Request for Proposal (RFP) for Selection of Vendor for Provision of Dedicated Cloud Services & Video Analytics Capability - 4th Call
RFP Reference: IHMCL/CSP/2022/04 Published on dated 17 October 2022
Pre-bid Query Response published on dated 14 November 2022

S. No	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought	Reply IHMCL
1	Page no - 43, Clause no - 6.1	Technical	"Real-time data feeds from various toll plazas for remote monitoring and health status of critical equipment at fee plazas through IoT Sensors."	What protocols are the IoT sensors supporting in order to fetch realtime data for analysis.	Please refer RFP Clause no. 6.3.3.1.2 (x), Page no. 56
2	Page no - 43, Clause no - 6.1	Technical	"AI based Video Analytics Solution – AI software which can automatically count and classify the vehicles through the available video feeds."	What kind of classes are required while classifying the vehicle data. What is the class size for each.	Please refer reply to S.No. 1
3	Page no - 43, Clause no - 6.1	Technical	"AI based Video Analytics Solution – AI software which can automatically count and classify the vehicles through the available video feeds."	What kind of video analytics is required other than counting the vehicles and classifying them?	Please refer reply to S.No. 1
4	Page no - 44, Clause no - 6.2.3	Technical	"Provide abilities for video analytics at the server end (hardware component only, software component to be provided for by other vendors appointed specifically for the purpose)"	Is IHMCL leveraging any already existing model?	Please refer reply to S.No. 1
5	Page no - 43, Clause no - 6.1	Technical	"Enterprise data consolidation and repository for all data related to toll collection, FASTag mapper, TMS data from toll plazas, POS Data, My FASTag App data, Live feeds from toll plaza, Traffic Survey data, Sukhad Yatra Mobile App, TIS, etc."	Does IHMCL already have data pertaining to these vehicles?	Please refer reply to S.No. 1
6	3.2 Eligibility/Pre-Qualification Criteria. S.No. 2 Relevant Project Experience - 1, Page 14	General	**Eligibility Criteria:** 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.	Request you to kindly consider the experience in Enterprise/Private Sector. **Amended clause is as under:** 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/ Enterprise/Private Sector	Refer Corrigendum-1
7	3.2 Eligibility/Pre-Qualification Criteria. S.No. 2 Relevant Project Experience - 2, Page 14	General	**Eligibility Criteria:** 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	Request to please consider the experience of providing video analytics solution either on-premise or on Cloud. **Amended Clause is as under:** The Bidder should have successfully completed at least one commercial project related with providing Cloud based Services/On-Premise Deployment 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	No change, as per RFP
8	3.2 Eligibility/Pre-Qualification Criteria. S.No. 2 Relevant Project Experience - 1 and S.No. 3 Relevant Project Experience - 2 Page 14	General	**Supporting Documents to be Provided** i. Copy of the Work Order / Purchase Order / LoI / Contract / Agreement and ii. Copy of the Work Completion Certificate/ Relevant document as proof of providing Cloud Services. Work order/ Contract clearly highlighting the relevant scope of work, and contract value, year of execution. *In the case of ongoing projects, letter issued by competent authority of the client entity on the entity's letterhead stating the current validity of the contract and reaffirming its value. Such letter should have been issued within the last one year preceding the bid submission date. *The self-certificate of experience should also be submitted as per Annexure-7 of RFP	Request to make the supporting document optional and for ongoing projects/Projects under NDA, kindly allow bidders to provide self certification signed by authorized signatory clearly highligting the Scope of work, contract value and year of award. **Amended Clause is as under** i. Copy of the Work Order / Purchase Order / LoI / Contract / Agreement OR and ii. Copy of the Work Completion Certificate/ Relevant document as proof of providing Cloud Services. Work order/ Contract clearly highlighting the relevant scope of work, and contract value, year of execution. *In the case of ongoing projects, letter issued by competent authority of the client entity on the entity's letterhead stating the current validity of the contract and reaffirming its value. Such letter should have been issued within the last one year preceding the bid submission date./ self certification signed by authorized signatory clearly highlighting the Scope of work, contract value and year of award. *The self-certificate of experience should also be submitted as per Annexure-7 of RFP	No change, as per RFP

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9	6.6 SLA & Penalties Clause 6.6.1 Page 69	General	Any delay in the activities as mentioned in the Section 5.6.4. shall attract penalty as below: Rs. 10,000/- per week of delay in completion of activity.	Request to please reduce the penalty to Rs. 2000/- per week of delay in completion of activity	No change, as per RFP
10	6.6 SLA & Penalties Clause 6.6.5 Capping on Penalties Page 71	General	The total penalty imposed in a month shall not exceed 10% of total quarterly payments. In case of imposition of maximum penalty (10%) for 3 successive months, IHMCL may consider termination of the Contract due to continuous default on the part of vendor	Request to kindly cap the penalty at 3% of total quarterly payments **Amended Clause is as Under:** The total penalty imposed in a month shall not exceed 3% 10% of total quarterly payments. In case of imposition of maximum penalty (3% 10%) for 3 successive months, IHMCL may consider termination of the Contract due to continuous default on the part of vendor	No change, as per RFP
11	Page no: 11 Relevant Project Experience -1	Technical	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. P.S. – The supporting document should clearly highlight the relevant scope of work, contract value and year of execution. **Supporting Document(s) to be provided** **i.** Copy of the Work Order / Purchase Order / LoI / Contract / Agreement ii. Copy of the Work Completion Certificate/ Relevant document as proof of providing Cloud Services. Work order/ Contract clearly highlighting the relevant scope of work, and contract value, year of execution. - In the case of ongoing projects, letter issued by competent authority of the client entity on the entity's letterhead stating the current validity of the contract and reaffirming its value. Such letter should have been issued within the last one year preceding the bid submission date. - The self-certificate of experience should also be submitted as per Annexure-7 of RFP	**We request you to consider the below as the documentary evidence for relevant project experience:** i. Copy of the Work Order / Purchase Order / LoI / Contract / Agreement ii. Instead of completion certificate consider the final invoice or email from the client or self-certificate from the bidder iii. In case of ongoing projects please consider the latest invoice iv. The self-certificate of experience should also be submitted as per Annexure-7 of RFP	No change, as per RFP
12	Page no: 11 Relevant Project Experience -2	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 In case of project experience with a private entity is claimed by the Bidder, the private entity should have been issued a Work Order or LoA for that particular project by any govt./public authority/PSU and necessary supporting document should be provided confirming the award of work to the private entity. P.S. – The supporting document should clearly highlight the relevant scope of work, contract value and year of execution. **Supporting Document(s) to be provided:** i. Copy of the Work Order / Purchase Order / LoI / Contract / Agreement ii. Copy of the Work Completion Certificate/ Relevant document as proof of providing Cloud Services. Work order/ Contract clearly highlighting the relevant scope of work, and contract value, year of execution. - In the case of ongoing projects, letter issued by competent authority of the client entity on the entity's letterhead stating the current validity of the contract and reaffirming its value. Such letter should have been issued within the last one year preceding the bid submission date. - The self-certificate of experience should also be submitted as per Annexure-7 of RFP	**We request you to consider the below as the documentary evidence for relevant project experience:** i. Copy of the Work Order / Purchase Order / LoI / Contract / Agreement ii. Instead of completion certificate consider the final invoice or email from the client or self-certificate from the bidder iii. In case of ongoing projects please consider the latest invoice iv. The self-certificate of experience should also be submitted as per Annexure-7 of RFP	No change, as per RFP

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13	Page no: 24 Performance Security	Technical	Within 15 (Fifteen) days of the receipt of the letter of award, the successful bidder shall submit an irrevocable and unconditional bank guarantee issued in the name of IHMCL for an amount equal to Three (3%) percent of total contract value, issued by a bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract.	We request you to consider the performance security for an amount equal to Three (3%) percent of annual contract value.	No change, as per RFP
14	Form-1, Page-86	Technical	Form-1, One Time migration charges for existing application (Other projects under IHMCL/NHAI)	We request you to include below two line items along with One Time Migration Cost in Form-1: 1. One-Time implementation charges which is the one-time activity to host the infrastructure on cloud. 2. Monthly Managed Service cost, which is managing the infrastructure once it moves to cloud. Hence, we request you to separate One Time Migration cost from Implementation Cost and Managed service cost.	Refer Corrigendum-1
15	6.3.2 Cloud based Storage Requirement. Page-47 to 52	Technical	Back-up, Monitoring Services, Direct Connect, VPN, Audit & Governance requirements	We request to include below components along with Quantity and detail specification in BoQ (form-1) as these services are asked in RFP but not mentioned in the BoQ to enable us for correct pricing. 1. IAM 2. SSL 3. MFA 4.KMS for Data Encryption 5.Cloud HSM 6.Ddos 7.Direct Connect 8.Anti Malware & IPS/IDS 9.VA/PT 10.CloudTrail 11.CloudWatch 12.Site to Site VPN 13.NAT Gateway 14.WAF 15. Data Out	As per RFP
16	6.2.7 , Page no 44	Technical	An application load balancer needs to be provisioned to balance the load between all available application servers and the database server. The virtual machines (application servers) should be configured in separate availability zone.	Please confirm whether a load balancer also needs to be provisioned between application servers and Database servers. If that be case, then a second Load balancer needs to be accounted for. With load balancer in front of databases, it may be the case Read/write queries may hit random database servers.	Requirement already mentioned in RFP, further details shall be shared during project implementation phase as per project requirement.
17	6.3.1 , Page no 45	Technical	Load Balancer Count :1	Please refer the query mentioned against S.No 2	Refer reply to S.No 16 above
18	6.3.1 , Page no 45	Technical	VM Configuration	Please confirm the required processor architecture. We recommend x86 (Intel or AMD) or / and ARM based architecture Please also specify the storage type (HDD/SSD) required with VMs along with IOPS & throughput required. For SSD, we recommend a baseline of 3000 IOPS and throughput of 125 MBps per volume. SSD should be provided as single disk for the configuration given in requirement (IOPS, throughput)	Refer reply to S.No 16 above

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19	6.3.1 , Page no 45	Technical	Application Server (2 vCPU, 4GB RAM) hosting Kubernetes Master in diagram	For hosting Kubernetes master node, 2 vCPU seems to be on lesser side. Please recheck Also for HA, at least 2 instances shall be provisioned. Or as part of cloud offering, managed Kubernetes service may be adopted . At AWS we have Elastic Kubernetes Service (EKS) that automatically manages the availability and scalability of the Kubernetes control plane nodes responsible for scheduling containers, managing application availability, storing cluster data, and other key tasks.	No change, as per RFP
20	6.3.2 , Page no 46	Technical	In addition to the production environment, the CSP shall also provision for the test and training environments on the cloud.	Please specify the number of instances & their configuration required for Test & training environment. Alternatively we understand that the consumption of the said instances shall be paid on actual, based on the price discovery of the instance in the price bid.	Refer reply to S.No 16 above
21	6.3.2.1.6 , Page no 49	Technical	15. Data backup will also be required to be taken on the area designed by IHMCL.	Please clarify "area designed by IHMCL"	As per Scope defined in the RFP
22	6.3.4.1.1 , Page no 58	Technical	4. CSP should provide the minimum of 99.95 % Monthly SLA.	For the current section and also some other sections in the RFP, our understanding is that the SLA of 99.95% is for individual service. We request this value to be modified as - " An SLA of 99.95% for critical services like Compute, Load Balancer and SLA of 99.9% for the rest of the services."	No change, as per RFP
23	6.3.4.1.5 , Page no 64	Technical	11. Cloud platform should size the solution so that 40 % resources like CPU, RAM, and HDD etc. shall free all the time	With elasticity (Scale out/In depending on load) offered out of the cloud, this clause may not be required. Request deletion of the clause.	No change, as per RFP
24	6.3.4.1.5 , Page no 64	Technical	CSP should Perform VAPT(Vulnerability assessment and Penetration Testing) every six month and submit the reports including corrective actions	Request modification of the clause to - "Bidder / IHMCL supported by CSP" in place of "CSP"	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)
25	6.6.3.2, Page no 69	Technical	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, VLB, Security Components) provisioned in the cloud. Measured with the help of SLA reports provided by the Successful bidder. Target / Service level: Availability for each of the provisioned resources: >=99.95%	This SLA of 99.95 is recommended for compute, & load balancer services. For other services, SLA of 99.9% is requested	No change, as per RFP
26	Price Bid: Form 2	Technical	S.No 1 to 11, 37 to 40	Please club the vCPU, RAM, OS (Windows, RHEL & Managed Service for OS) & GPU (Tesla T4) under compute as these services can not be purchased individually. Request removal of the said services and in place addition of VM's with the required configurations	No change, as per RFP
27	Price Bid: Form 2	Technical	S.No 41: Cloud charges for Microsoft SQL server (2 Cores)	Microsoft SQL server license is part of Managed DB & isn't billed separately so please specify complete compute capacity required for Managed DB instance including RAM, Storage. Also specify whether Enterprise/Standard edition license is expected	The scope of bidder is to provide the Cloud Servers as specified in the alongwith all required licenses.
28	Price Bid: Form 2	Technical	S.No 42: Managed service charges for database (MySQL)	Please specify the complete compute capacity required for Managed MySQL DB instance.	Refer reply to S.No 16 above
29	Price Bid: Form 2	Technical	S.No 47: Cloud charges for UTM (100 Mbps throughput)	Request the modification of the word "UTM" to "Network Firewall", as in Cloud the Network Firewalls provide similar functionality	No change, as per RFP
30	Price Bid: Summary	Technical	Cloud charges for Web application firewall (100 Mbps throughput)	WAF charges are based on the number of web access control lists (web ACLs) , the number of rules per web ACL and the number of web requests received by WAF. Request you to modify the requirement to "Cloud charges for Web application firewall (100 Mbps throughput), 20 Rules and One Million Requests per month"	No change, as per RFP
31	Annexure 9: Format for Financial Proposal, Page-85 (Form-1)	Technical	One Time migration charges for existing application (Other projects under IHMCL/NHAI)	Requesting customer to share the Application and DB details to derive migration cost?	Refer reply to S.No 16 above
32	Clause 6.2.2,Page-43	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.	However, Customer is asking Migration cost in BoQ, which we understand a future requirement. So requesting to include migration scope and BoQ in the RFP.	Refer reply to S.No 16 above

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33	Form 2 - Monthly Unit Charges for Cloud Hosting,Page-87 (Form-2)	Technical	Customer has asked for CPU,RAM and OS Monthly unit rate separately. For example : Cloud charges for 2vCPU	Requesting to modify, as in cloud it comes as a bundle of CPU and RAM together along with OS. And Please mention OS detail for each server.	No change, as per RFP
34	6.3.2.1.8. Security Requirements,Page-49	Technical	Customer has asked for few security components like MFA, DDos, Cloud HSM,Anti-malware,IPS/IDS and PT	Requesting to add those line items in security section of BoQ (Form-1)	No change, as per RFP
35	Page 58 of 101 Cloud Computing Specifications, Page-58	Technical	RPO: <= 15 mins RTO: <= 1 hours	There is no BoQ given separately for DR in RFP. Requesting customer to add DR specifications in Form-1	No change, as per RFP
36	Page 58 of 101 Cloud Computing Specifications, Page-58	Technical	RPO: <= 15 mins RTO: <= 1 hours	What is the DR strategy required?	No Change, provision of RFP shall prevail. Bidder is responsible for business continuity plan
37	Annexure 9: Format for Financial Proposal, Page-85 (Form-1)	Technical	BoQ	For Application servers Qty is mentioned more than 1. Requesting to mention reason behind this?	Refer reply to S.No 16 above
38	Annexure 9: Format for Financial Proposal, Page-85 (Form-1)	Technical	BoQ	What is the choice for underlying processor for servers? Intel or AMD?	As per RFP
39	Annexure 9: Format for Financial Proposal, Page-85 (Form-1)	Technical	Cloud charges for Web application firewall (100 Mbps throughput)	What is the Number of ACL, no. of web requests and rules for WAF ?	As per RFP
40	6.3.2 Cloud based Storage Requirement. Page-47	Technical	Back-up, Monitoring Services, Direct Connect, VPN, Audit & Governance requirements	There are few other additional components required to run the solution which are mentioned in RFP but not given in BoQ . For example Backup, VPN,NAT Gateway, Load balancer etc. Request you to add the relevant network and monitoring components to the BoQ (form-1)	No Change, As per RFP
41	Annexure 9: Format for Financial Proposal, Page-85 to 88	Technical	Form-1&2	There is no mention Managed service and One-Time implementation charges in BoQ. Requesting to include this in Form-1 & Form 2.	Refer Corrigendum-1
42	Form-2,Page-88	Technical	Cloud charges for Backup/Snapshot per VM	Snapshot charges are based on the amount of data which needs to be stored as snapshot. Hence request to add the unit price for the snapshot storage	No change, as per RFP
43	Form-2,Page-88	Technical	Managed service charges for database (MySQL)	As this service is based on the number of cores , RAM, storage and hence request to share those data.	Refer reply to S.No 16 above
44	Form-2,Page-88	Technical	Cost of replication tool for 1 VM	Cost of replication tool comes with license and replicator server cost. Request to modify the description.	No Change, As per RFP
45	Form-2,Page-88	Technical	Cloud charges for Tesla T4 Card	Request to share Core and RAM details.	As per RFP
46	Form-2,Page-88	Technical	Cloud charges for RHEL OS per server including managed service	Request to share Core and RAM details.	As per RFP
47	Form-2,Page-88	Technical	Managed service for OS (Open Source)	Request to share Core and RAM details.	As per RFP
48	Form-2,Page-88	Technical	One-time migration charges for VMS solution	Request to share App, DB, Disk and Application Workflow details to derive the cost	As per RFP
49	Form-2,Page-88	Technical	One Time migration charge for existing application (Other projects under IHMCL)	This cost has been asked in Form-1. Request to highlight the reason asking the same cost in Form-2.	Refer Corrigendum-1
50	Annexure 8, Page 84	Legal	CSP Authorization Letter	Request deletion of serial number 2 and 4 in the CSP letter. Additionally request you to kindly consider that the said tender is not a joint bid by the CSP and the Bidder. Hence we would request only the CSP's signature on the said letter.	No change, as per RFP
51	Eligibility Criteria, Clause 3.2.1 Page 12	Legal Entity	Clause "Please note that CSP can provide authorization to only one reseller / authorized dealer	The said clause severely limits the competition for the RFP. A significant part of the services in the RFP pertain to the Partner services, on which the CSP has no control. We would request you to remove the said clause to ensure that the maximum number of partners are able to compete and quote in the said bid.	Refer Corrigendum-1
52	6.3.4.1.9 , Page no 66	General	Point 3 to 12 are repeated again in point 13 to 22	Request deletion of points 13-22	Refer Corrigendum-1

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53	6.2.7 , Page no 44	Technical	An application load balancer needs to be provisioned to balance the load between all available application servers and the database server. The virtual machines (application servers) should be configured in separate availability zone.	Please confirm whether a load balancer also needs to be provisioned between application servers and Database servers. If that be case, then a second Load balancer needs to be accounted for. With load balancer in front of databases, it may be the case Read/write queries may hit random database servers.	Refer reply to S.No. 16 above
54	6.3.1 , Page no 45	Technical	Load Balancer Count :1	Please refer the query mentioned against S.No 2	Refer reply to S.No 16 above
55	6.3.1 , Page no 45	Technical	VM Configuration	Please confirm the required processor architecture. We recommend x86 (Intel or AMD) or / and ARM based architecture Please also specify the storage type (HDD/SSD) required with VMs along with IOPS & throughput required. For SSD, we recommend a baseline of 3000 IOPS and throughput of 125 MBps per volume. SSD should be provided as single disk for the configuration given in requirement (IOPS,throughput)	Refer reply to S.No 16 above
56	6.3.1 , Page no 45	Technical	Application Server (2 vCPU, 4GB RAM) hosting Kubernetes Master in diagram	For hosting Kubernetes master node, 2 vCPU seems to be on lesser side. Please recheck Also for HA, at least 2 instances shall be provisioned. Or as part of cloud offering, managed Kubernetes service may be adopted . At AWS we have Elastic Kubernetes Service (EKS) that automatically manages the availability and scalability of the Kubernetes control plane nodes responsible for scheduling containers, managing application availability, storing cluster data, and other key tasks.	Refer reply to S.No. 19 above
57	6.3.2 , Page no 46	Technical	In addition to the production environment, the CSP shall also provision for the test and training environments on the cloud.	Please specify the number of instances & their configuration required for Test & training environment. Alternatively we understand that the consumption of the said instances shall be paid on actual, based on the price discovery of the instance in the price bid.	Refer reply to S.No. 20 above
58	6.3.2.1.6 , Page no 49	Technical	15. Data backup will also be required to be taken on the area designed by IHMCL.	Please clarify "area designed by IHMCL"	As per RFP
59	6.3.4.1.1 , Page no 58	Technical	4. CSP should provide the minimum of 99.95 % Monthly SLA.	For the current section and also some other sections in the RFP, our understanding is that the SLA of 99.95% is for individual service. We request this value to be modified as - " An SLA of 99.95% for critical services like Compute, Load Balancer and and SLA of 99.9% for the rest of the services."	Refer reply to S.No. 22 above
60	6.3.4.1.5 , Page no 64	Technical	11. Cloud platform should size the solution so that 40 % resources like CPU, RAM, and HDD etc. shall free all the time	With elasticity (Scale out/In depending on load) offered out of the cloud, this clause may not be required. Request deletion of the clause.	No change, as per RFP
61	6.3.4.1.5 , Page no 64	Technical	CSP should Perform VAPT(Vulnerability assessment and Penetration Testing) every six month and submit the reports including corrective actions	Request modification of the clause to - "Bidder / IHMCL supported by CSP" in place of "CSP"	Refer reply to S.No 24 above
62	6.3.4.1.9 , Page no 66	General	Point 3 to 12 are repeated again in point 13 to 22	Request deletion of points 13-22	Refer Corrigendum-1
63	6.6.3.2, Page no 69	Technical	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, VLB, Security Components) provisioned in the cloud. Measured with the help of SLA reports provided by the Successful bidder. Target / Service level: Availability for each of the provisioned resources: >=99.95%	This SLA of 99.95 is recommended for compute, & load balancer services. For other services, SLA of 99.9% is requested	No change, as per RFP
64	Price Bid: Form 2	Technical	S.No 1 to 11, 37 to 40	Please club the vCPU, RAM, OS (Windows, RHEL & Managed Service for OS) & GPU (Tesla T4) under compute as these servcies can not be purchased individually. Request removal of the said services and in place addition of VM's with the required configurations	No change, as per RFP
65	Price Bid: Form 2	Technical	S.No 41: Cloud charges for Microsoft SQL server (2 Cores)	Microsoft SQL server license is part of Managed DB & isn't billed separately so please specify complete compute capacity required for Managed DB instance including RAM, Storage. Also specify whether Enterprise/Stanadard edition license is expected	Refer reply to S.No. 27 above
66	Price Bid: Form 2	Technical	S.No 42: Managed service charges for database (MySQL)	Please specify the complete compute capacity required for Managed MySQL DB instance.	The information sought shall be shared during project implementation phase
67	Price Bid: Form 2	Technical	S.No 47: Cloud charges for UTM (100 Mbps throughput)	Request the modification of the word "UTM" to "Network Firewall", as in Cloud the Network Firewalls provide similar functionality	No change, as per RFP

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68	Price Bid: Summary	Technical	Cloud charges for Web application firewall (100 Mbps throughput)	WAF charges are based on the number of web access control lists (web ACLs) , the number of rules per web ACL and the number of web requests received by WAF. Request you to modify the requirement to "Cloud charges for Web application firewall (100 Mbps throughput), 20 Rules and One Million Requests per month"	No change, as per RFP
69	Annexure 8, Page 84	Legal	CSP Authorization Letter	Reqeust deletion of serial number 2 and 4 in the CSP letter. Additionally request you to kindly consider that the said tender is not a joint bid by the CSP and the Bidder. Hence we would request only the CSP's signature on the said letter.	No change, as per RFP
70	Eligibility Criteria, Clause 3.2.1 Page 12	Legal Entity	Clause "Please note that CSP can provide authorization to only one reseller / authorized dealer	The said clause severly limits the competition for the RFP. A significant part of the services in the RFP pertain to the Partner services, on which the CSP has no control. We would request you to remvoe the said clause to ensure that the maximum nunber of partners are able to compete and quote in the said bid.	Refer Corrigendum-1
71	6.2.7 , Page no 44	Technical	An application load balancer needs to be provisioned to balance the load between all available application servers and the database server. The virtual machines (application servers) should be configured in separate availability zone.	Please confirm whether a load balancer also needs to be provisioned between application servers and Database servers. If that be case, then a second Load balancer needs to be accounted for. With load balancer in front of databases, it may be the case Read/write queries may hit random database servers.	Refer reply to S.No 16 above
72	6.3.1 , Page no 45	Technical	Load Balancer Count :1	Please refer the query mentioned against S.No 2	Refer reply to S.No 16 above
73	6.3.1 , Page no 45	Technical	VM Configuration	Please confirm the required processor architecture. We recommend x86 (Intel or AMD) or / and ARM based architecture Please also specify the storage type (HDD/SSD) required with VMs along with IOPS & throughput required. For SSD, we recommend a baseline of 3000 IOPS and throughput of 125 MBps per volume. SSD should be provided as single disk for the configuration given in requirement (IOPS,throughput)	No change, as per RFP
74	6.3.1 , Page no 45	Technical	Application Server (2 vCPU, 4GB RAM) hosting Kubernetes Master in diagram	For hosting Kubernetes master node, 2 vCPU seems to be on lesser side. Please recheck Also for HA, at least 2 instances shall be provisioned. Or as part of cloud offering, managed Kubernetes service may be adopted . At AWS we have Elastic Kubernetes Service (EKS) that automatically manages the availability and scalability of the Kubernetes control plane nodes responsible for scheduling containers, managing application availability, storing cluster data, and other key tasks.	Refer reply to S.No. 19 above
75	6.3.2 , Page no 46	Technical	In addition to the production environment, the CSP shall also provision for the test and training environments on the cloud.	Please specify the number of instances & their configuration required for Test & training environment. Alternatively we understand that the consumption of the said instances shall be paid on actual, based on the price discovery of the instance in the price bid.	Refer reply to S.No. 20 above
76	6.3.2.1.6 , Page no 49	Technical	15. Data backup will also be required to be taken on the area designed by IHMCL.	Please clarify "area designed by IHMCL"	As per Scope defined in the RFP
77	6.3.4.1.1 , Page no 58	Technical	4. CSP should provide the minimum of 99.95 % Monthly SLA.	For the current section and also some other sections in the RFP, our understanding is that the SLA of 99.95% is for individual service. We request this value to be modified as - " An SLA of 99.95% for critical services like Compute, Load Balancer and and SLA of 99.9% for the rest of the services."	Refer reply to S.No. 22 above
78	6.3.4.1.5 , Page no 64	Technical	11. Cloud platform should size the solution so that 40 % resources like CPU, RAM, and HDD etc. shall free all the time	With elasticity (Scale out/In depending on load) offered out of the cloud, this clause may not be required. Request deletion of the clause.	No change, as per RFP
79	6.3.4.1.5 , Page no 64	Technical	CSP should Perform VAPT(Vulnerability assessment and Penetration Testing) every six month and submit the reports including corrective actions	Request modification of the clause to - "Bidder / IHMCL supported by CSP" in place of "CSP"	Refer reply to S.No 24 above
80	6.3.4.1.9 , Page no 66	General	Point 3 to 12 are repeated again in point 13 to 22	Request deletion of points 13-22	Refer Corrigendum-1

Request for Proposal (RFP) for Selection of Vendor for Provision of Dedicated Cloud Services & Video Analytics Capability - 4th Call
RFP Reference: IHMCL/CSP/2022/04 Published on dated 17 October 2022
Pre-bid Query Response published on dated 14 November 2022

S. No	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought	Reply IHMCL
81	6.6.3.2, Page no 69	Technical	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, VLB, Security Components) provisioned in the cloud. Measured with the help of SLA reports provided by the Successful bidder. Target / Service level: Availability for each of the provisioned resources: >=99.95%	This SLA of 99.95 is recommended for compute, & load balancer services. For other services, SLA of 99.9% is requested	No change, as per RFP
82	Price Bid: Form 2	Technical	S.No 1 to 11, 37 to 40	Please club the vCPU, RAM, OS (Windows, RHEL & Managed Service for OS) & GPU (Tesla T4) under compute as these servcies can not be purchased individually. Request removal of the said services and in place addition of VM's with the required configurations	No change, as per RFP
83	Price Bid: Form 2	Technical	S.No 41: Cloud charges for Microsoft SQL server (2 Cores)	Microsoft SQL server license is part of Managed DB & isn't billed separately so please specify complete compute capacity required for Managed DB instance including RAM, Storage. Also specify whether Enterprise/Stanadard edition license is expected	Refer reply to S.No. 27 above
84	Price Bid: Form 2	Technical	S.No 42: Managed service charges for database (MySQL)	Please specify the complete compute capacity required for Managed MySQL DB instance.	The information sought shall be shared during project implementation phase
85	Price Bid: Form 2	Technical	S.No 47: Cloud charges for UTM (100 Mbps throughput)	Request the modification of the word "UTM" to "Network Firewall", as in Cloud the Network Firewalls provide similar functionality	No change, as per RFP
86	Price Bid: Summary	Technical	Cloud charges for Web application firewall (100 Mbps throughput)	WAF charges are based on the number of web access control lists (web ACLs) , the number of rules per web ACL and the number of web requests received by WAF. Request you to modify the requirement to "Cloud charges for Web application firewall (100 Mbps throughput), 20 Rules and One Million Requests per month"	No change, as per RFP
87	Annexure 8, Page 84	Legal	CSP Authorization Letter	Reqeust deletion of serial number 2 and 4 in the CSP letter. Additionally request you to kindly consider that the said tender is not a joint bid by the CSP and the Bidder. Hence we would request only the CSP's signature on the said letter.	No change, as per RFP
88	Eligibility Criteria, Clause 3.2.1 Page 12	Legal Entity	Clause "Please note that CSP can provide authorization to only one reseller / authorized dealer	The said clause severly limits the competition for the RFP. A significant part of the services in the RFP pertain to the Partner services, on which the CSP has no control. We would request you to remvoe the said clause to ensure that the maximum nunber of partners are able to compete and quote in the said bid.	Refer Corrigendum-1
89	Page No. 13	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	The Bidder should have successfully completed at least one project related with providing Cloud based Services for hosting of video feed/interactions and Usage of video analytics 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	No change, as per RFP
90	60/102	6.3.4.1.2. Computation al abilities	CSP should be able to support the last two major Windows Server versions (Windows Server 2012, Windows Server 2008)	Windows Server 2008 is end of life and end of support also. Please remove the Windows Server 2008 from this clause	Refer Corrigendum-1
91	64/102	6.3.4.1.5. Security & administratio n	Cloud platform should provide dedicated firewall and IPS/IDS for inbound and outbound network traffic with state full policy	None of Cloud CSP can provide IPS/SID enabled firewall as native solution. Please allow to quote firewall from marketplace/OEM solution that ensure the IPS/IDS firewall capability as requested in the RFP	Refer RFP Clause 6.3.4.1.5
92	86 & 87 /102	Annexure 9: Format for Financial Proposal	Form -1 Break-up of Cost Form 2 - Monthly Unit Charges for Cloud Hosting	Which Form to be used for the bid evulation - L1? Is it Form 1 or 2 ?	Refer Corrigendum-1
93	NA	Technical	NA	Do you require cloud native video analytic models for the training of the data?How frequently should the models be trained ?	Refer reply to S.No. 1
94	NA	Technical	NA	Do you require a Cloud native BI tool for the dashboarding?	Refer reply to S.No. 1
95	NA	Technical	NA	Do you need DR? What is RPO and RTO? Should it be a different seismic Zone?	No change, as per RFP

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RFP Reference: IHMCL/CSP/2022/04 Published on dated 17 October 2022
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S. No	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought	Reply IHMCL
96	Page -84 , 7.8 Annexure 8 , point 4	General	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.	Suggest a language as mentioned below:- " Dear Sir, We, Google Cloud India Private Limited ("Google"), having registered office at xxxxx, do hereby confirm that XXXX having registered office at XXXX is our authorized, independent and non-exclusive reseller to bid, negotiate and conclude the contract with you against the aforementioned tender reference for Google Cloud Platform (GCP) . If the Bidder is successful, we will provide GCP services to the Bidder in accordance with the terms and conditions we have agreed with the Bidder. "	No change, as per RFP
97	Page 47	Technical	20 live feeds	relax this for 15 live feeds	No change, as per RFP
98	Page 67	Technical	Video Analytics Application-Nvidia's DeepStream SDK	We need more details on use cases like illegal parking, accident detection, vehicle analytics, number plate tracking	Refer reply to S.No. 1
99	Page 46	Technical	GPU-Nvidia T4	be replaced by NVIDIA Ampere Architecture (A30/A40)	No change, as per RFP
100	Page 14	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 consider Global reference	Refer Corrigendum-1
101	Page 29	GENERAL	Prebid query submission	Request for extension till Nov 5th 2022	No change, as per RFP