Clarification-05 to Bidding Documents for Package DC-IT-1 for Supply, Installation & Maintenance of IT/Cloud Infrastructure of Data Centre at Manesar , Specification No(s).: CC/NT/W-IT/DOM/A06/24/08843

S.No.	Section	Existing Clauses	Query/Clarification sought by bidders	Clarification
1	Volume II, Section 1, Clause 1.4.1, Sr. No.12	Point 12 - Formulation of Security policy aligned to cloud security framework & cloud operations in-line with MeitY guidelines issued by Govt. Of India and ISO 27000 framework. It should also comply with CERT-IN and NCIIPC guidelines issued time to time	As per CERT IN guidelines / best practices, for zero trust networks / model to be implemented , there needs to be microsegmentation as a requirement. However, this feature of micro segmentation is not asked in RFP Tech Specs (Ref: Vol-II_Section-2(A) Specifications for Cloud Layer - Section 2.5) and neither is present in BOQ - cloud layer/networking. This requirement shall add substantially to the cost. Thus, please either remove microsegmentation requirement feature , or add the line item for microsegmentation (core based qty.) in the BOQ for adding price.	The provisions of the bidding document shall remain unchanged. Kindly refer Volume II, Section 2(A), Clause 2.5, Sr. No. 86
2	Volume II, Section 1, Clause 1.5.2, Sr. No. l	Point - l - Compliance of all applicable security related requirements as per latest Ministry of Electronics and Information Technology (MeitY), Indian Computer Emergency Response Team (Cert-In) and National Critical Information Infrastructure Protection Centre (NCIIPC) guidelines with subsequent amendments.	As per CERT IN guidelines / best practices, for zero trust networks / model to be implemented , there needs to be microsegmentation as a requirement. However, this feature of micro segmentation is not asked in RFP Tech Specs (Ref: Vol-II_Section-2(A) Specifications for Cloud Layer - Section 2.5) and neither is present in BOQ - cloud layer/networking. This requirement shall add substantially to the cost. Thus, please either remove microsegmentation requirement feature , or add the line item for microsegmentation (core based qty.) in the BOQ for adding price.	The provisions of the bidding document shall remain unchanged. Kindly refer Volume II, Section 2(A), Clause 2.5, Sr. No. 86
3	Volume II, Section 1, Clause 1.9	Apart from the above, Bidder needs to ensure compliance of the project with Government of India, IT security guidelines including provisions of: i) The Information Technology Act, 2000 and amendments thereof and, ii) Guidelines and advisories for information security published by MeitY (Government of India), CERT-In and, NCIIPC issued till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.	As per CERT IN guidelines / best practices, for zero trust networks / model to be implemented , there needs to be microsegmentation as a requirement. However, this feature of micro segmentation is not asked in RFP Tech Specs (Ref: Vol-II_Section-2(A) Specifications for Cloud Layer - Section 2.5) and neither is present in BOQ - cloud layer/networking. This requirement shall add substantially to the cost. Thus, please either remove microsegmentation requirement feature , or add the line item for microsegmentation (core based qty.) in the BOQ for adding price.	The provisions of the bidding document shall remain unchanged. Kindly refer Volume II, Section 2(A), Clause 2.5, Sr. No. 86
4	Volume II, Appendix G, Clause 1.1.7, Technical Experience requirment	The offered Spine & Leaf Switches models/series of minimum 02 nos. of spine & 18 no of leaf respectively should have been deployed* in single leaf-spine fabric in at 02 Commercial Data Centre Infrastructure# during last seven(07) years and same must be in satisfactory operation** for at least one (01) year as on the originally scheduled date of bid opening mentioned in the bidding document.	**Request employer/PGCIL to modify the clause as below :-** The offered Spine & Leaf Switches models/series of minimum 02 nos. of spine & 18 no of leaf respectively should have been deployed* in single leaf-spine fabric in at 02 Commercial Data Centre/**Telecom Service Prodvider/Government/PSU Infrastructure**# during last seven(07) years and same must be in satisfactory operation** for at least one (01) year as on the originally scheduled date of bid opening mentioned in the bidding document.	Kindly refer Clarification No -4 dtd. 29.11.2024 Sl. No. 168 for details
5	Volume II, Section 3, Clause-3.23 Fabric Manager, S.No.-34	Switch should support multi-OEM hypervisor environment and should be able to sense movement of VM and configure network automatically or using orchestration layer.	Request to modify the clause as "Switch should support multi-OEM hypervisor environment and should be able to support seamless movement of VM anywhere in the fabric."	Kindly refer Clarification No -2 dtd. 03.10.2024 Sl. No. 130 for details
6	Volume II, Section 2(B), Clause 2.2 Multi-tenant Security information and event management (SIEM) solution, Sr No.68	Point 68 - Monitor user behavior for anomalies, including increased frequency in accessing and downloading high-value assets, deviations from normal usage patterns over short or extended periods, sudden spikes in activity volume or rapid increases in asset access, deviations from peer group activity, and attempts to change privileges on existing accounts or open new accounts on other systems.	Suggestion/change requested: Monitor user behavior for anomalies, including increased frequency in accessing and downloading high-value assets, deviations from normal usage patterns over short or extended periods, sudden spikes in activity volume or rapid increases in asset access, deviations, and attempts to change privileges on existing accounts or open new accounts on other systems.	The provisions of the bidding document shall remain unchanged.
7	Volume II, Section 2(B), Clause 2.2 Multi-tenant Security information and event management (SIEM) solution, Sr No.70	Point 70- The solution should offer the ability to define peer group modeling for up to a 30-day duration with no extra cost or licensing requirements.	Suggestion/change requested: The solution should offer the ability to define behavioral modeling for up to a 30- day duration with no extra cost or licensing requirements.log source, correlation rules, user defined, etc.).	The provisions of the bidding document shall remain unchanged.
8	Price_Schedule_rev01.xlsx, Amend-5 and Clari-2 dtd. 03.10.2024	1- 75- Secure Web Proxy solution (1000 users) - EA- 5 Nos. 2- Secure Web Proxy Solution – Forward Proxy- Solution should support HA as active-active or active-backup for 5000 users	Our Understanding is that Bidder needs to propose 1000 X 5 Nos. = 5000 Users along with HW appliance in HA (2 qty) at DC site. Kindly clarify and confirm.	Bidder shall propose the solution in high-availability using minimim two(02) numbers of hardware appliances as per the specification mentioned in the TS.
9	Volume II, Section 3, Clause-3.33 Secure Web Proxy Solution – Forward Proxy, S.No.-12	1- 75- Secure Web Proxy solution (1000 users) - EA- 5 Nos. 2- Secure Web Proxy Solution – Forward Proxy- Solution should support HA as active-active or active-backup for 5000 users	Our Understanding is that Bidder needs to propose 1000 X 5 Nos. = 5000 Users along with HW appliance in HA (2 qty) at DC site. Kindly clarify and confirm.	Bidder shall propose the solution in high-availability using minimim two(02) numbers of hardware appliances as per the specification mentioned in the TS.

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10	Volume II, Appendix H BoQ, Supply of Following Items for Pilot Data Centre, Manesar, Point 31 (a) & (b)	31 - Server Security solution - basic ; 31.a - For VM 31.b - For containers	As per RFP technical specs Section, the specs are for advanced server security solution. Thus, for 31# item, pls suggest if can we propose anti-malware software for asked solution, please confirm	Yes, Bidders are required to propose Anti-malware solution against BoQ line item-31 - "Server Security Solution-Basic" complying to relevant technical features mentioned in Vol-II, Section 2(B), Sub-section 2.7
11	Volume II, Section 2(B), Clause-2.7 Server Security Solution	Server security solution	As per RFP technical specs Section, the specs are for advanced server security solution. Thus, for 31# item, pls suggest if can we propose anti-malware software for asked solution, please confirm	The Specification mentioned in Vol-II, Section 2(B), Sub-section 2.7 is for "Server Security solution - Advance". Thus, for 31# item, bidder shall propose Anti-malware solution against BoQ line item "Server Security-Basic" complying with relevant features mentioned in Vol-II, Section 2(B), Sub-section 2.7
12	Volume III, 02_Attachment 8 Manufacturer Authorization Form	We hereby extend our full guarantee and warranty for the above specified goods offered supporting the supply by the Bidder against these Bidding Documents, and duly authorize said Bidder to act on our behalf in fulfilling these guarantee and warranty obligations. We also hereby declare that we and ......(insert name of the Bidder).......... have entered into a formal relationship in which, during the duration of the Contract (including warranty/defects liability). We, the Manufacturer or Producer, will make our technical and engineering staff fully available to the technical and engineering staff of the successful Bidder to assist that Bidder, on a reasonable and best effort basis, in the performance of all its obligations to the Purchaser under the Contract.	We would request for the clause to be amended as follows as OEM do not provide any guarantee as per their norms in a MAF, they offer warranty: "We hereby extend our **standard OEM** ~~full guarantee and~~ warranty for the above specified goods offered supporting the supply by the Bidder against these Bidding Documents, and duly authorize said Bidder to act on our behalf in fulfilling these ~~guarantee and~~ warranty obligations. We also hereby declare that we and ......(insert name of the Bidder).......... have entered into a formal relationship in which, during the duration of the Contract (including warranty/defects liability) ~~.~~ We, the Manufacturer or Producer, will make our technical and engineering staff fully available to the technical and engineering staff of the successful Bidder to assist that Bidder, on a reasonable and best effort basis **as agreed upon by the Bidder and OEM** ~~; in the performance of all its obligations to the Purchaser under the Contract~~ ."	Kindly refer Clarification No -3 dtd. 06.11.2024 Sl. No. 13 for details
13	Volume II, Section 3, Clause-3.23 Fabric Manager, S.No.-34	Point34 - "Switch should support multi-OEM hypervisor environment and should be able to sense movement of VM and configure network automatically or using orchestration layer."	Currently the clause is favoring and complied by only a single OEM. We request to kindly make it more open to allow more network OEMs to qualify. We as bidder understand that bidder can deliver the solution in following manner - "In the proposed solution when a new tenant is onboarded, its respective virtual networks and VLANs will be provisioned using the Fabric manager on all the datacenter switch ports. This will ensure that the tenant will have connectivity on all switches including during VM movement. " Pls confirm on the above method to deliver this functionality. This is a key query which is currently a show stopper.	The provisions of the bidding document shall remain unchanged.
14	Volume II, Section 7, Clause 7.4.4.4	7.4.4.4 Targets of Service Level Agreements	Bidder request to cap the operations phase total cumulative SLA penalty in a quarter to 5% or 10% of the Quarterly invoice (QGR) value. Currently the O&M phase SLA is not capped . This is a mandatory request from SI perspective as the SLA in O&M phase as uncapped and an uncapped risk is not accepted in the IT industry. All similar CSP/cloud RFPs have had SLA in O&M phase capped and we request to Kindly look in to this query and consider the proposed change.	The provisions of the bidding document shall remain unchanged.
15	Volume II, Section-7, Clause-7.4.1, Point 15	All deployed manpower shall be on the payroll of the Contractor	We request PGCIL to allow hybrid manpower strategy and permit L1 layer and helpdesk manpower to be subcontracted only from payroll processing perspective, while the entire delivery and overall SLA and all ownership remains with the selected bidder. This is also requested as there is lot of churn in the L1 manpower and thus subcontracting allows the bidder to fill the gaps much faster. The above subcontracted model is also accepted by many govt departments / PSUs in their RFPs, with the end to end responsibility lying with the bidder. We request to kindly allow the same.	The provisions of the bidding document shall remain unchanged.

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16	Volume II, Section 2(A), Clause 2.6 Cloud Software (Virtualization, Orchestration, Automation & SDS Software) for 2U with 2Processor SDS AMD Rack Server	Virtualization, Orchestration, Automation & SDS Software	The ask of Volume II - Section 2 - sub section 2.6 comprises of below functionalities. **Cloud Management Platform Compute Virtualization Object and Block Storage Networking Load Balancing Service Monitoring Metering Data Security & API Authentication and Authorization Kubernates Kubernates Multicluster Kuberantes Security Kubernates Orchestrator Kubernates Multitenancy Kubernates Autoscaling and Workload Scheduling Kubernates datacenter automation management** In response to the clarification issued in ammendment 7 dated 29th Nov in which PGCIL has put a clause "**The offered enterprise grade cloud software & enterprise grade container solution must be from single OEM**" under point # 3. **Clarification**: a) We have evaluated multiple COTS and opensource products, however, this clause is favourable to Single OEM and we have monopolitic situation for selecting such critical of RFP and restricting us as a bidder. Requesting PGCIL to please remove sub-clause "**The offered enterprise grade cloud software & enterprise grade container solution must be from single OEM**" for better product selection.	Amendment No -7 dtd. 29.11.2024 Sl. No. 4 refers to Vol-II, Section 2(A), Sub-section 2.5.
17	Volume II, Section 2(A), Clause 2.6 Cloud Software (Virtualization, Orchestration, Automation & SDS Software) for 2U with 2Processor SDS AMD Rack Server	Virtualization, Orchestration, Automation & SDS Software	The Container specifications asked under 2.6 are highly advanced and not in-line with Meity ask of "Container as a service" bouquet. Request you to clarify which all services Under Container Meity Bouquet PGCIL wants bidder to deliver from Kubernetes specifications perspective.	The provisions of the bidding document are amply clear.
18	Price_Schedule_rev01.xlsx, Amend-5 and Clari-2 dtd. 03.10.2024, Sr. No. 43	Enteprise Grade Container Licenses	As per the price BOQ, Bidder is expected to supply container licenses i.e for 256 cores, we as bidder we want to know which compliaces to follow for the required licenses as both 2.5 and 2.6 sections under "Volume II Secification of Cloud Layer have container specifications. Please clarify.	Kindly refer to Vol-II, Section 2(A), Sub-section 2.5 for specifications related to enterprise grade cloud solution
19	Volume II, Appendix G, Clause 1.1.1	e) The OEM should have minimum 500 employees globally on direct payroll out of which 100 employees should be based in India. In case OEM has only 25-99 employees on direct Payroll in India, OEM shall deploy its 3 dedicated L3 support engineer/onsite L3 engineers who are on direct OEM payroll since 2 years. They are required to be deployed for the complete contract period by the OEM.	e) The OEM should have minimum 100 employees globally on direct payroll out of which 80 employees should be based in India. In case OEM has only 25-99 employees on direct Payroll in India, OEM shall deploy its 3 dedicated L3 support engineer/onsite L3 engineers who are on direct OEM payroll since 2 years. They are required to be deployed for the complete contract period by the OEM. We request this change so that as an Indian OEM we can participate in the RFP	The provisions of the bidding document shall remain unchanged.
20	Volume II, Appendix G, Clause 1.1.2	e) The OEM should have minimum 500 employees globally on direct payroll out of which 100 employees should be based in India. In case OEM has only 25-99 employees on direct Payroll in India, OEM shall deploy its 3 dedicated L3 support engineer/onsite L3 engineers who are on direct OEM payroll since 2 years. They are required to be deployed for the complete contract period by the OEM.	e) The OEM should have minimum 100 employees globally on direct payroll out of which 80 employees should be based in India. In case OEM has only 25-99 employees on direct Payroll in India, OEM shall deploy its 3 dedicated L3 support engineer/onsite L3 engineers who are on direct OEM payroll since 2 years. They are required to be deployed for the complete contract period by the OEM. We request this change so that as an Indian OEM we can participate in the RFP	The provisions of the bidding document shall remain unchanged.