

Request for Proposal (RFP) for Selection of Vendor for Provision of Dedicated Cloud Services & Video Analytics Capability - 3rd Call

RFP Reference: IHMCL/CSP/2021/02 Published on dated 28 February 2022

Pre-bid Query Response published on dated 17 March 2022

S. No.	Ref to RFP (Clause, Page no.)	Category of Query (Technical/ Legal/ General / Others)	Original Clause of RFP	Clarification Sought	IHMCL Reply
1	Clause No. 3.2.1, Sub-Clause 2	General	The Bidder should have successfully completed at least one project of value at least Rs. 2 Crore (excluding taxes/GST) involving Cloud based IaaS or PaaS or SaaS during the last ten years prior to the submission of the bid in India, for any government dept./PSU or public authority.	Please add the clause as suggested below so that MSME bidders can also participate in this RFP: The condition of prior experience may be relaxed for Micro and Small Enterprises (MSEs) bidders subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).	No Change, As per RFP
2	Clause No. 3.2.1, Sub-Clause 3	General	The Bidder should have successfully completed at least one commercial project related with providing Cloud based Services for capturing and hosting of video feed and Usage of video analytics for counting / classification during the last ten years prior to the submission of the bid in India, for any government/ public authority or for any private entity which has been engaged by any govt./public authority/PSU	Please add the clause as suggested below so that MSME bidders can also participate in this RFP: The condition of prior experience may be relaxed for Micro and Small Enterprises (MSEs) bidders subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).	No Change, As per RFP
3	6.3.2 Cloud based Storage Requirement Pg. 48	General	The CSP 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.	Request IHMCL to change the clause to " The CSP/MSP 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.	This is to clarify that Successful Bidder shall be responsible to deliver all Cloud Service Offerings as set out in the RFP, either directly or through the CSP (in case of Authorized dealer/reseller of CSP)
4	6.3.2.1.13. Exit Management Services Pg.54	General	The CSP should provide a comprehensive exit management plan within 90 days from the end of the contract period.	Request IHMCL to modify the clause to " MSP/CSP should provide a comprehensive exit management plan within 90 days from the end of the contract period.	Refer reply to point '3' above
5	6.3.4.1.1. General Specifications Pg. 59	General	The CSP must have following certifications for their proposed facilities: 1. SOC1 2. SOC2	Request IHMCL to accept a Self Declaration signed by authorized signatory for SOC 1 and SOC 2.	No Change, As per RFP
6	7.8 Annexure 8:CSP Authorization Letter- Paragraph 1 Pg. 86	General	We <Name of Cloud Service Provider> ("CSP") empaneled with MeitY as on bid due date of this RFP do hereby authorize <Name of Service Provider> ("SP") (whose signature stands attested) to submit a proposal ('Proposal') in response to RFP issued by Indian Highways Management Company Limited (IHMCL) ('Client') on <release date of RFP>.	Request IHMCL to modify it to "- We <Name of Cloud Service Provider> ("CSP") empaneled with MeitY as on bid due date of this RFP are pleased to support <Name of Service Provider> ("SP") for the RFP issued by Indian Highways Management Company Limited (IHMCL) ('Client') on <release date of RFP>.	Refer Corrigendum-1
7	7.8 Annexure 8:CSP Authorization Letter - Paragraph 2 Pg. 86		We, undertake that we conform to all the requirement/Cloud Service offerings as mentioned in the said RFP and do undertake to ensure the security requirement as specified in the RFP	Request IHMCL to modify it to- "Should Service Provider (SP) be awarded the contract resulting from the above referenced RFP, we will provide SP our commercially available cloud services in accordance with our terms and conditions"	Refer Corrigendum-1

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8	7.8 Annexure 8:CSP Authorization Letter - Paragraph 4 Pg. 86		In line with domain/technical expertise as established in the project experience as above, I/We further undertake to provide technical support and knowledge transfer to the <Name of SP> ("SP") in order to deliver this Assignment to the best our ability.	We would request IHMCL to remove this line. We can confirm that- "We also confirm that AWS offers the following types of support: Basic, Developer, Business and Enterprise level (for a comparison between the different types of support, please refer https://aws.amazon.com/premiumsupport/plans/). Basic support is included for all AWS customers (while the other support plans can be opted by the customers), and includes 24x7 access to customer service, documentation, whitepapers, and support forums."	Refer Corrigendum-1
9	43	6.2.2	Scope of Work: Migrate existing applications to the server (future requirement) - IHMCL is currently running the VMS service on dedicated server. It is planned to migrate the services to Cloud in future. The selected CSP should migration the existing VMS solution to cloud, if required. Further, the CSP should be able to accommodate additional cloud hosting requirements in future.	Request to change the scope of work from CSP to CSP/ authorized CSP partner as this would come under the preview of the partner for achieving the end goal.	Refer reply to point '3' above
10	44	6.2.4	Ensure 99.99 percent uptime, secure access & backup and restore recovery abilities	Request to change the uptime to standard 99.9% which is much higher than the Meity guidelines as well	No Change, As per RFP
11	45	6.2.9	The selected bidder shall provide a mapping of the service levels (objectives & targets) relevant for cloud services in the RFP to the current service levels offered by the CSP. Under no circumstances shall the current service levels offered be degraded than those indicated in this RFP.		No Change, As per RFP
12	47	6.3.2	The CSP 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	Request to change the scope of work from CSP to CSP/ authorized CSP partner as this would come under the preview of the partner for achieving the end goal.	Refer reply to point '3' above
13	50	6.3.2.1.8	Dedicated, Hardware-Based Crypto Key Storage Option for using Hardware Security Module (HSM) appliances	As cloud is all about using the software based bifurcation and hence request to remove the dedicated requirement of hardware	CSP should support HSM Solution. The information sought shall be shared during course of the project
14	50	6.3.2.1.8	Conducting regular vulnerability scanning and penetration testing of the systems.	The testing should be done by the customer as CSP don't have access to the applicaiton and hence request to remove the point from the CSP scope	No Change, As per RFP
15	47	6.3.2	Cloud based Storage Requirement	Most of the points which have been asked in this section are pertinent to the CSP authorized partner and hence request to change from CSP to CSP/CSP authorized partner	Refer reply to point '3' above
16	51	6.3.2.1.11.	Monitoring Services The CSP should perform:	Most of the points which have been asked in this section are pertinent to the CSP authorized partner and hence request to change from CSP to CSP/CSP authorized partner	Refer reply to point '3' above
17	52	6.3.2.1.12.	Audit & Governance requirements	Most of the points which have been asked in this section are pertinent to the CSP authorized partner and hence request to change from CSP to CSP/CSP authorized partner	Refer reply to point '3' above
18	53	6.3.2.1.13.	Exit Management Services	Most of the points which have been asked in this section are pertinent to the CSP authorized partner and hence request to change from CSP to CSP/CSP authorized partner	Refer reply to point '3' above
19	58	6.3.4	Cloud Computing Specifications: CSP should provide the minimum of 99.95 % Monthly SLA.	Request to change the uptime to 99.9% which is still higher than the Meity guidelines.	No Change, As per RFP

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20	58	6.3.4	The Cloud Service Provider must have connectivity of leading ISPs viz. BSNL/MTNL, Airtel, Vodafone, JIO, Idea, RCOM, Tata Teleservices, Railtel etc.	Request to please change the clause and instead of naming the ISP provider, ask for the presence of atleast 2 ISP's in the cloud DC.	No Change, As per RFP
21	61	6.3.4	CSP should support a hardware based VPN connection between the cloud provider and IHMCL data center.	As cloud is all about using the software based bifurcation and hence request to remove the hardware based requirement	No Change, As per RFP
22	5.6.4 -5.6.5, Page 29-30 of 103	Others	Payment milestones for the Cloud Services Consumed: At the end of each quarter after satisfactory delivery of the services. Payment milestones for the Managed Services: 100% of Cost Quoted for Migration and Provisioning	1. To manage the cashflow requirements of the bidder, we request you to kindly provide 10% of respective payment as interest free mobilization advance. 2. We request you to provide payments of managed services on pro-rata basis	No Change, As per RFP
23	5.6.6, Page 30 of 103	Others	Implementation Timelines: Date of Acceptance of LOA : T+0 Provisioning of Cloud Services: T + 7 days Testing of Cloud Services: T + 15 days Go-Live of the Cloud Services: T + 20 days	Kindly amend as: Implementation Timelines: Date of Acceptance of LOA : T+0 Provisioning of Cloud Services: T + 30 7 days Testing of Cloud Services: T + 45 15 days Go-Live of the Cloud Services: T + 60 20 days	No Change, As per RFP
24	5.6.4 -5.6.5, Page 29-30 of 103	Others	Payment milestones for the Cloud Services Consumed: At the end of each quarter after satisfactory delivery of the services. Payment milestones for the Managed Services: 100% of Cost Quoted for Migration and Provisioning	We request you to kindly confirm the payment shall be released to bidder within 15 days from the receipt of invoice.	No Change, As per RFP
25	5.10.1, Page 31 of 103	Legal	The contract shall remain valid for 5 (Five) years from the date on which it is deemed to come into effect. IHMCL may, at its own discretion, offer to extend the duration by a period of 2 (Two) years after the lapse of the initial period of five years on the same terms and conditions. Such an extension would be on the same terms and conditions as defined in RFP.	Please amend as: The contract shall remain valid for 5 (Five) years from the date on which it is deemed to come into effect. IHMCL may, at its own discretion , offer to extend the duration by a period of 2 (Two) years after the lapse of the initial period of five years on the same terms and conditions after mutual acceptance . Such an extension would be on the same terms and conditions as defined in RFP.	No Change, As per RFP
26	5.12.1, Page 31 of 103	Legal	Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence of a Force Majeure event which is beyond the control of any of the Parties, including, but without limited to, fire, flood, explosion, acts of God or any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, pandemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.	We request you to include COVID, Pandemics, lockdown, quarantine restrictions as force majeure event.	No Change, As per RFP
27	5.18.6, Page 41 of 103	Legal	Limitation of Liability	We understand that limitation of liability is 100% of contract value. Please confirm.	No Change, As per RFP
28	6.6.3.2, Page 69 of 103	Others	If the uptime is below 99%, the IHMCL shall have full right to terminate the contract.	We request you to kindly delete this stringent SLA clause	No Change, As per RFP
29	6.6.3.2, Page 69 of 103	Others	Availability / Uptime of Cloud Services Resources: Default on any one or more of the provisioned resources will attract penalty as indicated below. • < 99.95% & >= 99.5% (5% of the quarterly payment) • < 99.5% and >= 99.0% (10% of the quarterly payment)	Kindly amend as: Availability / Uptime of Cloud Services Resources: Default on any one or more of the provisioned resources will attract penalty as indicated below. • < 99.95% & >= 99.5% (5% 0.5% of the quarterly payment) • < 99.5% and >= 99.0% (10% 1% of the quarterly payment)	No Change, As per RFP

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30	-	Legal	Additional Clause	We request you to add the below clause: Assignment:- The rights and obligations under the Contract are personal to SI and shall not be assigned by it, to any third party, without the express prior written authorization of the NRANSCCL, except that SI may assign due and payable to it under the Contract to any Bank/Financial Institution. The property of Authority cannot be mortgage by SI in any of the case.	No Change, As per RFP
31	6.2 Scope Overview, 6.2.2, Pg.43,44	Technical	Migrate existing applications to the server (future requirement) - IHMCL is currently running the VMS service on dedicated server. It is planned to migrate the services to Cloud in future. The selected CSP should migration the existing VMS solution to cloud, if required. Further, the CSP should be able to accommodate additional cloud hosting requirements in future.	Please provide the details of the existing VMS system like the make & model, existing software platform, Hardware sizing details, Hosted environment etc.	The information sought shall be shared during project implementation phase
32	6.2 Scope Overview, 6.2.10, Pg.44	Technical	The successful bidder will submit the cloud infrastructure usage report on a monthly and quarterly basis. During the currency of the contract if the usage of a resource goes beyond 70% then IHMCL reserves the right to increase the quantity to meet the usage demands at the agreed price along with related terms & conditions.	Please confirm whether the infrastructure sizing to be done at 70% threshold for all the applications or only the critical applications.	No Change, As per RFP
33	6.3 Server Requirement, 6.3.1, Pg.45	Technical	Requirement- BOQ	Please provide the sizing requirement for the load balancer	Requirement already mentioned in Financial Bid Form, rest information sought shall be shared during project implementation phase
34	6.3 Server Requirement, 6.3.1, Pg.45	Technical	Requirement- BOQ	Please provide the IOPS and any other performance requirement for the storage.	Requirement already mentioned in Financial Bid Form, rest information sought shall be shared during project implementation phase
35	6.3 Server Requirement, 6.3.1, Pg.45	Technical	Requirement- BOQ	Please provide the clock speed required for the server processor.	Requirement already mentioned in Financial Bid Form, rest information sought shall be shared during project implementation phase
36	6.3 Server Requirement, 6.3.1, Pg.45	Technical	Requirement- BOQ	Please confirm whether the platform mentioned to be provided as part of this RfP scope. If yes, as the UBUNTU Operating system is a open source and there is no license required for the same or please clarify any enterprise license/ support is to be considered as part of the current scope. Please clarify	No Change, As per RFP
37	6.3.2 Cloud based Storage Requirement, Pg.47	Technical	The Cloud Service Provider/ Managed Service Provider should provide adequate bandwidth between the Data Center Facilities to provide business continuity.	Please confirm whether Disaster Recovery (DR) to be provided as part of the current scope. If yes, please provide the % capacity to be considered at the DR.	No Change, provision of RFP shall prevail (Bidder is responsible for business connectivity plan)
38	6.3.2.1.6. Back-up, Pg. 49	Technical	Duration for retention of On-Cloud backup should be 3 months.	Please confirm whether the backup software license to be considered for all the VM's granular backup or for the capacity mentioned as part of the sizing.	No Change, As per RFP

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39	6.3.3.1.2. Modifications to the applications based on, Pg.55	Technical	Modifications to the applications	We understand that the migration of existing application to the cloud is part of the RfP requirement. Any modifications required on the applications due to the specified points under this section will be handled by the authority/ the application OEM?. The scope of this RfP is limited only to the migration and application hosting and not pertaining to application customization/ modification/ development. Please clarify	The scope of bidder is to provide the Cloud Servers as specified in the alongwith all required licenses. The bidder is not envisaged for development of any software application through this RFP
40	6.3.3.1.4. Patch & Configuration Management, Pg.56	Technical	Patch & Configuration Management	We understand that the patch management related of the application software (Other than OS & DB) is part of the authority's scope. Please clarify	Refer reply to point '39' above
41	6.4 Video Analytics Application / 6.4.4	Technical	Video Analytics Requirement	Kindly Confirm the Use cases to be shown as part of Video Analytics	The information sought shall be shared during project implementation phase
42	6.4 Video Analytics Application / 6.4.4	Technical	Video Analytics Requirement	Kindly Confirm the No. of Video analytics use cases to be shown per camera.	Requirement already mentioned in Financial Bid Form, rest information sought shall be shared during project implementation phase
43	6.4 Video Analytics Application / 6.4.4	Technical	Video Analytics Requirement	Kindly Confirm the No. of Video Analytics Licenses to be considered.	Refer reply to point '39' above
44	6.2 Scope Overview / 6.2.2	Technical	Migrate existing applications to the server (future requirement) - IHMCL is currently running the VMS service on dedicated server.	Please provide the Existing VMS System details . 1.Make and Model 2.Recoding VMS channel License 3. Recording Failover considered or not 4. DC & DR for VMS system	The information sought shall be shared during project implementation phase
45	6.4 Video Analytics Application / 6.4.4	Technical	Video Analytics Requirement Video analytics will be done on the live feed from the CCTV cameras installed on the toll plazas.	Please provide the total quantity of the existing cameras in all toll plazas. And also pls share how many analytics per camera to be considered .	Requirement already mentioned in Financial Bid Form, rest information sought shall be shared during project implementation phase
46	6.4 Video Analytics Application / 6.4.4	Technical	Video Analytics Requirement Video analytics will be done on the live feed from the CCTV cameras installed on the toll plazas.	Please include the Video analytics requirement in BOQ.	Requirement already mentioned in Financial Bid Form
47	6. Scope of Work Project Background / 6.1	Technical	Toll management Control Center	Please confirm whether there is new requirement for Command Control Center (CCC) software for TMCC. If yes kindly include the same in BOQ	Not required
48	6. Scope of Work Project Background / 6.1	Technical	AI based Video Analytics Solution – AI software which can automatically count and classify the vehicles through the available video feeds.	We are not finding the AI based analytics Requirement part of Bill of Quantity . Pls clarify.	Requirement already mentioned in Financial Bid Form
49	3.2 Eligibility Criteria Sl. No. 3 Page No. 14	Technical	The Bidder should have successfully completed at least one commercial project related with providing Cloud based Services for capturing and hosting of video feed and Usage of video analytics for counting / classification during the last ten years prior to the submission of the bid in India, for any government/ public authority or for any private entity which has been engaged by any govt./public authority/PSU	We request you to kindly amend the clause as:- The Bidder/CSP should have successfully completed at least one commercial project related with providing Cloud based Services for capturing and hosting of video feed and Usage of video analytics for counting / classification during the last ten years prior to the submission of the bid in India, for any government/ public authority or for any private entity which has been engaged by any govt./public authority/PSU	Refer reply to point '3' above