

| S. No. | Section | Page No. | Clause No. | Tender Description | Query | Clarification |
|--------|---|----------|------------|---|--|---|
| 1 | IV : GCC | 38 | f | Bidders shall furnish documentary evidence as per the prescribed format (online as well as offline), duly certified by Authorized Signatory and the Statutory Auditor/ Practicing Chartered Accountant of the Bidding Company in support of their financial capability. | Kindly reconfirm if you require online submission as well. | All the documents as mentioned in the tender document needs to be submitted offline only. |
| 2 | VI: Detailed scope of Work and Technical Parameters | 68 | k | DNS Registration to be done | 1) How many domain need to be registered? 2) Can you specify domain name TLD which you require? | 1)One 2) .co.in |
| 3 | VI: Detailed scope of Work and Technical Parameters | 68 | l | Training to be provided to system admin of the department. | For how many day training need to be conducted? Can training be conducted via online mode (Call or video conference)? | 2 days on-site |
| 4 | VI: Detailed scope of Work and Technical Parameters | 68 | s | For SMS and Email alerts services, necessary configuration and port openings will be the responsibility of the cloud service provider. | Does CSP need to provide SMS gateway facility? What is approximate volume of SMS you require per month? | Arrangement in this regard to be made by bidder. Volume of SMS per month is expected to be approximately 25000. |

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| 5 | VI: Detailed scope of Work and Technical Parameters | 78 | 5. Cloud datacentre specifications | The datacenters of CSP should be spread across different geolocation in different seismic zones. | <p>Kindly remove this clause in case you do not require DR as of now.</p> <p>This clause may restrict participation to bid if CSP empanelled with one Data center.</p> <p>If you require Disaster recovery then specify scope of work, RPO, RTO and amend financial bid format along with revised scope of work.</p> | Stands deleted |
| 6 | V: Sample form and Formats for Bid Submission | 61 | Format 5.11 | <p>Format 5.11</p> <p>Unit Rates in Rs.</p> | Do you require Monthly Unit Rate? Kindly confirm or suggest. | Bidders should furnish their price as per the format provided in the tender document. |
| 7 | VI: Detailed scope of Work and Technical Parameters | 75 | 11 | <p>Security breach including Data Theft/Loss/Corruption</p> <p>For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR << 5 Lakhs>>. This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, SECI LTD reserves the right to terminate the contract.</p> | <p>Penalty is very high. Reduce it. Or make it in percentage of periodic billing cycle amount.</p> <p>Security breach, data theft, loss, corruption is very wide term and require clarity on exact scope of work of each party involved.</p> <p>Kindly define responsibility matrix and differentiate between scope of work of Application vendor, CSP and SECI.</p> | Tender conditions shall prevail. |

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| 8 | VI: Detailed scope of Work and Technical Parameters | 78 | 3. Compatibility Requirements | CSP must ensure that the virtual machine format is compatible with other cloud provider | Data can be exported from Cloud, but exporting an entire virtual machine is not possible unless all CSP's or migration CSP is also using same virtualization layer. Each CSP has customized the virtualization layer to provide performance. Please request you to delete the clause or modify the exit clause to data and not VM. | CSP must ensure that they will carry out the migration of the VMs, data, content to the new environment created by SECI on alternate cloud service provider offerings to enable successful deployment if and when required. |
| 9 | | | | Ask by SECI for Government Community Cloud | SECI Ltd wishes to engage a Meity Empaneled and STQC Audited CSP for providing Government Community Cloud Services or Virtual Private Cloud | Tender conditions shall prevail. |