalability and performance requirements of the solution and meet the SLAs.	Kindly confirm the current users of the system during peak and non-peak times. Also kindly confirm the expected growth rate in terms of user for the entire project period.		All applications are Intranet based, but may use need internet connection for some services, max 25 concurrent users with max users of 100. Data transfer per month should not be considered as we want unmetered mpls, VPN connection
37	RFP FOR HIRING OF CLOUD HOSTING AND MANAGEMENT SERVICES FOR HOSTING THE APPLICATIONS OF THE INSTITUTE	26	31 Annexure II Commercial Template for item wise for Virtual Private Cloud	4.1 DRM Tool QTY (1 Nos)	Kindly confirm the bidder has to consider DRM tool for all VMs as enlisted in the Commercial Template.		DRM tool mainly required for production servers and e-certificate server, only two servers taken in DR
38	RFP FOR HIRING OF CLOUD HOSTING AND MANAGEMENT SERVICES FOR HOSTING THE APPLICATIONS OF THE	21	19 Security Audits	The service provider shall conduct vulnerability and penetration test (from a third party testing agency which should be CERT-IN empanelled) on the proposed Cloud solution in every 6 months and reports should be shared.	Request you to kindly amend the clause as "The service provider shall conduct vulnerability and penetration test (preferably from a third party testing agency which maybe CERT-IN empanelled) on the proposed Cloud solution in every 6 months and reports should be shared."		No change in the Existing Clause of the RFP
39	RFP FOR HIRING OF CLOUD HOSTING AND MANAGEMENT SERVICES FOR HOSTING THE APPLICATIONS		General	Migration Scope	Kindly confirm if there is any migration activity as a part of the bidder scope.		sufficient support and cordination for migration
40	8. Minimum Eligibility Criteria	10	3	The Bidder should have successfully implemented/commissioned at least 2 (two) project of DC/DR with Cloud deployment with an order value of minimum Rs. 50 lakhs per project hosted out of the proposed DC / DR facility in India in the FY 16-17, FY 17-18.	The Bidder should have successfully implemented/commissioned at least 1 (One) project of DC/DR with Cloud deployment with an order value of minimum Rs. 50 lakhs per project hosted out of the proposed DC / DR facility in India in the FY 16-17, FY 17- 18.		No change in the Existing Clause of the RFP
41				The Bidder should have successfully implemented/commissioned at least 2 (two) project of DC/DR with Cloud deployment with an order value of minimum Rs. 50 lakhs per project hosted out of the proposed DC / DR facility in India in the FY 16-17, FY 17-18.	We would be keen to participate in this RFP in partnership with Microsoft (Azure). As a Microsoft Gold Partner we have executed multiple O365 projects and have some recent reference on ASR (DR on Azure) and Azure Backup. Kindly let me know if we could participate in this RFP, despite not meeting the criteria mentioned above.		No change in the Existing Clause of the RFP

42	4.2 General Requirements	6	10	The Service Provider will be responsible for adequately sizing the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels mentioned in the RFP.	IIFB has already provided prescribed configuration of compute, memory and storage with server quantity on Page 7 & 25 of RFP. Does IIBF expect the bidder / CSP to still do any sizing beyond this prescribed specifications?	We will be offering VM instances which are standard as per our current offerings - as will be evident in our clarification requests below.	IIBF expects that bidder should provide scalability as per the requirements from time to time
43	4.3 Specifications of Hardware requirement (Bill of Material) & 31 Annexure-II Commercial Template for item	7 & 25		Table on page 7 mentions 2 x 600GB internal HDD for all Servers (except NTP/Syslog Server where it is mentioned 2 x 200GB). However, table on page 25 mentions only 600GB space for all these Servers and 200GB space for NTP/Syslog Servers.	These appear more like specifications for buying on-premise Servers. For Cloud configuration, please confirm that 600GB and 200GB are the usable space requirements.		Please check BOM, storage is given for reference purpose only, actual space is given in commercial template
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45	8. Minimum Eligibility Criteria	10	5.2	Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification.	Request you to please remove ask of 22301 from the Data Center eligibility criteria because this is applicable to the MSP / SI who is responsible for the business continuity of the application and not the CSP.		RFP Clause amended as below "Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification., ISO 22301 is desirable."
46	8. Minimum Eligibility Criteria	10	5.2	Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification.	For ISO 20000 Certification, we infer ISO 20000:1 and 20000:9. For ISO 20000:1, we provide a write up around our NOC facility in India and share Vodafone's ISO 20000:1 certificate. Please confirm that this is acceptable. For ISO 20000:9, there is no such certificate. This just refers to guidelines to which we can give a writeup to showcase that we comply. Please confirm that this is acceptable.		RFP Clause amended as below "Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001,ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301 , ISO 20000 Certification., ISO 22301 is desirable."

47	8. Minimum Eligibility Criteria	10	5.4	The Bidder must be authorized by OEM (Original Equipment Manufacturer) in India for Cloud Solution / Virtualization Solution offering. Manufacturer's authorization Form from OEM	For Cloud Services, OEM Authorization letter is replaced by Letter of Support wherein we as CSP extend our support to our Managed Service Provider (MSP) to use our Cloud Services to meet your requirements. Hence, we would request you to please note that we will be issuing Letter of Support and not OEM Authorization.		No change in the Existing Clause of the RFP
48	8. Minimum Eligibility Criteria	10	6	Proposed DR site should be in a different Seismic Zone than the data centre site (Primary Data centre site should be in Mumbai/Navi Mumbai. Mention the address of the proposed DR site and Data Centre site (Primary site).	We request you to please accept Active-Active configuration of DC & DR connected with low latency links for high availability and data replication for business continuity. Accordingly, we request you to please amend this clause as follows: Proposed DR site should be in a different Seismic Zone than the data centre site OR DC-DR from different physical locations, supporting active – active arrangement. Bidder must confirm	For customer data privacy, we do not disclose the exact address of the data centers but we can assure and confirm through an undertaking that our data centers are in India. Please confirm that you will change the clause as requested and accept our undertaking.	No change in the Existing Clause of the RFP
49	10.1 Technical Evaluation Criteria	11	3	Data Centre Uptime in Last 4 quarters. <99.5% : 0 marks, 99.5-99.9% : 10 marks, >99.9% : 20 marks. Self-undertaking along with system generated report.	Since IIFB is looking for Cloud Services, we request to please highlight need of uptime commitment for Cloud Services instead of Data Center uptime report of past. Accordingly, we request following change in clause: Cloud Services Uptime for all major services: <99.5% : 0 marks, 99.5-99.9% : 10 marks, >99.9% : 20 marks. CSP should be providing a uptime commitment on its website as well as provide live health status for all its Cloud Services on its website.	You may please refer the weblink for example: https://status.aws.amazon.com/#AP_block	No change in the Existing Clause of the RFP
50	10.1 Technical Evaluation Criteria	11	4	Number of VMs set up by the bidder. 200-400 VM's : 8 marks, 401-600 VM's : 10 marks, >=601 VM's : 15 marks Self-undertaking along with report showing number of VMs running along with client's reference.	Our bidder may not be able to share report showing number of VMs running along with client's reference due to Customer Confidentiality Clause. Kindly please relax the ask for report and accept undertaking.		No change in the Existing Clause of the RFP
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56	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.5	E-Certificate application /Database server - 8 core Min 2.4 Ghz, 48 GB RAM , CentOS, 600 GB usable Storage	Is storage required to be SSD or HDD? Please note that we will quote higher RAM of 61GB because we do not offer 48GB RAM instance as per our current offerings.	HDD or SSD required, The specifications are minimum specifications
57	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	1.6	Interface server -4 core Min 2.4 Ghz, 8 GB RAM , CentOS, 600 GB usable Storage, Cent OS	Is storage required to be SSD or HDD?	HDD or SSD required, The specifications are minimum specifications
58	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	2.2	SAS Storage Space	Is storage required to be SSD or HDD?	HDD or SSD required, The specifications are minimum specifications
59	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	3.1	DR = App & Web Server (Java, Struts, Tomcat - Latest Stable Version) - 6 core Min 2.4 Ghz, 48 GB RAM ,Cent OS, 600 GB Internal Storage	Is storage required to be SSD or HDD? Please note that we will quote higher instance of 8 vCPU and 61GB RAM because we do not offer 6 core 48GB RAM instance as per our current offerings.	HDD or SSD required, The specifications are minimum specifications

60	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	25	3.2	DR = Database Server (PostgreSQL – Latest Stable Version) -6 core Min 2.4 Ghz, 72 GB RAM ,Cent OS, 600 GB Internal Storage	Is storage required to be SSD or HDD? Please note that we will quote higher instance of 8 vCPU and 61GB RAM because we do not offer 6 core 72GB RAM instance as per our current offerings. We request IIBF to please confirm acceptance of the same.		HDD or SSD required, The specifications are minimum specifications
61	31 Annexure-II Commercial Template for item wise for Virtual Private Cloud	26	3.3	DR = SAS Storage Space	Is storage required to be SSD or HDD?		HDD or SSD required, The specifications are minimum specifications
62	33 Annexure – IV Additional Information	29	4.i	Cloud provider should ensure that the storage offered would deliver minimum 5000 IOPS per TB.	5000 IOPS per TB appears a generic specification and may increase cost because we assume that not all workloads may require such high IOPS. If our assumption is correct, please help know what is the exact requirement of IOPS and for what exact storage volume.		No change in the Existing Clause of the RFP
63	33 Annexure – IV Additional Information	30	6.ii	Cloud service provider should have sufficient skilled manpower in order provide required technical support for cloud services. Skilled manpower includes system administrators, network administrators, cloud evangelist, backup engineers and so on.	We request you to please replace Cloud Service Provider with Bidder to read as: Bidder should have sufficient skilled manpower in order provide required technical support for cloud services. Skilled manpower includes system administrators, network administrators, cloud evangelist, backup engineers and so on.		Clause changed to "Bidder should have sufficient skilled manpower in order provide required technical support for cloud services. Skilled manpower includes system administrators, network administrators, cloud evangelist, backup engineers and so on."
64	Security Requirement	19	14- a.	Service Provider should offer Dedicated application layer (Layer-7) security & user control platform which should be able to identify & prevent known & unknown threats (in real time basis) covering the related in-scope applications running on the network	Need to check if XXX can suffice or not if not then how to proceed with Dedicated security stack (Layer 7)		No change in the Existing Clause of the RFP
65	Bill of Material	7	4.3	PostgreSQL	For this can we opt for Third Party as we don't have any inhouse support		No change in the Existing Clause of the RFP
66	Roles and Responsibilities	17	12.9	The service provider will support the development teams (3rd party service provider) during the deployment of the applications at the Cloud Solution site.	Need to check what level of support and Applications IIBF need.		No change in the Existing Clause of the RFP

67	Security Requirement	19	14. b.	The solution should offer application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling capabilities in primary DC & DR site.	Need to check what level of security services need alike WAF ,IPS,IDS , any additional logging system.		No change in the Existing Clause of the RFP
68	Security Requirement	19	14. c.	Solution should provide security service for the intelligence, analytics, and context required to understand which attacks require immediate response, as well as the ability to make indicators actionable and prevent future attacks. It should be capable of integrate with Third-party open- source application that streamlines the aggregation, enforcement and sharing of threat intelligence.	Need to discuss on such addons on analytics, indicators and futuristic response.		Standard security measures are required.
69	Roles and Responsibilities	17	12.2	Compliance process to the defined international standards and security guidelines such as ISO 27001, ISO 20000, ISO 22301 & ITIL etc., for maintaining operations of cloud and ensuring privacy of IIBF data	Want to understand more on Compliance part		RFP Clause amended as below "Compliance process to the defined international standards and security guidelines such as ISO 27001, ISO 20000, ISO 22301 & ITIL etc., for maintaining operations of cloud and ensuring privacy of IIBF data,ISO 22301 is desirable."
70	RFP	7	4.2 - 9	It is expected that compute, storage, and bandwidth requirements may be auto-scaled (additional capacity based on the demand and auto-scaling rules) over the period of the contract in line with the transaction load to meet the SLA requirements. The application must be architected and designed to leverage the cloud characteristics such as rapid elasticity and handle transient and hardware failures without downtime.	Instead of Auto Scaling - Should be scalable on demand	Not all Cloud service provider has the Auto Scaling features	solution should be scalable on demand
71	RFP	7	4.2 - 10	The Service Provider will be responsible for adequately sizing the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels mentioned in the RFP.		Additional resources will be paid as overage as	No change in the Existing Clause of the RFP
72	RFP	8	4.3	Specifications of Hardware requirement (Bill of Material)		The BOM says per server with Cores mentioned in it, when we consider cloud cores are converted to vCPU. Kindly let us know if 1 core is equivalent to how many vCPU	No change in the Existing Clause of the RFP

73	RFP	19	13.2	Backup Services - 1. CSP must provide backup of cloud resources. The backup tool should be accessible online.		Backup solutions will be managed by CSP and Data will be restored by CSP, the backup solutions is a secured safe and cannot be available online for client to access	clause amended as "Backup Services - 1. CSP must provide backup of cloud resources. Bidder should provide backup of production server, E-certificate server on quarterly basis in HDD"
74	RFP	20	14	Security requirements - a) Service Provider should offer Dedicated application layer (Layer-7) security & user control platform which should be able to identify & prevent known & unknown threats (in real time basis) covering the related in-scope applications running on the network. The proposed solution should therefore integrate the user's identity repository (across all entities) to enforce authorized access to the related in-scope applications. The solution must be designed to ensure that the performance of the overall applications is not impacted due to the implementation of the security solutions and the management console should be same for this offering.		Client need to confirm if they are looking for Dedicated BOX for L7 Security or cloud based Security Services can be proposed	No change in the Existing Clause of the RFP
75	RFP	26	31	Annexure-II Commercial Template for item wise for Virtual Private Cloud -		Commercial Template for item wise for Virtual Private Cloud, this is per quantity this should be based on the complete solution not itemwise, the breakup can be shared once the order is finalized	No change in the Existing Clause of the RFP
76	RFP	27	41	DRM Tool		DRM Tool has additional components like the DRM Monitoring & Management Instance, where do we cover that price no separate tab for additional components	No change in the Existing Clause of the RFP
77	RFP	27	7.5	Cybersecurity Administration (complete Setup)		What is clients expectation on cyber security Administration	IIBF's setup should be secured and not exposed to any unauthorised entity. DLP measures should be in place.

78	RFP	29	33.1.i	1 Provisioning - Provisioning Portal Shall refer to provisioning portal made available by CSP for its customers so that as and when require, they can provision new resources		When the management for the said resources are with CSP then why IIBF requires Provisioning portal that needs to be controlled by the Managed service provider	The clause stands deleted
79				Authentication Provisioning portal should have secure authentication system. Preferred is dual authentication system		N/A if CSP is managing the servers	No change in the Existing Clause of the RFP
80				API Cloud service provider has API available with secure authentication of customers to provision resources		N/A if CSP is managing the servers	No change in the Existing Clause of the RFP, optional
81				Storage Performance i. IO PS (Input Output Operations per second) Cloud provider should ensure that the storage offered would deliver minimum 5000 IOPS per TB		Does the DR also require 5000 IOP's ?	No change in the Existing Clause of the RFP
82				IIBF has not provided additional tabs for components that are missing and needs to be added in the commercial table e.g Vulnerability assessment price column	Request Clarification		No change in the Existing Clause of the RFP
83				Price for L7 Box if required price tab is not mentioned in the commercial BOM	Request Clarification		No change in the Existing Clause of the RFP
84				Replication management price tab is not mentioned in the commercial BOM	Request Clarification		No change in the Existing Clause of the RFP
85				Client is looking for Intrusion prevention – Price tab for the same is not provided in the BOM	Request Clarification		No change in the Existing Clause of the RFP
86		11	8.4.2	Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001, ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards.	Request IIBF to consider Service providers without ISO 22301 and ISO 27018 as they are not Mandatory certifications		RFP Clause amended as below "Data Center and Disaster Recovery Center Facilities must be certified for ISO 27001, ISO 22301 and ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards. Valid Copy of the ISO 27001, 27018, ISO 22301, ISO 20000 Certification., ISO 22301 is desirable."
87	Technical Evaluation Criteria	11	10.1	Experience of Bidder in offering cloud services (IaaS) in India	Delete 5 year & above clause, as IaaS has been in India for less than 4 years		No change in the Existing Clause of the RFP
88	Technical Evaluation Criteria	11	10.5	Bidder's experience in setting up IT Infra on cloud based DC/DR for minimum order value of Rs. 50 Lakhs hosted out of the proposed DC / DR facility in India	points should be given on order lesser than minimum order value of Rs. 50 Lakhs hosted out of the proposed DC / DR facility in India	Not necessarily every order will be of Rs.50 lakhs	No change in the Existing Clause of the RFP

89	Earnest Money Deposit	21	21	A bidder who wishes to respond to the RFP should deposit an earnest money of Rs.2,00,000/- (Rupees Two lacs only) in the form of a bank guarantee that should be valid for six months. The bank guarantee will be returned/refunded in case the bidder is not assigned the work	xxxxxx falls under MSME category, hence is eligible for EMD waiver		based on supporting documents IIBF will examine the merit of case.
90	Bank Guarantee	22	24	The successful bidder shall furnish the performance security equivalent to 10% of the order value in the form of Performance Bank Guarantee that may be issued by a Commercial Bank in India which has to be valid for a period of 5 years + 6 months from the date of work order.	We want to remove this clause, because Payment terms are anyways at end of quarter after deducting all applicable taxes/ penalties.		No change in the Existing Clause of the RFP
91	Bidding Process	8	5	Eligible bidders are invited to submit the bids in separate sealed envelopes for Technical and Commercial bids. The complete details of technical and price bids are given in clause 10 of the RFP.	In RFP Bidder word has to be replaced by CSP / Partner / OEM		No change in the Existing Clause of the RFP
92	General Requirements	7	4.2-9	It is expected that compute, storage, and bandwidth requirements may be auto-scaled (additional capacity based on the demand and auto-scaling rules) over the period of the contract in line with the transaction load to meet the SLA requirements.	Please provide the threshold of auto scaling you are looking for?		No change in the Existing Clause of the RFP, scaling is on demand
93	Minimum Eligibility Criteria	9	8.2	The Bidder should have minimum average annual turnover of Rs.50 crore from Data Centre business in India for the last three financial years (FY 15-16, FY 16-17, FY 17-18)	Please clarify whether this criteria is for the Bidder or OEM/CSP?		RFP Clause amended as below " The Bidder should have minimum average annual turnover of Rs.20 crore from Data Centre business in India for the last three financial years (FY 15-16, FY 16-17, FY 17-18) "
94	Minimum Eligibility Criteria	9	8.3	The Bidder should have successfully implemented/commissioned at least 2 (two) project of DC/DR with Cloud deployment with an order value of minimum Rs. 50 lakhs per project hosted out of the proposed DC / DR facility in India in the FY 16-17, FY 17-18.	Request to change it as CSP DC/DR instead to Proposed DC/DR		No change in the Existing Clause of the RFP
95	MPLS requirement	22	1	MPLS requirement	Customer is also looking for routers to be supplied from Bidder for MPLS connectivity? Please clarify		No change in the Existing Clause of the RFP, proposal may be submitted
96	Roles and Responsibilities of the service provider	17	12.13	Ensuring related DNS changes for private WAN and internet, application availability and integrity, and database synchronization with application at DR site.	Please Brief DNS Scope by CSP along with architecture		No change in the Existing Clause of the RFP, details will be given to successful bidder.

97	Backup Services	19	13.2.2	To perform backup and restore management in coordination with Client's policy & procedures for backup and restore, including performance of daily, weekly, monthly, quarterly and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems using Enterprise Backup Solution.	Hope ypu are looking for Back up policy as Daily-Incremental and week/monthly/yearly for Full Backup		Backup policy will be formed later but it will use 1 T space as a starting point, with daily incremental backup with weekly full backup and retention period for daily backup will be 1 week and retention period for weekly backup will be 1 month. backup will be taken only regularly for production servers , and on need basis for other servers.
98	Subcontracting	22	27	The Bidder shall not subcontract or delegate or permit anyone other than the bidder's personnel to perform any of the work, service or other duties required of the bidder under this agreement without the prior written consent of the Institute. Subcontracting will be allowed only in case of provisioning MPLS for this project.	Hope ypu are looking for Back up policy as Daily-Incremental and week/monthly/yearly for Full Backup		No change in the Existing Clause of the RFP
99	Roles and Responsibilities of the service provider						The new clause is added " 12.Traning (Handheld) and documentation to be provided to IIBF's IT team for successful onboarding to the proposed solution."
100	Roles and Responsibilities of the service provider						The new clause is added " 13.MIS Reports - Bidder shall submit the reports on a regular basis in a mutually decided format. The Bidder shall workout the formats for the MIS reports and get these approved by the IIBF after awarded the contract. Standard reports for each instances giving details of resources, utilisation, incidents, alerts, change management , patch management , availability ,SLA complaince etc. should be provided daily, weekly, fortnightly as decided"