GOVERNMENT OF MEGHALAYA
MEGHALAYA STATE WATERSHED & WASTELAND DEVELOPMENT AGENCY
MEGHALAYA: SHILLONG

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CLARIFICATIONS AGAINST QUERY SUBMITTED BY VENDORS FOR PROCUREMENT OF CLOUD SERVICE PROVIDER -PMIS

Sl. No	RFQ Reference/ Sections requiring clarifications	Description & Queries	Reply against the Queries
1.	Eligibility Criteria	Whether vendors can avail relaxation from the prior Government cloud-services experience requirement on the basis of its valid Udyam MSE and DPIIT Startup recognitions.	As per RFQ
2.	Eligibility Criteria	Whether the prior Government project experience requirement is mandatory for all bidders or whether relevant private-sector cloud infrastructure experience, along with MeitY CSP empanelment, can be considered.	As per RFQ
3.	Eligibility Criteria	Whether the applicable MSE/DPIIT Startup procurement benefits and experience relaxations are permissible under this ADB-funded procurement.	As per RFQ
4.	Eligibility Criteria	Are MSE and DPIIT-recognised Startup exemptions applicable to the minimum turnover and prior similar work experience requirements under this RFQ?	As per RFQ
5.	Eligibility Criteria	Is previous Government cloud project experience mandatory, or can a bidder without such experience participate by fulfilling the other eligibility and technical requirements?	As per RFQ
6.	Eligibility Criteria	Can the applicable Startup/MSE exemptions be considered against the Government cloud experience requirement as well?	As per RFQ
7.	Price Schedule Successful Migration/Deployment & Go-Live of PMIS	what is the scope of migration is it only the migration of Data and Database? The installation of the front end and Backend Application will be the scope of the Application partner and not of the CSP.	Yes. The CSP shall be responsible for migration of the existing application data and database to the proposed cloud environment. Deployment, installation and configuration of the frontend and backend application components shall be the responsibility of the Software Development Vendor. The CSP shall provide the necessary infrastructure and migration support.

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8.	Contract Terms & Conditions Other Grounds for Termination The Client reserves the right to terminate this contract, in whole or in part, at any time if it terminates that the services of the Service Provider are no longer required.	This is the termination for convenience. Equivalent clause is not present for the CSP to terminate the services any time. This leads to a one-sided contract condition. We request you to please add equivalent clause for the CSP or remove this clause and keep the termination only in case of fault or deteriorated service beyond a curing period.	As per RFQ
9.	Scope Of Services Technical/Infrastructure & Other Requirments. Cloud Infrastructure	There are only single servers considered for Production Application and Database servers. As a CSP we will be responsible for the availability of the VM but if anything goes wrong at the Application level or at the database service level, this may lead to the Application outage or Apllication level downtime. It is highly recommended to consider a Local HA for the Application and Database servers along with a Load Balancer as service to make the application highly Available. If considered, please revise the BOQ/commercials format accordingly.	As per RFQ
10.	Scope of Services Technical/Infrastructure & Other Requirements. Firewall & Network Security Requirements. * Multi Factor Authentication (MFA) * Vulnerability Assessment Support	Kindly confirm the use case for the MFA. Which application or device or at what level you wish to implement the MFA. Please confirm the scope of "Vulnerability Assessment" support. Do you expect us to perform VA for the infrastructure or Application. The VA is generally a one-time activity, please confirm the frequency of the VA to be performed.	Application-level MFA and application VAPT/security audit shall be the responsibility of the Software Development Vendor. The CSP shall implement MFA for privileged and administrative access to the cloud management console and shall maintain the security of the cloud infrastructure up to the operating-system and managed-service layer. Infrastructure-level vulnerability assessment, patching and remediation shall be undertaken by the CSP as part of its infrastructure-security responsibilities.
11.	Scope of Services Technical/Infrastructure & Other Requirements. Backup and Disaster Recovery	Since the actual data size is not known, the actual size of the backup retention storage cannot be confirmed. It is requested that the commercial format be modified to include the components	Bidders need to quote for 2 TB of backup retention storage for the first year. Additional storage beyond 2 TB, up to a total of 4 TB over the three-year contract

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		on Pay as per use model. This will allow CSP to bill the backup retention storage for the amount of storage used.	period, shall be provisioned on a Pay-as-You-Use basis at the quoted unit rates.
12.	Scope of Services General	It is assumed that the CSP will only be responsible for maintaining the infrastructure up to the OS level. Application-level management and Database level configuration will be taken care by the Application Partner.	The CSP shall be responsible for provisioning and maintaining the cloud infrastructure, operating system and required database platform/licence. Application-specific database configuration, schema, tables, queries, stored procedures, etc, shall be the responsibility of the Software Development Vendor.
13.	Eligibility Criteria	The bidder must be a legal entity registered in India under the companies Act, 1956 / Proprietary firm/ Partnership firm STPI is an Autonomous Society under Ministry of Electronics & Information Technology, Government of India.	Society can Participate
14.	Appendix A – Backup and Disaster Recovery	Kindly confirm the retention period for each retention type.	Database backups shall be taken twice daily and retained for 30 days. Application files and configuration backups shall be taken once daily and retained for 30 days. VM snapshots shall be taken weekly and retained for eight weeks. The CSP shall size and quote the required backup storage accordingly.
15.	Appendix A – Backup and Disaster Recovery	Kindly confirm if the DR environment is to be active-active or active-passive.	The DC and DR environments shall operate in active-passive mode, with the primary workload hosted at the DC and the DR environment activated in accordance with the RTO and RPO specified in the RFQ.
16.	Appendix A – Object Storage	For the object storage kindly confirm - should the bidder factor for 4TB in the pricing or should we factor in initial 2 TB and xtra will be paid as per Pay as you go.	Please quote for 2 TB of Object Storage. Any storage consumption beyond 2 TB shall be charged on a Pay-as-You-Go basis as per actual usage
17.	Appendix A – Cloud Infrastructure	The requirement specifies Microsoft SQL Server 2022 but do not mention required edition. Kindly confirm whether SQL Server 2022 Standard or Enterprise Edition is required and whether the necessary database licences will be provided by MSWWDA	Microsoft SQL Server 2022 (RTM)Microsoft Corporation Express Edition The necessary database licenses shall be provided by the selected Cloud Service Provider (CSP) as part of the cloud hosting services.

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		or are to be included by the Service Provider	
18.	Appendix A – DR Requirements	Kindly confirm if the employee documents refer to the application documents and associated files as per the object storage requirement in section 2.	As per RFQ
19.	Appendix A - Firewall & Network Security Requirements	The requirement specifies vulnerability assessment support. Kindly clarify whether periodic VAPT or security audits are to be conducted by the Service Provider. If yes, kindly confirm the frequency.	Application security audit and application VAPT shall be conducted by the Software Development Vendor. The CSP shall remain responsible for cloud-infrastructure security, operating-system security, vulnerability management, security patching and remediation within its scope of services.
20.	General - Existing Infra and Migration	Kindly confirm the total current infra sizing and also kindly confirm the total size of data to be migrated (in GB).	The total data proposed for migration is estimated to be approximately 10 GB
21.	General - Bandwidth	Kindly specify the expected bandwidth requirement (in Mbps) or expected monthly data transfer(data egress) per month(in GB)	For estimation purposes, bidders may consider an internet bandwidth requirement of approximately 100 Mbps and a monthly data transfer (egress) volume of up to 1 TB, subject to actual application usage, document uploads/downloads, and user activity patterns.
22.	General - RBAC and MFA	Kindly confirm the expected number of users for which MFA and RBAC is required.	Application-level RBAC and MFA shall be implemented by the Software Development Vendor for the registered application users. The CSP shall implement MFA and role-based access controls for all privileged and administrative accounts used to manage the cloud environment.
23.	General - Logs retention	Kindly confirm the expected daily size (in GB) of the application, database, firewall, administrative and security logs.	For sizing and commercial quotation, bidders shall consider a combined raw log-generation volume of up to 8 GB per day for application, database, firewall/WAF, administrative and security logs.
24.	General - DDoS	Kindly confirm if DDoS is required for the Layer 3&4 or for layer 7.	The proposed solution shall provide DDoS protection for network and transport-layer attacks at Layers 3 and 4 and application-layer protection at

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			Layer 7 through the proposed WAF/security solution. The protection shall cover the public endpoints of the PMIS application.
25.	General - Storage	Kindly confirm the expected monthly growth in the storage requirement for different types.	The current data proposed for migration is approximately 10 GB. The monthly growth rate is not fixed and will depend on actual application usage, document uploads and data-generation trends.
26.	General - VPN	Kindly confirm if there is any requirement any VPN connectivity requirements, including the expected number and type of VPN tunnels.	No site-to-site or client VPN connectivity is presently required under the scope of this RFQ.

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&
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