

**Clarification/Response w.r.t EOI No: STPI/HQ/PDC/07/2021-22/224 dated 20-07-2022**

S. No.	Agency Name	Eoi Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eoi requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
1	M/s Arsenal Infosolutions Pvt. Ltd	7 Eligibility Criteria (iii)	21	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/ Cloud-related services as of 31.03.2022.	<b>Kindly add clause related to MSME Exemption on past experience and turnover as suggested below:</b> The condition of prior turnover and prior experience will be relaxed for MSEs (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).	The request has been considered by STPI however in view of the project requirement the same is not acceded to.
2		7 Eligibility Criteria (iv)	21	a. The agency should have a minimum annual average revenue of Rs. 10 crores from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited. b. The agency must have executed "Similar Work" in the last 3 years as of 31.03.2022 for at least: Two (2) government / semi-government organizations of Center / State in India OR Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last two financial years. Similar work means: Setting up Public/hybrid/private cloud for a customer OR Providing Implementation/support services for proposed IaaS, PaaS, and SaaS cloud services including application migration activities. Note: Sales of Cloud software licenses not sold as part of any system integration project shall not be considered in the Annual Turnover.	<b>Kindly add clause related to MSME Exemption on past experience and turnover as suggested below:</b>  The condition of prior turnover and prior experience will be relaxed for MSEs (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).	The request has been considered by STPI however in view of the project requirement the same is not acceded to.
3		7 Eligibility Criteria (v)	21-22	Cloud Service Provider or its authorised partner (Agency) must have at least 100 employees working in the cloud and managed services operations. Out of which at least 10+ certified resources on the proposed cloud platform at the time of Eoi submission	<b>Please modify the clause as suggested below:-</b>  Cloud Service Provider or its authorised partner (Agency) must have at least 100 employees working in the cloud and managed <b>IT related</b> services operations. Out of which at least <b>5+ certified resources</b> on the proposed cloud platform at the time of Eoi submission	Managed Services shall be replaced by Managed IT Services. Rest of the clause will remain same.
4			23	Turnover	This should be measured for CSP, since MSP/partner are focused to bring domain services like managed services, migration services etc.	Refer amendment attached as Annexure-A.
5			23	Agency experience	Cloud in India started post MeitY empanelment program in 2016, which essentially means its being 5-6 years for cloud adoption. Asking 10years of experience is limiting it to some traditional service providers, who may not be providing actual cloud services. Also, this should be open to CSP experience also.	Refer amendment attached as Annexure-A.
6			23	Annual Average turnover	The requirement for qualification is 100cr turnover. An average turnover only from 'Similar Work' is too restrictive. Also, since its a combination of CSP and MSP, this turnover requirement should be measured for CSP / MSP.	Refer amendment attached as Annexure-A.

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7			24	Atleast 50 customers	Request to modify the clause.	Refer amendment attached as Annexure-A.
8			24	EOI Response document	The success of this model lies with the capabilities agency is able to provide and also the kind of Cloud Services they are able to offer. Based on our experience, customers value the Cloud Services as one of the most important criteria while selecting cloud. Currently the focus is purely based on the agency capabilities, while CSP services are not being evaluated. We would request to create section for CSP service capabilities also e.g. demo version of Cloud services, hybrid cloud infrastructure having same level of certifications and services as available in cloud etc.	No change
9			19	serverless applications, the cloud service provider should automatically provision, scale and manage the infrastructure required to run the code. It would be an event-driven serverless compute platform that also solves complex orchestration problems. the tasks associated with infrastructure provisioning and management are invisible to the developer	We request to remove the word serverless . IF customer is looking to run event driven services or infrastructure as a code we request to add the specific functionality	This is just an indicative list of services.
10			19	Secure Desktop OS as a Service for enterprise users: The service should provide enterprise-class Windows OS for enterprise users to ensure secure devices for official and remote working including features of endpoint protection and endpoint detection and remediation along with advanced management features that control the flow of diagnostic data, and user experience, and access to Virtualization capabilities to enable highly productive information workers, developers and IT Admins	This is only possible for a specific vendor .	This is just an indicative list of services.
11			20	Virtual desktop infrastructure (VDI)	Please clarify if this is service to be provided by CSP or can be fulfilled by a 3rd part VDI solution provider	Agency may decide.
12			6	STPI requires setting up an extensible, secure and hybrid cloud environment that spans the local STPI data centre to the global level, as well as should have the ability to rapidly provision computing and storage capacity to address varying challenges at the speed of relevance.	Please clarify global level . Does this mean STPI plans to setup Datacenters across the world or CSP should have capability at global level	STPI wants to use its Data Centres/NOC available across India to provide ubiquitous cloud services (IaaS,PaaS,SaaS) accessible from across the globe.
13		7 Eligibility Criteria	21	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	Request department to kindly consider below clause. "The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Comprehensive services as of 31.03.2021."	Refer amendment attached as Annexure-A.
14		5.2	12	Commissioned Racks	Please provide percentage utilization of commission racks and segregation in terms of STPI and external usage. For external usage, if possible, please let us know top 5 customers and their workload types.	The desired information is not appropriate.
15		5.2	12	50+ Tier II DC/ NoC ISP PoP Centres	Please confirm if we can safely assume that these locations will have spare capacity in terms of space and network bandwidth to add quarter to 1 rack of additional equipment.	Yes

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16	Airtel	6	16	Setup & manage .. GCC Cloud Services .. from STPI	In case of Tier II DC, details if these are STPI internal utilized or used by 3rd Party. In case, 3rd Party please provide top 5 customer names.	It is used in-house as well as by STPI customers. Asking customers names is not relevant to this Eol.
17		6	17	Virtual Machines	Please confirm if STPI will spearhead and own the expense and process of GCC qualification or will provide due authority to vendor to do the necessary work on behalf of STPI.	Agency will have to get the facility empanelled in MeitY.
18		8	23	Similar Work	Why GPU based machines have not been mentioned in the ask? Any view of exclusive as on one side it is clearly stated that AI is area of focus of this cloud.	Service list in EOI is just an indicative one. The agency can propose the additional services which are required as per current market trends by the customers and for future requirements also.
19		8	17 to 20	All Services	Please provide clear definition 'Similar Work' for evaluation under Point III of the table	Refer Clause 7 (iv) on page no. 21
20		8	17 to 20	All Services	Is all services compulsory for Day 1 or these are to be enabled as and when demand is confirmed? Is allowance for integrating with external services providers for enabling cost effective offering acceptable?	Service list in EOI is just an indicative one. The agency can propose the additional services which are required as per current market trends by the customers and for future requirements also. Final list of mandatory/ optional services may be decided at the time of RFP
21		NA	NA	NA	Please confirm if STPI has done some detailed need analysis of its feasible clientele to arrive at the list or it is made based on general observed technology trend for government sector? If neither, please explain the basis of this list creation.	Service list in EOI is just an indicative one. The agency can propose the additional services which are required as per current market trends by the customers and for future requirements also.
22		NA	NA	NA	What additional investment from STPI can be assumed in this proposal beyond Tier III DC facility?	May be decided based on the proposed business model by agencies.
23		4	9	Revenue sharing or any other feasible model	Will STPI be willing to compete/collaborate with NIC for Cloud workload for government? NIC and STPI being part of same Central Ministry, thus understanding of the relationship is essential.	This may be decided later.
24					Please provide key consideration from STPI while evaluating a commercial model	As per technical evaluation criteria of Eol

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25	CloudStr ats Technolo gies Private Limited	Eligibility Criteria, point-iii	21	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	We request you to please give us relaxation under MSME/NSIC/Start-up by DIPP	The request has been considered by STPI however in view of the project requirement the same is not acceded to.
26		Eligibility Criteria, point-iv	21	a. The agency should have a minimum annual average revenue of Rs. 10 crores from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited. b. The agency must have executed "Similar Work" in the last 3 years as of 31.03.2022 for at least: Two (2) government / semi-government organizations of Center / State in India OR Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last two financial years. Similar work means: Setting up Public/hybrid/private cloud for a customer OR Providing Implementation/support services for proposed IaaS, PaaS, and SaaS cloud services including application migration activities. Note: Sales of Cloud software licenses not sold as part of any system integration project shall not be considered in the Annual Turnover.	We request you to please give us relaxation under MSME/NSIC/Start-up by DIPP	The request has been considered by STPI however in view of the project requirement the same is not acceded to.
27		23		Turnover	This should be measured for CSP, since MSP/partner are focused to bring domain services like managed services, migration services etc.	Refer amendment attached as Annexure-A.
28		23		Agency experience	Cloud in India started post MeitY empanelment program in 2016, which essentially means its being 5-6 years for cloud adoption. Asking 10years of experience is limiting it to some traditional service provides, who may not be providing actual cloud services. Also, this should be open to CSP experience also.	Refer amendment attached as Annexure-A.
29		23		Annual Average turnover	The requirement for qualification is 100cr turnover. An average turnover only from 'Similar Work' is too restrictive. Also, since its a combination of CSP and MSP, this turnover requirement should be measured for CSP / MSP.	Refer amendment attached as Annexure-A.
30		24		Atleast 50 customers	Request to modify the clause	Refer amendment attached as Annexure-A.

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31	Cyfuture	24		EOI Response document	The success of this model lies with the capabilities agency is able to provide and also the kind of Cloud Services they are able to offer. Based on our experience, customers value the Cloud Services as one of the most important criteria while selecting cloud. Currently the focus is purely based on the agency capabilities, while CSP services are not being evaluated. We would request to create section for CSP service capabilities also e.g. demo version of Cloud services, hybrid cloud infrastructure having same level of certifications and services as available in cloud etc.	No change
32		19		serverless applications, the cloud service provider should automatically provision, scale and manage the infrastructure required to run the code. It would be an event-driven serverless compute platform that also solves complex orchestration problems. the tasks associated with infrastructure provisioning and management are invisible to the developer	We request to remove the word serverless . IF customer is looking to run event driven services or infrastructure as a code we request to add the specific functionality	This is just an indicative list of services.
33		19		Secure Desktop OS as a Service for enterprise users: The service should provide enterprise-class Windows OS for enterprise users to ensure secure devices for official and remote working including features of endpoint protection and endpoint detection and remediation along with advanced management features that control the flow of diagnostic data, and user experience, and access to Virtualization capabilities to enable highly productive information workers, developers and IT Admins	This is only possible for a specific vendor .	This is just an indicative list of services.
34		20		Virtual desktop infrastructure (VDI)	Please clarify if this is service to be provided by CSP or can be fulfilled by a 3rd part VDI solution provider	Agency may decide
35		6		STPI requires setting up an extensible, secure and hybrid cloud environment that spans the local STPI data centre to the global level, as well as should have the ability to rapidly provision computing and storage capacity to address varying challenges at the speed of relevance.	Please clarify global level . Does this mean STPI plans to setup Datacenters across the world or CSP should have capability at global level	STPI wants to use its Data Centres/NOC available across India to provide ubiquitous cloud services (IaaS,PaaS,SaaS) accessible from across the globe.
36		21		The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	Request you to kindly change this clause as -- The agency must have an average annual revenue from operations of not less than Rs 50 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	Refer amendment attached as Annexure-A.
37		QCBS - 23		Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services as on 31.03.2022. > 500 Cr ----- 20 marks 301Cr to 500 Cr ----- 15 marks 100 Cr to 300 Cr ----- 10 marks < 100 Cr ----- 0 marks	Request you to kindly change this Clause as -- Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services as on 31.03.2022. > 300 Cr ----- 20 marks 101Cr to 300 Cr ----- 15 marks 50 Cr to 100 Cr ----- 10 marks < 50 Cr ----- 0 marks	No change

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38		QCBS - 23		Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited > 100 Cr 20 marks 50 Cr to 100 Cr 15 marks 10 Cr to 50 Cr 10 marks < 10 Cr 0 marks	Request you to kindly change this clause as --- Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited > 50 Cr 20 marks 25 Cr to 50 Cr 15 marks 5 Cr to 25 Cr 10 marks < 5 Cr 0 marks	No change
39	IBM	23		Turnover	This should be measured for CSP, since MSP/partner are focused to bring domain services like managed services, migration services etc.	Refer amendment attached as Annexure-A.
40		23		Agency experience	Cloud in India started post MeitY empanelment program in 2016, which essentially means its being 5-6 years for cloud adoption. Asking 10years of experience is limiting it to some traditional service provides, who may not be providing actual cloud services. Also, this should be open to CSP experience also.	Refer amendment attached as Annexure-A.
41		23		Annual Average turnover	The requirement for qualification is 100cr turnover. An average turnover only from 'Similar Work' is too restrictive. Also, since its a combination of CSP and MSP, this turnover requirement should be measured for CSP / MSP.	Refer amendment attached as Annexure-A.
42		24		Atleast 50 customers	Request to modify the clause	Refer amendment attached as Annexure-A.
43		24		EOI Response document	The success of this model lies with the capabilities agency is able to provide and also the kind of Cloud Services they are able to offer. Based on our experience, customers value the Cloud Services as one of the most important criteria while selecting cloud. Currently the focus is purely based on the agency capabilities, while CSP services are not being evaluated. We would request to create section for CSP service capabilities also e.g. demo version of Cloud services, hybrid cloud infrastructure having same level of certifications and services as available in cloud etc.	No change
44		19		serverless applications, the cloud service provider should automatically provision, scale and manage the infrastructure required to run the code. It would be an event-driven serverless compute platform that also solves complex orchestration problems. the tasks associated with infrastructure provisioning and management are invisible to the developer	We request to remove the word serverless . IF customer is lookin to run event driven services or infrstructure as a code we request to add the specific functionality	This is just an indicative list of services.

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45		19		Secure Desktop OS as a Service for enterprise users: The service should provide enterprise-class Windows OS for enterprise users to ensure secure devices for official and remote working including features of endpoint protection and endpoint detection and remediation along with advanced management features that control the flow of diagnostic data, and user experience, and access to Virtualization capabilities to enable highly productive information workers, developers and IT Admins	This is only possible for a specific vendor .	This is just an indicative list of services.
46		20		Virtual desktop infrastructure (VDI)	Please clarify if this is service to be provided by CSP or can be fulfilled by a 3rd part VDI solution provider	Agency may decide
47		6		STPI requires setting up an extensible, secure and hybrid cloud environment that spans the local STPI data centre to the global level, as well as should have the ability to rapidly provision computing and storage capacity to address varying challenges at the speed of relevance.	Please clarify global level . Does this mean STPI plans to setup Datacenters across the world or CSP should have capability at global level	STPI wants to use its Data Centres/NOC available across India to provide ubiquitous cloud services (IaaS,PaaS,SaaS) accessible from across the globe.
48		section 4 - Purpose of EOI	9	The agency should have relevant experience in Setting up/ Managing Data centres and cloud operations and should have provided Data Centre technical support and services. The agency is expected to collaborate with STPI to provide requisite Data Centre facilities to end-users under the strategic control of STPI having an initial contractual period of 10 years.	We need more information on Datacenter management, ( Power/AC/BMC ) do we need to deploy our team on each Datacenter.	Basic details of STPI DCs has already been provided in Eol however, if required, the additional details may be provided at RFP stage. Team shall be deployed at minimum two locations (Preferably the GCC locations). The other Datacentres/NOC may be managed remotely.
49		6 Broad Level Scope of Work	15	STPI requires to set up the Government Community Cloud (GCC) at a minimum of two of its Data Centers as per MeitY guidelines for GCC(refer <a href="https://www.meity.gov.in">https://www.meity.gov.in</a> ).	Please confirm the exact count or exact location of data centers where GCC will be deployed.If there is any phase wise approach for various location please share the same.	GCC will be deployed at 2 locations. One location will be Bhubneswar and second location will be out of Mohali, Bengaluru, Chennai or Vijaywada. Rollout plan will be defined at RFP stage.

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50	Larsen & Toubro	6 Broad Level Scope of Work	15	Figure 1 - High-Level view of transformed STPI data centres	Please clarify the term Hybrid cloud with respect to this RFP? Generally, Hybrid cloud refers to a deployment where customer is running workload in on-prem and public cloud. Also, please confirm if the hybrid cloud mentioned will be GCC cloud or it can be any cloud.	Government Community Cloud (GCC) shall be deployed at a minimum of two of STPI's Data Centers as per MeitY guidelines. Hybrid cloud will be connected to the CSP's cloud and the data movement between STPI and CSP may depend on the data classification and service requirement. However, Data should not move out of India and data sovereignty has to be maintained.
51		Section 6 Broad Level Scope of Work	15	STPI requires setting up an extensible, secure and hybrid cloud environment that spans the local STPI data centre to the global level, as well as should have the ability to rapidly provision computing and storage capacity to address varying challenges at the speed of relevance.	From day one, Do we need to keep all services ready? Also, need some guidance to build capacity.	Services rollout plan may be shared at RFP stage.
52		Section 6 Broad Level Scope of Work	15	It is envisaged that an agency would bring a bouquet of cloud services to be offered from STPI data centres in hybrid mode thus maximizing the revenue per sqft of STPI Data Centers.	Are you going to take phase wise approach to roll out services? If yes then share list of services for first phase.	Services rollout plan may be shared at RFP stage.
53		Section 6 Broad Level Scope of Work	15	Setup & Manage Hybrid Cloud and offer hybrid cloud services from the following STPI data centres:	Expected capacity to build at Edge Datacenter and minimum link capacity to be established in Primary DC and Edge location to build Hybrid Cloud.	Agency has to propose the minimum capacity for edge.
54		6 Broad Level Scope of Work	16	Based on the assessment by the agency, STPI will allow the agency to upgrade/augment the Colocation infrastructure available across 50+ locations.	Agency would request to replace this as "DC infrastructure upgrade will be taken care by STPI on recommendation of the Agency" - Need more clarity on Scope on upgrade /Augment, and who will manage all Datacenters.	Any upgrade/agumentation (if required) w.r.t the colocation infrastructure available across 50+ locations has to be taken care by agency. The detailed information w.r.t edge Datacentre/NOC may be provided at RFP stage including the management scope for edge Data Centres.
55		6 Broad Level Scope of Work	16	It is also expected that the agency will propose an effective plan to offer edge data centre/cloud services utilizing the STPI's Colocation infrastructure available in 50+ cities.	Please confirm that management of the edge data center can be done via shared services model deployed for STPI. Resources will be deployed at a central location and will not be present at all the sites	Agency may propose it in the EoI response.



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56	Larsen & Toubro Limited	Section 6 - An indicative list of required service - Virtual Machine	17	Virtual Machines (VM) provide the basic IT infrastructure that can be used by Organizations to run a variety of workloads such as compute-intensive workloads, memory-intensive workloads, general-purpose workloads, etc. All Virtual Machine packages listed would be Managed Virtual Machines.	Please share required VM configuration for compute-intensive workloads, memory-intensive workloads, general-purpose workloads.	The proposed solution should be flexible enough to be configured as per the requirement of customer application. Agency may inform the maximum compute/memory that can be assigned to a VM as per the proposed solution keeping in view the current market practices.
57		An indicative list of required services (Container as Service)	17	Create and manage container instances and save costs by lifting and shifting existing applications to containers and build microservices applications to deliver value to STPI users faster. Use end-to-end developer and CI/CD tools to develop, update and deploy containerized applications. Manage containers at scale with a fully managed Kubernetes container orchestration service	Please confirm that creation of microservices will be taken care by the customer or their respective ISV. Can you please provide the name of SQL and NoSQL database that you wish to offer as part of this service	The scope of agency will be mainly to provide the infrastructure cloud capability to the end customers. Any value added service to expedite the customer service deployment may be proposed by the agency. List of SQL and NO SQL will be provided at RFP stage.
58		Section 6 -An indicative list of required service - DR as a Service	18	Application data and application states will be replicated between the two sites so that when an outage occurs, failover to the surviving DR-Cloud can be accomplished within the specified RTO. This is the period during which the compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable and the same SLAs as DC-Cloud shall be provided.	Expected RPO RTO in Minutes, expected data growth in DC in MB/GB (this will help to size link between DC and DR)	The information may be provided at RFP stage.
59		7 Eligibility Criteria	21	III. The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	III. The agency and its subsidiary or group companies must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	Refer amendment attached as Annexure-A.
60		7 Eligibility Criteria	22	VIII. Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services. Agency should have 24x7x365 NOC/SOC operations.	VIII. Cloud Service Provider or its authorised partner (Agency or its subsidiaries and group companies) should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services. Agency or its subsidiaries or group companies should have 24x7x365 NOC/SOC operations.	Refer amendment attached as Annexure-A.

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61		8 Technical Evaluation	23	II. Agency experience aligned to Scope of Work in implementing cloud services setting up operating and managing cloud operations  >10 years - 20 marks 5 years to 10 years - 15marks <5 years - 10 marks	Agency and its subsidiary or group companies experience aligned to Scope of Work in implementing cloud services setting up operating and managing cloud operations  >10 years - 20 marks 5 years to 10 years - 15marks <5 years - 10 marks	Refer amendment attached as Annexure-A.
62		8 Technical Evaluation	23	III. Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited  > 100 Cr - 20 marks 50 Cr to 100 Cr - 15 marks 10 Cr to 50 Cr - 10 marks < 10 Cr - 0 marks	III. Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's and its subsidiary companies or group companies accounts have been audited  > 100 Cr - 20 marks 50 Cr to 100 Cr - 15 marks 10 Cr to 50 Cr - 10 marks < 10 Cr - 0 marks	Refer amendment attached as Annexure-A.
63		8 Technical Evaluation	24	V. Full-time expert manpower (Cloud certified) aligned with Scope of Work  <10 - 0 marks 10 to 20 - 5 marks >20 - 10 marks	V. Agency and its subsidiary companies should have full-time expert manpower (Cloud certified) aligned with Scope of Work  <10 - 0 marks 10 to 20 - 5 marks >20 - 10 marks	Refer amendment attached as Annexure-A.
64	VVDN	5.2	11	Details of STPI's data centre	What is the current data capacity of the data centre?	As per Eol. Additional information may be provided at RFP stage.
65		5.2	11	Details of STPI's data centre	In each data centre, what is the capacity interms of virtual core and memory?	Agency has to set-up GCC and Hybrid Cloud.
66		6	15	Broad level Scope of work	What is the current stackon which data centre is currently managed? (Hardware, Networking, Storage)	Agency has to deploy their own set-up to manage GCC and Hybrid cloud.
67		6	15	Broad level Scope of work	Target timelines for supporting GCC in 2 data centres?	The information may be provided at RFP stage.
68		5.2	11	Details of STPI's data centre	Which stack/tool is currently being used to manage data centre?	Agency has to deploy their own set-up to manage GCC and Hybrid cloud.
69		4	9	Purpose of EOI	What is the revenue sharing or any other feasible model that STPI is looking at?	Agency has to propose in their EOI response
70		4	9	Purpose of EOI	Do we have to migrate the existing servers to GCC or not?	As per Eol
71		5.2	11	Details of STPI's data centre	What is the current IP pool available in the DCs?	The desired information is not appropriate.
72		6	15	Broad level Scope of work	Timelines for connecting other DCs?	The information may be provided at RFP stage.
73		5.2	11	Details of STPI's data centre	What is RTO and RPO for DR?	The information may be provided at RFP stage.

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74		6	15	Broad level Scope of work	What is DC DR loadbalancing for users if concurrent session goes beyond max limit ? Should additional users need to redirect to other DC?	The information may be provided at RFP stage.
75		5.2	11	Details of STPI's data centre	What is existing network topology?	The information may be provided at RFP stage.
76		5.2	11	Details of STPI's data centre	Details of current hardware vendor in the DC?	The information may be provided at RFP stage.
77	<b>Yotta Infrastructure Solutions LLP</b>	Clause 7:Eligibility Criteria,SI ii	21	The Net worth of the Agency as of the end of the latest financial year (i.e., FY 2021-22) should be positive	Kindly consider Parent / group / associate company credentials also. Request to amend clause as follows: The Agency/Agency's Parent / Group / Associate Company shall have positive Net worth in any one year of the last three financial years including FY 21-22. For FY 21-22, unaudited financials duly certified by a CA shall be acceptable	Refer amendment attached as Annexure-A.
78		Clause 7:Eligibility Criteria,SI iii	21	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud- related services as of 31.03.2022.	Kindly consider Parent / group / associate company credentials along with considering companies working in ICT sector doing similar work. Request to amend clause as follows: "Average Annual turnover of the Agency/Agency's Parent / group / associate company from ICT / ICTeS / Data Centre Build or Operate/Cloud Services from last 3 financial years should be at-least INR 100 crores.	Refer amendment attached as Annexure-A.
79		Clause 7:Eligibility Criteria,SI viii	22	Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services. Agency should have 24x7x365 NOC/SOC operations.  Document Required References of work orders/Purchase order/ Completion Certificate with name, address, contact person, and contact No, email address.	Requesting the document required clause to be amended as follows: •With at least 50 cloud customers and at least INR 50 crores annual contract value from these services.  An undertaking in this regard must be provided by the agency on its company letter head duly signed and stamped from the Chairman/ CEO/ CTO/ MD level authority/ CA having name, address, contact No. and e- mail address	Refer amendment attached as Annexure-A.
80		Clause 7:Eligibility Criteria,SI ix	22	Cloud Service Provider or its authorised partner's (Agency) Data Centre should be STQC audited and MeitY empanelled and offer all services from India only as per GoI/ MeitY	Kindly consider Agencies with Empanelment-in process with consideration that the Agency is MeitY empanelled at the time of final selection of partner against the RFP.	Refer amendment attached as Annexure-A.
81		Clause 7:Eligibility Criteria,SI ix	22	Cloud Service Provider or its authorised partner's (Agency) should be part of MeitY empanelled list with datacentres in multiple availability zones/regions.	Kindly consider Agencies with Empanelment-in process with consideration that the Agency is MeitY empanelled at the time of final selection of partner against the RFP.	Refer amendment attached as Annexure-A.
82		8	23	Agency experience aligned to Scope of Work in implementing cloud services setting up operating and managing cloud operations  >10 years20 marks 5 years to 10 years15marks <5 years10 marks	Agency experience aligned to Scope of Work in implementing cloud services setting up operating and managing cloud operations  >2 years20 marks 1 years to 2 years15marks <1 years10 marks	No change

S. No.	Agency Name	Eol Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eol requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
83		8	23	Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited  > 100 Cr <del>20</del> marks 50 Cr to 100 Cr <del>15</del> marks 10 Cr to 50 Cr <del>10</del> marks < 10 Cr <del>10</del> marks	Annual average contract value from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited  0-3 projects / 15-25 cr contract value – 0 marks 4-6 projects / 25-50 cr. contract value – 10 marks > 6 projects / >50 cr. contract value – 20 marks (Copy of work orders from the Client, alongwith self-certification from MD / CEO of company and/or external CA)	No change
84		8	24	Full-time expert manpower (Cloud certified) aligned with Scope of Work  <10 <del>10</del> marks 10 to 20 <del>15</del> marks >20 <del>10</del> marks	Full-time expert manpower to manage public cloud / private cloud / cyber security / IT managed services aligned with Scope of Work <50 <del>10</del> marks 50 to 100 <del>15</del> marks >100 <del>10</del> marks	No change
85		7. Eligibility Criteria Sl No. iii	21	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022	We request that the requirement of turnover clause may be relaxed. Our financial documents are still under audit, hence we request that financial data upto FY 2020-21 may be considered. The clause may be changed as follows:- The agency must have an average annual revenue from operations of not less than Rs 50 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2021	Refer amendment attached as Annexure-A.

S. No.	Agency Name	Eoi Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eoi requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
86		7. Eligibility Criteria SI No. iv	21	<p>a. . The agency should have a minimum annual average revenue of Rs. 10 crores from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited.</p> <p>b. The agency must have executed "Similar Work" in the last 3 years as of 31.03.2022 for at least: Two (2) government / semi-government organizations of Center / State in India.</p> <p>OR</p> <p>Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last two financial years.</p> <p>Similar work means: Setting up Public/hybrid/private cloud for a customer.</p> <p>OR</p> <p>Providing Implementation/support services for proposed IaaS, PaaS, and SaaS cloud services including application migration activities.</p> <p>Note: Sales of Cloud software licenses not sold as part of any system integration project shall not be considered in the Annual Turnover.</p>	<p>There is quite ambiguity related to annual average revenue from Similar work, we understand, that requirement is for the work order value for the similar work and also the period of work order be extended from last 3 years to 7 years. Hence, we request that the clause may be amended as below:-</p> <p>The agency must have executed "Similar Work" in the last 7 years as of 31.03.2022 for at least: Two (2) government / semi-government organizations of Center / State in India where value of each work order should be Rs. 10 Cr each.</p> <p>OR</p> <p>Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last five financial years where value of each work order should be Rs. 10 Cr each.</p> <p>Similar work means: Setting up Public/hybrid/private cloud for a customer.</p> <p>OR</p> <p>Providing Implementation/support services for proposed IaaS, PaaS, and SaaS cloud services including application migration activities.</p> <p>Note: Sales of Cloud software licenses not sold as part of any system integration project shall not be considered in the Annual Turnover.</p>	Refer amendment attached as Annexure-A.
87	ESDS Software Solution Ltd	7. Eligibility Criteria SI No. viii	22	<p>Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/private cloud/managed services, with a selfservice portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services.</p> <p>Agency should have 24x7x365 NOC/SOC operations.</p>	<p>The details as asked for 50 cloud customers will create hurdles for wide participation. Hence, we request that the clause may be amended as below:-</p> <p>Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/private cloud/managed services, with a selfservice portal, with at least 10 cloud customers and at least INR 25 crores annual billing from these services.</p> <p>Agency should have 24x7x365 NOC/SOC operations.</p>	Refer amendment attached as Annexure-A.

S. No.	Agency Name	Eol Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eol requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
88		8 Technical Evaluation SI No. I	23	Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services as on 31.03.2022  > 500 Cr -20 marks 301Cr to 500 Cr - 15 marks 100 Cr to 300 Cr -10 marks < 100 Cr - 0 marks	Based on the request for change in turnover criteria for Pre-qualification criteria, we request that the clause be amended as below:- Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services as on 31.03.2021  > 150 Cr -20 marks 100 Cr to 150 Cr - 15 marks 50 Cr to 100 Cr -10 marks < 50 Cr - 0 marks	No change
89		8 Technical Evaluation SI No. III	23	Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited  > 100 Cr - 20 marks 50 Cr to 100 Cr - 15 marks 10 Cr to 50 Cr 10 marks < 10 Cr 0 - marks	Based on the request for change in work experience criteria for Pre-qualification criteria, we request that the clause be amended as below:- Cumulative Work Order value from "Similar Work" during last seven years > 100 Cr - 20 marks 50 Cr to 100 Cr - 15 marks 10 Cr to 50 Cr 10 marks < 10 Cr 0 - marks	No change
90		8 Technical Evaluation SI No. IV	23	Agency should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 customers  < 50 - 0 marks 50 to 100 - 5 marks >100 - 10 marks	Based on the request for change in related criteria for Pre-qualification criteria, we request that the clause be amended as below:- Agency should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 10 customers < 10 - 0 marks 10 to 20 - 5 marks >20 - 10 marks	No change
91				Current date of Submission: 10 Aug 2022	Request extension for minimum 4 weeks; suggested date of submission is 31 Aug 2022	The submission date is extended.
92				Consortium with group companies	Request you to kindly allow consortium of group companies to participate in this tender.	Refer amendment attached as Annexure-A.
93		Eligibility Criteria - III	21	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	Request you to kindly accept turnover from operations as instead of Cloud/ Data Centre or include IT Support Services also. Suggested Clause is : "The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from its services as of 31.03.2022. " or "The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related/ IT Support related services as of 31.03.2022. "  Request you to also consider credentials of group companies under this criteria.	Refer amendment attached as Annexure-A.

S. No.	Agency Name	EoI Document Reference(s) (Clause no.)	EoI Reference Page Number(s)	Content of EoI requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
94		Technical Evaluation I	23	Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services as on 31.03.2022  1. > 500 Cr = 20 marks 2. 301Cr to 500 Cr = 15 marks 3. 100 Cr to 300 Cr = 10 marks 4. < 100 Cr = 0 marks	Request you to kindly accept turnover from operations as instead of Cloud/ Data Centre or include IT Support Services also. Suggested Clause is : "Average annual revenue from operations for the last three consecutive financial years from its related services as on 31.03.2022. " or "Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related/ IT Support related services as on 31.03.2022 "  Request you to also consider credentials of group companies under this criteria.	Refer amendment attached as Annexure-A.
95		7 Eligibility Criteria - ii	21	Two (2) government / semi-government organizations of Centre / State in India	There is no precedence available in the market for Similar Work (3rd Party Hybrid IaaS & SaaS services provided by a Government agency). Hence request to delete this clause.	Refer amendment attached as Annexure-A.
96		7 Eligibility Criteria - ii	21	The agency should have a minimum annual average revenue of Rs. 10 crores from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited.	There is no precedence available in the market for Similar Work (3rd Party Hybrid IaaS & SaaS services provided by a Government agency). Hence request to delete this clause. Need information on the Datacentre Physical Security & Facility Management.  Request you to also consider credentials of group companies under this criteria.	Refer amendment attached as Annexure-A.
97		7 Eligibility Criteria - ii	21	Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last two financial years.	request you to change the turnover to 10 Crores for Private Organizations.  Request you to also consider credentials of group companies under this criteria.	Refer amendment attached as Annexure-A.
98		7 Eligibility Criteria - viii	21	Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/private cloud/managed services, with a selfservice portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services.	Kindly include IT Support related services also under this criteria for evaluation purposes.	Refer amendment attached as Annexure-A.
99		7 Eligibility Criteria - viii	22	Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/ private cloud/ managed services, with a self-service portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services. Agency should have 24x7x365 NOC/SOC operations.	Request you to please accept self declaration as proof for this criteria as data of so many customers cannot be shared due to data privacy norms and NDA obligations.  Request you to also consider credentials of group companies under this criteria.	Refer amendment attached as Annexure-A.
100		7 Eligibility Criteria - ix	21	Cloud Service Provider or its authorised partner's (Agency) Data Centre should be STQC audited and MeitY empanelled and offer all services from India only as per GoI/ MeitY	Request you to also consider credentials of group companies in this criteria.	Refer amendment attached as Annexure-A.
101		7 Eligibility Criteria - x	21	Cloud Service Provider or its authorised partner's (Agency) should be part of MeitY empanelled list with datacentres in multiple availability zones/regions.	Request you to also consider credentials of group companies in this criteria.	Refer amendment attached as Annexure-A.

S. No.	Agency Name	EoI Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of EoI requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
102		8 Technical Evaluation - iv	23	Agency should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 customers	Request you to kindly change maximum number of customers reduced and capped to 50 for full marks.	Refer amendment attached as Annexure-A.
103		8 Technical Evaluation - iv	23	Agency should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 customers	Kindly include IT Support related services also under this criteria for evaluation purposes.	Refer amendment attached as Annexure-A.
104		8 Technical Evaluation - iv	23	Agency should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 customers  < 50 0 marks 50 to 100 5 marks >100 10 marks	Request you to please accept self declaration as proof for this criteria as data of so many customers cannot be shared due to data privacy norms and NDA obligations.	Refer amendment attached as Annexure-A.
105		5.1 Availability of co-location space at STPI	11	Managed IT services	Is Managed Services to be included or will it be STPI responsibility for IaaS and GCC	The information may be provided at RFP stage.
106		5.2 Details of STPI's key data centres	11	Expansion Space 72 Racks	How many Racks GCC to be proposed in the Production Site (Bhubaneswar)	As per MeitY guidelines on GCC
107		5.2 Details of STPI's key data centres	11	Availability of co-location space at STPI	How many Racks GCC to be proposed in the DR site	As per MeitY guidelines on GCC
108		5.2 Details of STPI's key data centres	11	5.2 Details of STPI's key data centres	How many racks Hybrid Cloud is to be proposed for each datacentre or can STPI provide the minimum base requirements in terms of Virtual Machines & other components	The information may be provided at RFP stage.
109		Availability of co-location space at STPI	11	5.2 Details of STPI's key data centres	Any specific SLA to be proposed for the Services? What will be the SLA for GCC and Public Cloud	The information may be provided at RFP stage.
110		6 Broad Level Scope of Work	15	GCC in two Datacentres	Existing Security components present in the Datacentre or what are the security offerings provided to customers from STPI datacentre	The information may be provided at RFP stage.
111		6 Broad Level Scope of Work	15	Hybrid Cloud	Can we not provide GCC from STPI datacentres and with dedicated private Network connectivity to our dedicated Public Cloud, can we provide Hybrid Cloud Services?	As per EOI
112		6 Broad Level Scope of Work	15	GCC in two Datacentres	Do we need to provision new Racks with all the Compute hardware or will it be STPI provided hardware which we need to create GCC	The information may be provided at RFP stage.
113		6 Broad Level Scope of Work	15	Hybrid Cloud	What about the Network Connectivity? Will it be STPI provided or do we need to propose	Agency has to provide new set-up for GCC. The detailed information w.r.t hybrid set-up may be provided at RFP stage.



S. No.	Agency Name	Eoi Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eoi requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
114	Reliance Corporate IT Park Ltd.	6 Broad Level Scope of Work	15	Hybrid Cloud	What is the bandwidth required in each location? Which locations is the bandwidth to be proposed	STPI locations are already connected with Internet however minimum required capacity may be proposed by the agency
115		6 Broad Level Scope of Work	15		Any specific locations from where we need to provide Public Cloud or will it be all Tier III datacentres?	Hybrid cloud will be provided through all Tier-III Data Centres of STPI
116		6 Broad Level Scope of Work	15	Hybrid Cloud	Can we get an approximate quantity of the services required under Public Cloud and the quantity of services required under GCC	The information may be provided at RFP stage.
117		6 Broad Level Scope of Work	15	It is envisaged that an agency would bring a bouquet of cloud services to be offered from STPI data centres in hybrid mode	What are the Services required to be proposed from STPI datacentres. Is it all the services given under Service Requirements in Page 17	Service list in EOI is just an indicative one.The agency can propose the additional services which are required as per current market trends by the customers and for future requirements also.
118		6 Broad Level Scope of Work	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres	Do we need Hybrid connectivity from all datacentres to the Public Cloud?	Yes
119		6 Broad Level Scope of Work	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres	Need information on the type of connectivity from all datacentres to the Public Cloud?	The information may be provided at RFP stage.
120		6 Broad Level Scope of Work	16	STPI will allow the agency to upgrade/augment the Colocation infrastructure available across 50+ locations.	Need more information on this upgrade to be done?	The information may be provided at RFP stage.
121		6 Broad Level Scope of Work	16	Edge Datacentre	Request STPI to provide the size of the Edge Cloud	Minimum size to be proposed by the agency as per the proposed business plan
122		6 Broad Level Scope of Work	16	Edge Datacentre	Request STPI to provide the services expected from Edge Datacentres?	Agency has to propose

S. No.	Agency Name	Eol Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eol requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
123			17	<p>An indicative list of required services The service requirement broadly includes the following. The agency can propose the additional services which are required as per current market trends by the customers and for future requirements also.</p> <p>Virtual Machines Serverless Container as Service Managed Database as a Service Storage as a Service Backup as a Service Enterprise Management Support Services DR as a Service Network Services Security Services DevOps as aService Virtual desktop infrastructure (VDI)</p>	<p>Please clarify if the indicative list of services are a mandatory minimum list of services as required by STPI from the platform?</p>	It is an indicative list however the final list of services may be provided at RFP stage.
124		6	15	STPI requires to set up the Government Community Cloud (GCC) at a minimum of two of its Data Centres as per MeitY guidelines for GCC	Can STPI share some reasonable assumptions on the workload expected on this GCC platform in the First Year and incremental capacity going forward to 10 Years	It is expected from the agency to propose the business model based on the market demand.
125		6	15	STPI requires to set up the Government Community Cloud (GCC) at a minimum of two of its Data Centres as per MeitY guidelines for GCC	<p>What are the timelines STPI is looking at for project implementation per DC?</p> <p>Can the service provider provide alternate compliant infrastructure for temporary/transition purposes?</p>	The information may be provided at RFP stage.
126		6	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres (Bhubaneswar, Bengaluru, Mohali, and Chennai/Vijayawada) to start with and from other data centres as and when they are ready.	Can STPI share projected timelines on the availability of these datacentre facilities?	The information may be provided at RFP stage.
127		6	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres (Bhubaneswar, Bengaluru, Mohali, and Chennai/Vijayawada) to start with and from other data centres as and when they are ready.	<p>Please clarify the components of Datacentre resources and services that will be available to the service provider:</p> <p>Will internet bandwidth / telecom room and connectivity will be included?</p>	All STPI DCs are connected with Internet. Further information may be provided at RFP stage.

S. No.	Agency Name	Eoi Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eoi requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
128		6	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres (Bhubaneshwar, Bengaluru, Mohali, and Chennai/Vijayawada) to start with and from other data centres as and when they are ready.	Will STPI support with on-site support for the infrastructure?	Agency has to manage technical support. However, STPI may provide the administrative support (non-IT) on request basis.
129		6	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres (Bhubaneshwar, Bengaluru, Mohali, and Chennai/Vijayawada) to start with and from other data centres as and when they are ready.	Will STPI provide seating and other facilities for service provider personnel to operate and manage the infrastructure on-site?	Yes (min 2 seats), however, in case of more requirement, the same may be considered on case to case basis on chargeable basis)
130			11	5.1 Availability of co-location space at STPI	1. 'Do you need bidder to setup captive cloud at STPI data centres only OR bidder can provide cloud services from its own data centres on Pay as you grow model? 2. Will STPI provide space and Power free of cost to bidder in setting up cloud intracultural in STPI data centres?	As per the EOI and the proposed business model by the agency. Further details may be provided at RFP stage.
131		6 Broad Level Scope of Work	15	STPI requires to set up the Government Community Cloud (GCC) at a minimum of two of its Data Centres as per MeitY guidelines for GCC(refer <a href="https://www.meity.gov.in">https://www.meity.gov.in</a> ).	Do you need bidder to setup captive cloud at STPI data centres only OR bidder can provide cloud services from its own data centres on Pay as you grow model?	As per the EOI and the proposed business model by the agency. Further details may be provided at RFP stage.
132		6 Broad Level Scope of Work	15	It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres (Bhubaneshwar, Bengaluru, Mohali, and Chennai/Vijayawada) to start with and from other data centres as and when they are ready.	Do you ned captive cloud setup by bidder and offer only to Govt Entities.	As per the EOI and the proposed business model by the agency. Further details may be provided at RFP stage.
133			16	MeitY empanelment of STPI as a cloud service provider	Does the scope include that bidder will facilitate in getting STPI empanelment from MEITY as CSP?	As per EOI
134		4 Purpose of EOI	9	revenue sharing or any other feasible model	1. 'What are the projections related to customers being onboarded on cloud? 2. 'Will you allow only Government Customers in the cloud setup envisaged under this RFP? Or any customer will be allowed ? Kindly confirm What are the projections in terms of storage / resource utilizations envisaged as per STPI?	GCC will be governed by MeitY guidelines on GCC however Hybrid may be offered to all types of customers. It is expected from the agency to propose the business model based on the market demand.
135				Sub-Contracting	Request if provisioning and hand and feet support for STPI datacentres can be provided by partner	This aspect may be covered in RFP.
136				Additional	Any penalties for non- availability of cloud services	The information may be provided at RFP stage.

S. No.	Agency Name	Eoi Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of Eoi requiring clarification (s)	Agency's Query/ Comment(s)	STPI's Clarification/ Response
137		6 -Broad Level Scope of Work	15	STPI requires setting up an extensible, secure and hybrid cloud environment that spans the local STPI data centre to the global level, as well as should have the ability to rapidly provision computing and storage capacity to address varying challenges at the speed of relevance	As per EOI document, GCC DCs are required to be setup in 2 STPI DCs. Need more clarification around 'spans the local STPI data centre to the global level', is STPI aims to provide the proposed offerings to countries outside India	STPI wants to use its Data Centres/NOC available across India to provide ubiquitous cloud services (IaaS,PaaS,SaaS) accessible from across the globe. The hybrid cloud services may be provided utilising STPI and CSP capabilities. Presently, this is for the customers in India only. Further details will be provided at RFP stage.
138		5.2 Details of STPI's key data centres	11	Expansion Space 72 Racks	Rack Sizing - Power, Space and logical placement of DC and DR sites	The information may be provided at RFP stage.
139		6 - Broad Level Scope of Work	16	GCC - Setup & Manage Cloud for restricted workloads as per MeitY specifications	Kindly help with breakup of services required part of GCC and Hybrid Cloud	The information may be provided at RFP stage.
140		Indicative Services	18	DR as a Service	Expected DR sizing, RPO/ RTO requirement and frequency of DR Drill	The information may be provided at RFP stage.
141		6 - Broad Level Scope of Work	15	Offer Public cloud (IaaS, PaaS, SaaS) services	Is it over and above GCC and Hybrid Cloud. If Yes, kindly provide the use case and type of services required	The information may be provided at RFP stage.
142		6 - Broad Level Scope of Work	16	It is expected that the agencies shall thoroughly assess the feasibility of govt. schemes/programs and industry requirements of the respective regions while proposing the edge services utilizing STPI infrastructure available at respective locations.	Request more details around the assessment to be carried out and the time frame for the same	As per EOI
143		An indicative list of required services	17	Enterprise Management Support Services	Managed Services model required - Shared NOC, Dedicated NOC or Hybrid NOC - at DC and DR locations. Expected resource headcount	Agency may decide as per the proposed business model.
144		General			From Planning and Capacity perspective - what is the customer base targeted & expected workload distribution going to be across the STPI locations for GCC and Hybrid Cloud.?	It is expected from the agency to propose the business model based on the market demand.
145		General			For GCC and Hybrid Cloud - any preference on the hypervisor stack - OpenStack, VMware, etc. to be proposed	STPI do not have any preference. Agency may propose the solution in the Eoi response however the proposed solution should be enterprise grade, secured, stable, flexible, elastic, scalable and saleable in the market.

## Annexure-A

### Eligibility Criteria

Sl. No.	Criteria	Documents Required
i.	The agency should be registered under the Companies Act, 1956 or 2013 or LLP firm/ Partnership firm under Partnership Act 1932 and should be in operation for at least 5 years as of 31.03.2022.	Copy of i. Certificate of incorporation ii. GST registration certificate iii. PAN
ii.	The Net worth of the Agency as of the end of the latest financial year (i.e., FY 2021-22) should be positive.  <b>Note:</b> The net worth of the Agency's parent company OR collective net-worth of the agency's group companies shall be considered	CA Certificate with CA's Registration Number and Seal
iii.	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services/Managed IT Services as of 31.03.2022.  <b>Note:</b> Turnover from the group companies shall be considered.	Copy of audited Profit and Loss Account, Balance Sheet, Income Tax Returns of the last three financial years and Certificate from statutory auditor/CA quantifying the average annual revenue from Data Centre/ Cloud-related/Managed IT services.
iv.	a. The agency should have a minimum annual average revenue of Rs. 10 crores from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited. b. The agency must have executed "Similar Work" in the last 3 years as of 31.03.2022 for at least: Two (2) government / semi-government organizations of Center / State in India  <b>OR</b> Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last two financial years.  <b>Similar work means:</b> Setting up Public/hybrid/private cloud for a customer  <b>OR</b> Providing Implementation/support services for proposed IaaS, PaaS, and SaaS cloud services including application migration activities.  <b>Note:</b>	Copy of work orders along with completion certificate (for successful implementation) from the Client  Or  In case of work is done for itself or group companies (meeting the requisite criteria), a self-certification by the authorized signatory duly signed and stamped on the company letterhead along with the relevant documents can be considered.

	Experience of the group companies can be considered.	
v.	Cloud Service Provider or its authorized partner (Agency) must have at least 100 employees working in the cloud operations/managed IT services. Out of which at least 10+ certified resources on the proposed cloud platform at the time of EoI submission	Certificate from statutory auditor/ Signing Authority (HR head)
vi.	Cloud Service Provider or its authorized partner (Agency) must possess the following valid Certifications at the time of EoI submission: A. ISO 9001:2015 (QMS) B. ISO 20000 (ITSM) C. ISO 27001 (ISMS) D. ISO 27017 E. ISO 27018	Copy of Valid Certificate
vii.	The agency should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. b) The organization should have been debarred and/ or blacklisted by any organization of GoI/Central PSU/ State Gov. Entities as on the bid submission date. c) not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings	Self-certification by the authorized signatory duly signed and stamped on the company letterhead
viii.	Cloud Service Provider or its authorized partner (Agency) should have an operational public cloud/private cloud/managed IT services, with a self-service portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services. Agency should have 24x7x365 NOC/SOC operations.	Self-Certificate along with the name, address, contact person, contact no., and email address of the customer.
ix.	Cloud Service Provider or its authorized partner's (Agency) Data Centre should be STQC audited and MeitY empanelled and offer all services from India only as per GoI/ MeitY. <b>Note:</b> The agencies whose empanelment is under process in MeitY can also be considered. However, the agency shall get its Data Centre STQC audited and MeitY	MeitY empanelment Certificate/Documentary proof showing empanelment is under process in MeitY.

	empanelled to get eligible for the subsequent RFP stage.	
x.	<p>Cloud Service Provider or its authorized partner's (Agency) should be part of MeitY empanelled list with Data Centres in multiple availability zones/regions.</p> <p><b>Note:</b> The agencies whose empanelment is under process in MeitY can also be considered. However, the agency shall get its Data Centres MeitY empanelled to get eligible for the subsequent RFP stage.</p>	MeitY empanelment Certificate/Documentary proof showing empanelment is under process in MeitY.

## **Technical Evaluation**

Evaluation of the bids shall be carried out to determine whether the agency(ies) is competent enough and whether the agency's proposal qualifies for the requirements set forth herein.

Bids received would be evaluated & assigned scores based on the parameters defined in the tables below:

Sl. No.	Criteria	Maximum Marks	Remarks								
I.	<p>Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services/ Managed IT Services as on 31.03.2022</p> <table><tr><td>&gt; 500 Cr</td><td>20 marks</td></tr><tr><td>301Cr to 500 Cr</td><td>15 marks</td></tr><tr><td>100 Cr to 300 Cr</td><td>10 marks</td></tr><tr><td>&lt; 100 Cr</td><td>0 marks</td></tr></table>	> 500 Cr	20 marks	301Cr to 500 Cr	15 marks	100 Cr to 300 Cr	10 marks	< 100 Cr	0 marks	20	Copy of audited profit and loss account and balance sheet of the last three financial years and Certificate from statutory auditor/ CA quantifying the average annual revenue from Data Centre/Cloud-related services/ Managed IT Services.
> 500 Cr	20 marks										
301Cr to 500 Cr	15 marks										
100 Cr to 300 Cr	10 marks										
< 100 Cr	0 marks										
II.	<p>Agency experience aligned to Scope of Work in implementing cloud services setting up operating and managing cloud operations</p> <table><tr><td>&gt;10 years</td><td>20 marks</td></tr><tr><td>5 years to 10 years</td><td>15marks</td></tr><tr><td>&lt;5 years</td><td>10 marks</td></tr></table>	>10 years	20 marks	5 years to 10 years	15marks	<5 years	10 marks	20	<p>Indicate the agency experience (in years) aligned with the Scope of Work. Submit the documentary evidence such as work order, completion certificates, other supporting documents etc.</p> <p>Relevant work experience with Govt. department/organization shall be preferred.</p>		
>10 years	20 marks										
5 years to 10 years	15marks										
<5 years	10 marks										
III.	<p>Annual average revenue from “Similar Work” only, in the last three financial years for which the agency’s accounts have been audited</p> <table><tr><td>&gt; 100 Cr</td><td>20 marks</td></tr><tr><td>50 Cr to 100 Cr</td><td>15 marks</td></tr><tr><td>10 Cr to 50 Cr</td><td>10 marks</td></tr><tr><td>&lt; 10 Cr</td><td>0 marks</td></tr></table>	> 100 Cr	20 marks	50 Cr to 100 Cr	15 marks	10 Cr to 50 Cr	10 marks	< 10 Cr	0 marks	20	<p>Copy of work orders along with completion certificate (for successful implementation) from the Client</p> <p>Or</p> <p>In case of work is done for itself or group companies (meeting</p>
> 100 Cr	20 marks										
50 Cr to 100 Cr	15 marks										
10 Cr to 50 Cr	10 marks										
< 10 Cr	0 marks										



			the requisite criteria), a self-certification by the authorized signatory duly signed and stamped on the company letterhead along with the relevant documents can be considered.						
IV.	Agency should have an operational public cloud/private cloud/managed IT services, with a self-service portal, with at least 50 customers <table><tr><td>&lt; 50</td><td>0 marks</td></tr><tr><td>50 to 100</td><td>5 marks</td></tr><tr><td>&gt;100</td><td>10 marks</td></tr></table>	< 50	0 marks	50 to 100	5 marks	>100	10 marks	10	Submit relevant supporting documentary evidence
< 50	0 marks								
50 to 100	5 marks								
>100	10 marks								
V.	Full-time expert manpower (Cloud certified) aligned with Scope of Work <table><tr><td>&lt;10</td><td>0 marks</td></tr><tr><td>10 to 20</td><td>5 marks</td></tr><tr><td>&gt;20</td><td>10 marks</td></tr></table>	<10	0 marks	10 to 20	5 marks	>20	10 marks	10	Submit relevant supporting documentary evidence
<10	0 marks								
10 to 20	5 marks								
>20	10 marks								
VI.	<b>EOI response document and Presentation</b>								
	<b>a) Business Model:</b>	<b>40</b>	(30 minutes shall be allotted to each agency for the presentation which has to be crisp & precise.  Marks shall be awarded purely based on content & quality of presentation.)						
	<ul style="list-style-type: none"><li>Proposed Business Model for GCC and Hybrid cloud</li></ul>	15							
	<ul style="list-style-type: none"><li>Effective Utilisation Plan for STPI's Colocation Infrastructure across Tier-II/Tier-III cities for providing edge data centre/cloud services</li></ul>	15							
	<ul style="list-style-type: none"><li>Projected Revenue streams</li><li>Targeted Market Segment</li><li>Marketing Plan for running the setup</li><li>Projected Revenue for 10 years</li></ul>	10							
	<b>b) Proposed Technical Solution:</b> <ul style="list-style-type: none"><li>Approach &amp; Methodology highlighting the complete cycle of building and running cloud setup</li><li>Technical /Business challenges anticipated</li><li>Service Delivery Model</li><li>Design Architecture and Layout of Datacentre and Server Farm Area for hybrid cloud</li><li>Scalability plan</li><li>Quality Assurance Plan &amp; Methodology</li></ul>	<b>10</b>							
	<b>c) Agency's experience in setting up, operating and managing cloud</b>	<b>10</b>							

	<b>operations:</b> <ul style="list-style-type: none"> <li>• Experience in setting up hybrid cloud, GCC cloud and private cloud</li> <li>• Experience in providing system Integration for hybrid cloud</li> <li>• Experience in application migration for cloud services</li> <li>• Experience in managing customer churns</li> <li>• Team proposed for commissioning &amp; maintenance of hybrid cloud and for marketing &amp; Selling services of cloud</li> </ul>		
	<b>d) Operation and Support Methodology</b> <ul style="list-style-type: none"> <li>• NOC &amp; SOC details</li> <li>• SLA monitoring</li> <li>• Helpdesk Support</li> </ul>	<b>10</b>	
	<b>TOTAL</b>	<b>150</b>	

To clear technical evaluation, an agency must obtain a minimum of 70% marks (i.e., 105 marks out of a total of 150 marks as per the table above).