

Corrigendum Dt: 22.03.2024

Selection of Data Center Operator for Operations & Maintenance of Telangana State Data Center

Tender Reference No. TSTS/IIP/284/TSDC-O&M/2024 Dt.21.02.2024

Sl.No	Clause No & Pg.No	Specifications in the RFP	Clarification sought/Request for change	Amendments / Clarifications issued
1	Pg No6	Bid Submission Closing date/time 02.03.2024, 03.00PM	extension of the bid submission date by another 3 weeks to come up with the PBQ and a competitive techno commercial proposal. we would request you to please extend the data of submission date by one week working days. kindly extend the bid submission deadline by at least 3 weeks.	Date of Bid submission is 04.04.2024 @03:00 PM on eProcurement portal.
2	1.4 Roles & Responsibilities Sl.No.2 Pg No10	Providing the required bandwidth for connecting the State Data Center DCO=R	Our understanding TSTS/ITE&C will procure bandwidth and DCO will coordinate for the commissioning. Any charges related to bandwidth procurement will be paid by TSTS/ITE&C. Kindly confirm	Yes.
3	Section 1 1.4 Roles & Responsibilities Pg No11	Point No. 14 Recurring expenditure like electricity, diesel and Housekeeping Material.	As per Note, in Page no 11 point no. 3, it is mentioned as The Electricity, Diesel & Consumables will be paid for the entire project period by ITE&C Department of GoTS. And As per RACI matrix it is mentioned as DCO is responsibel. Both are contradicting. Kindly clarify	Please refer section 4.20 Page number 36 & 37 The charges for Diesel & Consumables shall be paid by the DCO by taking prior approval of ITE&C Department time to time as & when required and the same shall be reimbursed to DCO on submission of original GST bills in the name of The Principal Secretary, ITE&C dept. Electricity Bill directly paid by ITE&C Department through TSTS.

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4	Section 2 – Pre-qualification Criteria Point C: Pg No14	<p>Past Experience: The bidder should have setup, commissioned and installed OR maintained at least Three or more Tier-II or above Data Centers with each project value of Rs.50 Crores and above for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate/ Scheduled Nationalized Banks projects in the last Six (06) years as on 31/03/2023.Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered.</p>	<p>We request the department to change the criteria as Point C- Past Experience: The bidder should have setup commissioned and installed OR maintained at least Two Projects with Data Centr/NOC project value of Rs.50 Crores and above for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate/Scheduled Nationalized Banks projects.</p> <p>Past Experience: The bidder should have setup, commissioned and installed OR maintained at least one Tier-II or above Data Centers for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/Corporate/ Scheduled Nationalized Banks projects in the last Six (06) years as on 31/03/2023.1. At least One (1) such project of value more than INR 50 Cr, OR2. At least Two (2) such projects each of value more than INR 30 Cr each, OR3. At least Three (3) such projects each of value more than INR 20 Cr eachNote:</p>	<p>Read As:Past Experience: The bidder should have setup, commissioned and installed OR maintained/maintaining at least Two or more Tier-II or above Data Centers with each project value of Rs.40 Crores and above for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate/ Scheduled Nationalized Banks projects in the last Seven (07) years as on 31/03/2023.Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered. Work order/ Contract Extract indicating the scope of Work. The Bidder shall submit a satisfactory performance certificate issued by the client duly indicating the scope of work undertaken. For ongoing works, Bidder should produce a minimum 1-year operation satisfactory letter from the customer, However, the total project cost would be taken into consideration to achieve the criteria.The information should be provided as per Form –P3 and P4.</p>
5	Pg No14		<p>Past Experience: The bidder should have setup, commissioned, and installed OR maintained at least Three or more Tier-II or above Data Centers with each project value of <u>Rs.40 Crores</u> and above for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/Corporate/Scheduled Nationalized Banks projects in the last <u>Seven (07) years</u> as on 31/03/2023.</p>	<p>Please refer Point 4 of this Clarifications document.</p>

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6	Pg No14		<p>Past Experience: The bidder should have setup, commissioned and installed OR maintained/maintaining at least Three Two or more Tier-II or above Data Centers with each project value of Rs.50 Crores and above for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/Corporate/Scheduled Nationalized Banks projects in the last SixSeven(07) years as on 31/03/2023.Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered. Work order/ Contract Extract indicating the scope of Work. The Bidder shall submit a satisfactory performance certificate issued by the client duly indicating the scope of work undertaken. For ongoing works, Bidder should produce a minimum 1-year operation satisfactory letter from the customer, However, the total project cost would be taken into consideration to achieve the criteria.The information should be provided as per Form –P3 and P4.</p>	Please refer Point 4 of this Clarifications document.

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7	Section 2 – Pre-qualification Criteria Point d: Pg No14	<p>Financial Turnover: The bidder should have an average annual turnover of Rs. 700 Crores or above with a Positive Net Worth as per audited balance sheet in the last three financial years (2020-21, 2021-22, 2022-23) from IT infrastructure/ITE Services/ IT Projects.CA Certificate stating the annual sales turnover for the last three financial years of 2020-21, 2021-22, 2022-23 clearly mentioning the turnover from services with CA's Registration Number/ Seal.As per the RFP – Form P5.</p>	<p>We request the department to change the criteria as Point D- Financial Turnover: The bidder should have an average annual turnover of Rs. 100 Crores or above with a Positive NetWorth as per audited balance sheet in the last three financial (2020-21, 2021-22, 2022-23) from IT infrastructure/ ITEServices/ ITProjects.</p> <p>Considering our experience in maintaining Data centre to have better competition, we request you reduce the average annual turnover to 300 Crore.</p> <p>Financial Turnover: The bidder should have an average annual turnover of <u>Rs. 500 Crores</u> or above with a Positive Net Worth as per audited balance sheet in the Three financial years (2020-21, 2021-22, 2022-23) from IT infrastructure/ITE Services/ IT Projects.</p> <p>Financial Turnover: The bidder should have an average annual cumulative turnover of Rs. 700 200 Crores or above with a Positive Net Worth as per audited balance sheet in the last three financial years (2020-21, 2021-22, 2022-23) from IT infrastructure/ITE Services/ IT Projects.</p>	<p>Read As:Financial Turnover: The bidder should have average annual turnover of Rs. 500 Crores or above with a Positive Net Worth as per audited balance sheet in the last three financial years (2020-21, 2021-22, 2022-23) from IT infrastructure/ITE Services/ IT Projects.</p>

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8	Section 2 – Pre-qualification Criteria Point e: Pg No14	<p>The bidder should be an OEM partner/ distributor/service partner to offer support services and back to back OEM AMC for items mentioned in the RFP</p> <p>The authorization letters on the letter heads of the OEM- (Required for the following OEMs – HP, Dell, Lenovo Cisco, NetApp, Radware, F5, Fortigate, and Checkpoint, etc.) informing the back to back support to bidder for SDC infrastructure (BoM) to be submitted.</p> <p>Please refer Form-P7 & P-10</p>	<p>Since this is an operation and Maintenance contract, the bidder will be responsible to maintaining the business continuity and will be adhering to all service level agreements. So requesting you to accept the MAF from OEM as well as OEM certified partner</p> <p>The authorization letters on the letter heads of the OEM or Multi-Vendor Support (MVS) - (Required for the following OEMs – HP, Dell, Lenovo Cisco, NetApp, Radware, F5, Fortigate, and Checkpoint, etc.) informing the back to back support to bidder for SDC infrastructure (BoM) to be submitted. Please refer Form-P7 & P-10</p> <p>In case of any OEM Items End of Support/Life, Bidder to quote third part vendor support.</p>	Same as RFP
9	2.1 Pre- Qualification criteria g: Pg No15	Resources deployed under this project shall be bidder’s permanent payrolls and dedicated for this project, reporting to ITE&C Dept. of GoTS during the entire project.	Resources deployed under this project shall be bidder’s permanent or <u>Payroll Partner’s</u> payroll and dedicated for this project, reporting to ITE&C Dept. of GoTS during the entire project.	Same as RFP
10	Section 2 – Pre-qualification Criteria Point i: Pg No15	<p>Technical Manpower Availability: The bidder must have on its payroll at least 300 technically qualified professionals or more in the area of Data Centers /Networking /SDN/ VMWare/ Nutanix/ IT System Administration/DB/IT Security as on 31.03.2023.</p>	<p>We request the department to change the criteria Point i- Technical Manpower Availability: The bidder must have on its payroll at least 300 Manpower in areas of System integration networking as on 31.03.2023. Pre-qualification requires minimum 300 qualified resource on roll. But the Evaluation criteria accepts the manpower between 100-200 as well with lesser marking</p>	<p>Read As: Technical Manpower Availability: The bidder must have on its payroll at least 250 technically qualified professionals or more in the area of Data Centers / Networking / SDN/ VMWare/ Nutanix/ IT System Administration/DB/IT Security as on 31.03.2023.</p>

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11	Section 2 – Pre-qualification Criteria Point j: Pg No15	Certifications: The bidder shall have a valid ISO 20000, ISO27001, ISO 9001 and CMMI Level-3 and above certification as on bid calling date.	<p>We request the department to change the criteria Point J- Certifications: The bidder shall have a valid ISO 20000, ISO 27001, ISO 9001 or CMMI Level-3 and above certification as on bid calling date.</p> <p>Certifications: The bidder shall have a valid ISO 20000, ISO27001, ISO 9001 CMMI Level-3 and above certification as on bid calling date</p>	<p>Read As: Certifications: The bidder shall have a valid ISO 20000, ISO27001 and ISO 9001 and above certification as on bid calling date.</p>
12	Section 2 – Pre-qualification Criteria Note.1 Pg No15	Consortium bidding is not permitted	<p>Since this very large contract, We request you to kindly allow us consortium where the roles and repsonsibility can be shared and the respective partner can provide the MAF</p> <p>We would request you to consider and allow Consortium with at least one consortium member.</p>	Same as RFP

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13	2.2 Technical Bid Evaluation criteria Point 1: Pg No16	Bidders experience in setup, commissioned and installed OR maintained Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Six (06) years as on 31/03/2023. Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered.3 Data Centers: 5 Marks4 Data Centers: 10 Marks5 Data Centers & Above: 15 Marks	We request to amend the criteria as follows to allow maximum participants for the bid.Point 1- Bidders experience in setup, commissioned and installed OR maintained Data Center / NOC for any Central GovernmentDepartment/State Government Department/ PSU/ Govt.Undertaking/ Corporate / Scheduled Nationalized projects.1 Data Center / NOC: 5 Marks2 Data Centers/ NOC: 10 Marks3 Data Centers/NOC& Above: 15 Marks Bidders experience in setup, commissioned and installed OR maintained Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Six (06) years as on 31/03/2023. Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered.Use Form T1.1. At least One (1) such project of value more than INR 80 Cr--15 Marks OR 2. At least Two (2) such projects each of value more than INR 40 Cr each--15 Mark OR3. At least Three (3) such projects each of value more than INR 25 Cr each--15 Marks	<p>Read As:Bidders experience in setup, commissioned and installed OR maintained/maintaining Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Seven (07) years as on 31/03/2023. Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered.</p> <p>2 Data Centers: 5 Marks 3 Data Centers: 10 Marks 4 Data Centers & Above: 15 Marks</p>

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14	2.2 Technical Bid Evaluation criteria Point 1: Pg No16		<p>It is requested that the following changes shown in green be made: Bidders experience in setup, commissioned and installed OR maintained Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Six (06) years as on 31/03/2023. Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered. Use Form T1.3 Data Centers: 5 Marks 4 Data Centers: 10 Marks 5 Data Centers & Above: 15 Marks</p> <p>OR</p> <p>Bidders experience in setup, commissioned and installed OR maintained Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Six (06) years as on 31/03/2023. Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered. Use Form T1.3 2 Data Centers: 5 Marks 3 Data Centers: 10 Marks 5 4 Data Centers & Above: 15 Marks</p>	Please refer point 13 of this clarification document

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15	2.2 Technical Bid Evaluation criteria Point 1: Pg No16		<p>Bidders experience in setup, commissioned and installed OR maintained Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Seven (07) years as on 31/03/2023.Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered.Use Form T1</p> <p>Bidders experience in setup, commissioned and installed OR maintained/ maintaining Tier-II or above Data Center for any Central Government Department/ State Government Department/ PSU/ Govt. Undertaking/ Corporate / Scheduled Nationalized Banks projects in the last Six (06) Seven (07) years as on 31/03/2023.Note: Experience related to maintaining Bidder's in-house/own Data Centers for their own purpose shall not be considered.Use Form T1.</p>	Please refer point 13 of this clarification document
16	2.2 Technical Bid Evaluation criteria Point 2: Pg No16	Average annual turnover of the bidder from Tier – II or above data center setup, commissioned and installed OR maintenance related Projects in the last 3 Financial Years ending 31 March 2023 by bidder – (Statutory Auditor certificate) – Use form T2.>=50 cr<100 cr: 5 Marks>=100 cr<150 cr: 8 Marks150 cr & Above: 10 Marks	<p>We request to amend the criteria as follows to allow maximum participants for the bid.</p> <p>Average annual turnover of the bidder from Tier – II or above data center setup, commissioned and installed OR maintenance related Projects in the last 3 Financial Years ending 31 March 2023 by bidder – (Statutory Auditor certificate) – Use form T2.>=20 cr<40 cr: 5 Marks>=40 cr<75 cr: 8 Marks75 cr & Above: 10 Marks</p>	<p>Read As:The bidder should have cumulative turnover of Rs. 500 Crores or above with a Positive Net Worth as per audited balance sheet in the last Three financial years (2020-21, 2021-22, 2022-23) from IT infrastructure/ITE Services/ IT Projects.</p> <p>>=500cr<550 cr: 5 Marks >= 550cr<600 cr: 8 Marks 600 cr & Above: 10 Marks</p>

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17	Pg No16		<p>Average annual turnover of the bidder from Tier – II or above data center setup, commissioned and installed OR maintenance related Projects IT infrastructure/ITE Services/ IT Projects in the last 3 Financial Years ending 31 March 2023 by bidder – (Statutory Auditor certificate) – Use form T2.</p> <p>>=200 cr<250 cr: 5 Marks >=250 cr<350 cr: 8 Marks 350 cr & Above: 10 Marks</p>	Please refer point 16 of this clarification document
18	Pg No16		<p>It is requested that the following changes shown in green be made as per the turnover condition mentioned in the Eligibility Criteria:-Financial Turnover: The bidder should have an average minimum annual turnover of Rs. 700 Crores or above with a Positive Net Worth as per audited balance sheet in the last three financial years (2020-21, 2021-22, 2022-23) from IT infrastructure/ITE Services/ IT Projects.>=50 700 cr <100 900 cr: 5 Marks>=100 900 cr<150 1000 cr: 8 Marks150 1000 cr & Above: 10 Marks</p> <p>Average annual turnover of the bidder from Tier – II or above data center setup, commissioned and installed OR maintenance related Projects in the last 4 Financial Years ending 31 March 2023 by bidder – (C.A. certificate) – Use form T2.</p>	Please refer point 16 of this clarification document

Sl.No	Clause No & Pg.No	Specifications in the RFP	Clarification sought/Request for change	Amendments / Clarifications issued
19	2.2 Technical Bid Evaluation criteria Point 4: Pg No16	On roll qualified & certified professionals with skills in the area of Data Center Management, Network Management, Server Management, Security Management and EMS Tools Management. Self-Declaration and certified by the Bidder's HR head - Form T4. >=100 < 200 – 4 Marks >=200 < 300 – 6 Marks > 300 resources - 10 Marks	We request to amend the criteria as follows to allow maximum participants for the bid. Point 4 - On roll qualified & certified professionals with skills in the area of System Integration Networking. Self-Declaration and certified by the Bidder's HR head - Form T4. >=100 < 200 – 4 Marks >=200 < 300 – 6 Marks > 300 resources - 10 Marks Pre qualification requires minimum 300 qualified resource on roll. But the Evaluation criteria accepts the manpower between 100-200 as well with lesser marking	On roll qualified & certified professionals with skills in the area of Data Center Management, Network Management, Server Management, Security Management and EMS Tools Management. Self-Declaration and certified by the Bidder's HR head - Form T4. >=250 < 300 – 4 Marks >=300 < 350 – 6 Marks >= 350 resources - 10 Marks
20	2.2 Technical Bid Evaluation criteria Point 8: Pg No17	Experience in usage and implementation of management tools (EMS, NMS, Asset Management Tool and BMS) in Tier-II and above data centers 10 Marks Bidder to Name the tools and showcase their use in the experiences claimed.	We request to amend the criteria as follows to allow maximum participants for the bid. Experience in usage and implementation of management tools (EMS, NMS, Asset Management Tool and BMS) in Tier-II and above data centers / NOC 10 Marks Experience in usage and implementation of management tools (EMS, NMS, Asset Management Tool and BMS) in Tier-II and above data centers	Same as RFP
21	3.1 Statement of important limits/values related to bid Sl.No. 16 Payment terms Pg No20	3.1(16) Quarterly payment will be made to DCO upon submission of invoices along with all supporting reports/ documents verified by Third Party Auditor and approved by ITE&C dept. as per the requirement specified in this RFP.	Any delay arising due to any third party dependency should not have implication on the SI's timeline. Therefore, in absence of TAT approval within 2 weeks it should be deemed accepted and should not impact any SLA of SI	As per RFP

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22	4.2 Infrastructure Services Point 8: Pg No24	Provide locked server cabinets for storage, with CCTV surveillance and hand key biometric access to all areas	Kindly confirm if there is any existing CCTV setup or Handkey biometric access. If so please provide the details of the same. Also please confirm the DCO can utilize the same or not	Please refer RFP 10.1.3. Non-IT Infrastructure
23	4.2 Infrastructure Services Point 11 & 12 Pg No24	11.Proactive monitoring of the entire Non-IT infrastructure installed at the SDC through building management software and Asset Management Tool. 12. Proactive monitoring of the entire IT infrastructure installed at the SDC through NMS/EMS and Asset Management Tool.	Kindly confirm whether bidder can utilize the existing BMS, Asset Management and NMS/EMS tool. If so please provide the details of existing product	Please refer RFP 10.1.3. Non-IT Infrastructure
24	4.6 IT and Non-IT Infrastructure Management, Operations & Maintenance Services Pg No25	All the devices that will be installed in the Data Centre as part of the IT infrastructure is SNMP enabled and shall be centrally and remotely monitored and managed on a 24x7x365 basis. At present SDC have CA spectrum NMS tool for monitoring of IT Infrastructure and Honeywell BACTalk Building Management System (BMS) for monitoring of Non-IT Infrastructure. The IT and Non-IT infrastructure management, operations and maintenance services shall include:	As per this clause there is an existing CA tool for NMS and Honeywell tool for BMS. Kindly confirm whether the bidder can use the existing software or need to provide the new software	The successful bidder is required to maintain and manage the current system until it is replaced by the new system, refreshment process is going on.
25	4.7.1 Monitoring and Management Services Pg No26	f. Help Desk Services	Kindly confirm if there is any existing Helpdesk tool. If so please provide the details. Also confirm whether can utilize the existing tool or expected to supply a new one	The successful bidder is required to maintain and manage the current system until it is replaced by the new system, refreshment process is going on.

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26	4.7.1 Monitoring and Management Services c. Network and Security Monitoring and Administration Services Pg No28	13. DCO shall monitor the Internet Bandwidths being provided by various ISPs and configure the same in optimum utilization method for various Servers/ Racks/ Applications/ Services being provided from SDC.	As per this clause the DCO has to monitor the internet bandwidth provided by various ISP. However as per the RACI matrix provided in page no. 10, point no. 2 "2. Providing the required bandwidth for connecting the State Data Center" is the responsibility of DCO. Kindly clarify	The DCO is responsible for capacity and utilization and coordinating with relevant stakeholders to ensure the provision of necessary bandwidth.
27	4.7.1 Monitoring and Management Services c. Network and Security Monitoring and Administration Services Pg No29	17.The DCO shall also be responsible for the security audit of the network to be carried out by a third-party agency.	Reference / Subject Clarification Our understanding is security audit will be conducted by Third-Party agency appointed by TSTS/ITE&C and DCO shall be responsible for closure of the audit findings. Kindly confirm.	Please refer RFP 4.17 and other
28	4.7.1 Monitoring and Management Services Pg No29	Anti-Virus Management Guidelines	Kindly confirm is there any Antivirus system available at SDC or bidder is required to propose the new one.	Please refer RFP page number 98 Indicative List of Software's
29	4.7.1 Monitoring and Management Services f. Helpdesk Services Pg No30	1. Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure.	We understand that required seating space, connectivity etc will be provided by SDC. Kindly confirm	Same as RFP
30	4.7.1 Monitoring and Management Services f. Helpdesk Services Pg No30	3. Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user calls related to SDC infrastructure in existing helpdesk ticketing tool and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs	Kindly confirm whether can use the existing call logging system along with SLA monitoring or bidder is expected to supply and implement a new solution	The successful bidder is required to maintain and manage the current system until it is replaced by the new system, refreshment process is going on.

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31	4.20 Electricity, Diesel & Consumables Management at SDC Pg No36	The charges for Electricity, Diesel & Consumables shall be paid by the DCO by taking prior approval of ITE&C Department, time to time before the due date and the same shall be reimbursed to DCO on submission of original GST bills in the name of The Principal Secretary, ITE&C dept. The payment claimed for Electricity, Diesel & consumables is subjected to TPA verification and validation of consumables quantity supplied in the TSDC.	Kindly share approx current charges paying towards below 1. Electricity 2. Diesel 3. Consumable 4. House keeping material The consumable bills will be reimbursed/ paid on actuals to DCO as per consumption, request to process and pay within 15 days from the date of submission of bills in a monthly cycle.	Please refer section 4.20 Page number 36 & 37 Please refer Point 3 of this clarification document.
32	4.20 Electricity, Diesel & Consumables Management at SDC Diesel Management: Pg No37	The DCO will submit the bills (original bills of the supplier) for every purchase to TSTS / ITE&C Dept., GoTS will make the necessary payment on the basis of TPA recommendation. Except Diesel no other cost shall be paid to DCO like transportation cost, labor cost, etc.	Include handling charges for Diesel/ consumable procurement as the reimbursement will be done for actual amount and it require transportation / labor/ wastage etc	Same as RFP
33	4.22 Handover/ Takeover Process Pg No38	As the SDC is live, both the existing SDC operator and new service provider have to work in parallel for 30 days for Knowledge Transfer (KT).	We suggest the KT / HOTO to be for a minimum duration of 60 days. As the SDC is live, both the existing SDC operator and new service provider must work in parallel for <u>60 days</u> for Knowledge Transfer (KT).	Same as RFP

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34	4.23 Manpower Criteria Sl.No. 3 Pg No39	Sl.No. 3 Network & Security Specialist S1- 6:00AM to 2:00PM S2- 1:00PM to 9:00PM	No of resources mentioned is 1, however there is 2 shifts mentioned for this category. Kindly modify the no of resources accordingly A minimum of two resources will be required to handle the two shifts. Therefore, request you to kindly update this requirement.	Sl.No. 3 Network & Security Specialist G- 9 AM to 6 PM
35	4.23 Manpower Criteria Sl.No. 3 Pg No39	Sl.No. 5 Server and Virtualization Administrator No of Resources – 4 Nos	Server and Virtualization – No of Resources – 7 Nos.	Same as RFP
36	4.23 Manpower Criteria Sl.No. 3 Pg No40	Database Administrator-Oracle – 1No. Database Administrator-SQL– 1.No	Database Administrator-Oracle – 2 Nos. SQL Database Administrator– 2 Nos.	Same as RFP
37	4.23 Manpower Criteria Note 4 & 8 Pg No41& 42	4. Not more than 10% of total manpower of DCO team for Sl. Nos. 1 to 12 is allowed to change on yearly basis. 8. If more than 10% of total manpower is changed for Sl. Nos. 1 to 12 within a year for every additional change of manpower, 0.5% of QGR will be deducted as penalty.	Request the cap associated with manpower change & penalty associated to the change be excluded as any attrition during the contract phase will be replaced by an equivalent or higher qualification / exp as mentioned in the RFP. In addition, there is associated penalties mentioned for absence. This would be an additional penalty against the same category Not more than 10% of total manpower of DCO team for Sl. Nos. 1 to 12 is allowed to change on yearly basis <u>Except In the case of volunteer resignation and disciplinary actions.</u>	Same as RFP
38	4.24.3 Takeover service levels: Deployment of Key Resources & Taking over SDC Pg No56 & 57	A Penalty of 0.25% of QGR per week for first two weeks, 1% of QGR per week for every subsequent week. Subject to a maximum of 5% of QGR Penalty will be computed on Manpower value of contract. Four Weeks from the date of Signing of contract agreement	1. Request the timeline be 8 weeks from signing the contract. 2. Request no penalties to be associated against this as the Handover/Takeover has dependencies from the incumbent on the availability / documentation etc <u>Eight Weeks</u> from the date of Signing of contract agreement	Same as RFP

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39	4.24.4 IT infrastructure related service levels 4.24.5 Non-IT infrastructure related service levels 4.24.7 Helpdesk Services Pg No57, 58 & 59	IT infrastructure related service levels Penalty Non-IT infrastructure related service levels Penalty Helpdesk Services Penalty	Clarification: Kindly apply the Penalty for one type of SLA clause in an incident.	Same as RFP
40	4.24.7 Helpdesk Services Pg No59	Helpdesk Services Critical /medium /Low	Penalty to be capped at @1% of QGR	Same as RFP you may refer 4.24.12 "Penalties" at page no 61 for overall penalty capping.
41	4.24.10 Manpower Availability SLAs Table 9 Pg No60	Table 9 Manpower deployment penalties: SLA Target: Deployment of the desired manpower and replacement of resource as per the tender requirements without any gap penalty: 2 times of the manpower cost on daily basis on the proposed cost per each role of the resource for non deployed resources.	Request to exclude the penalty against this clause as there is already associated penalties mentioned for absence in addition to the prorated deduction as per the cost quoted. SLA Parameter - Deployment and replacement of resources. Penalty: 1 time of the manpower cost on daily basis on the proposed cost per each role of the resource for non deployed resources	Same as RFP
42	4.24.10 Manpower Availability SLAs Pg No60	New Clause:	Leaves for the Resources: 15 days leave to be accommodated for all resources as per labour law and leave policy.	Same as RFP

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43	4.24.10 Manpower Availability SLAs Table 10 Pg No61	Table 10: Manpower Availability Service Levels >0 but <= 15: No. of absence shifts x 1 x Per day cost of resource defined in contract agreement >15: No. of absence shifts x 1.5 x Per day cost of resource defined in Contract Agreement	1. Pl define the time period here against absence as this is open ended. 2. The deduction should not be deployed / Named resource based as a back up resource as a part of shift management is factored for managing shifts	Same as RFP
44	4.24.12 Penalties Pg No61	1.The total deduction shall not exceed 15 % of the QGR except Manpower Availability Service Level	Request the capping to be at max 10% as per the standard terms 1. The total deduction shall not exceed 15 % of the QGR except Manpower Availability Service Level.	Same as RFP
45	9.7 Right of Monitoring, Inspection and Periodic Audit Sl.No. 5 Pg No79	Security Audit Findings- Closure Plan must be submitted within 10 working days and evidences on Closure of NCs shall be submitted within 30 days to ITE&C.	Reference / Subject Clarification Security audit findings for DC infrastructure will be the responsibility of the DCO however any points which are related to the applications or any other components which are not under DCO's Scope shall be take care by respective user department. Kindly confirm	Yes.
46	9.14 Payment Pg No81	5. The payments shall be released by the Government on a Quarterly basis, at the end of each Quarter duly deducting penalties, if any, on compliance of the services provided by the Operator/service provider against the SLAs entered, certified by the TPA.	For IT equipment AMC where OEM back to back support is required, the bidder need to take the support from OEM either for 1 year or 3 year and getting the payment quarterly will affect the huge cashflow. Request you to kindly release the full payment towards each line item as soon we submit the letter on support from OEM.	Same as RFP

Sl.No	Clause No & Pg.No	Specifications in the RFP	Clarification sought/Request for change	Amendments / Clarifications issued
47	9.14 Payment Pg No	New Clause to be added	Payments against the Quarterly invoice will be paid within 45 days of the Invoice date. If there is any delay in releasing the payment to DCO, a Late Payment Interest @ 15% will be charged till the time actual payment is received.	Same as RFP
48	9.18 Termination for default Pg No	New Clause to be added	DCO will have the right to suspend the project if their invoice remains unpaid after 60 days from the invoice due date. DCO will have the right to terminate the contract on completion of 90 days from the invoice due date.	Same as RFP
49	9.21 Termination for convenience Pg No83	1.TSTS, May at any time by giving 30 days written notice to the Service Provider, terminate the Contract, in whole or in part, for its convenience.	Request this clause be removed. Kindly delete the entire clause.	Same as RFP
50	9.31 Liquidated Damages for Absence / non-availability of the manpower at site Pg No90	In case of any delay in deployment/ absence of the desired manpower and non-replacement of resource as per the tender requirements, penalty will be levied on the DCO at the rate of 0.25% of the manpower cost on monthly basis on the proposed cost per each resource.	Request to exclude the penalty against this clause as there is already associated penalties mentioned for absence in addition to the prorated deduction as per the cost quoted.	Same as RFP
51	9.32 Limitation of liability Pg No90	The maximum liability of the vendor for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to contract value.	The maximum liability of the vendor for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 12 month's fees payable to DCO from the date of the Claim.	Same as RFP
52	Section 10 – Bill of Material Pg No	New Clause:	ALL IT & NON-IT devices, Software Assets can be maintained on "Best Effort Basis" Post the same becomes End of Support (EOSL).	Same as RFP

Sl.No	Clause No & Pg.No	Specifications in the RFP	Clarification sought/Request for change	Amendments / Clarifications issued
53	N/A Pg NoGeneral	Warranty / AMC Support	During the course of the contract if any OEM has declared EOL / EOSL of the products / h/w being maintained, then 3rd party support to be allowed for AMC Maintenance	Same as RFP, (You may refer page no. 97)
54	Indicative List of Software's being used at Telangana State Data Center Pg No98	VMWare Licenses	Reference / Subject Clarification VMWARE licenses model has changed now so these licenses need to be refreshed. Our understanding is that TSTS/ITE&C will refresh all such licenses. Kindly confirm.	Yes.
55	Indicative List of Software's being used at Telangana State Data Center Pg No98	New Clause:	Kindly provide the software support Start Date & End Date	Details will be provided to the successful bidder.
56	Form-P5–Financial Turnover and Net worth (Certified by Statutory Auditor) Pg No102	Form-P5–Financial Turnover and Net worth (Certified by Statutory Auditor) Note: The details are to be furnished by certified CA Agency with Seal, Serial Number and Signature	It is requested that the following changes shown in green be made: Form-P5–Financial Turnover and Net worth (Certified by Statutory Auditor Chartered Accountant) Note: The details are to be furnished by certified CA Agency with Seal, Serial Number and Signature.	Form-P5–Financial Turnover and Net worth (Certified by Chartered Accountant) Note: The details are to be furnished by certified CA Agency with Seal, Serial Number and Signature
57	Form-P8 – Self Declaration for Back to Back OEM Warranty Pg No105	Failing which, we have agreed that TSTS shall impose 2% penalty of Contract value on weekly basis without any cap on the QGR until the submission of OEM support contract specifically against this tender.	It is requested to remove this part from the declaration , as here the penalty clause is uncapped. Also, all the OEMs agreement to this declaration is subjective to their Legal approval. So, kindly allow OEM standard warranty support declaration as well here.	Same as RFP
58	QMC should cover OEM Warranty, Maintenance of the equipment. Pg No114	Type of Support Cost (Category 1/2/3/4)	Kindly clarify if we can provide two categories under column "Type of support cost" as it might happen that a OEM provides AMC for only 2 years and then it is required that a third party support is required to provide the AMC services	Same as RFP

Sl.No	Clause No & Pg.No	Specifications in the RFP	Clarification sought/Request for change	Amendments / Clarifications issued
			till the end of contract period. Therefore, for this case the Type of support will be of Category 2 and 4. So, similar to this there may be cases arising where 2 categories fit in so, please provide more details for clarity here.	
59	QMC should cover OEM Warranty, Maintenance of the equipment. Pg No114	Category -4: Any other service category to be indicated by the bidder.	Kindly clarify if we can consider third party support as part of Category 4. And what happens when we define more than one type of sub-category like 4(a), 4(b), 4(c) etc. under category 4. So, can an SI fill 4(a), 4(b) etc under "Type of Support Cost (Category 1/2/3/4)". Is that acceptable.	Same as RFP
60	11.1.1 and so on Pg No114	OEM Warranty/ AMC Expiry Date (DD.MM.YYYY)	For the items which are already out of warranty (2021,2023) kindly confirm, if OEM support is available, do we need to quote from last support date mentioned in the rfp. Kindly clarify.	Same as RFP
61	11.1.4- Non IT Infrastructure Pg No125	* This equipment is in replacement process; however, DCO need to submit AMC price bid for 1 year and maintain these equipment till the replacement done. After replacement this equipment will be in OEM warranty; hence DCO shall not claim the AMC for these equipment's after replacement	As per commercial bid, the bidder has to quote for Total Maintenance Cost with Tax for 3 years (INR) (C*12).Kindly confirm wherever the procut is getting replaced the bidder has to quote for 1 year AMC	Yes.
62	General Query Pg No		Scope of SDC DCO with regard to DR and Near DR responsibilities as the current tender for supporting SDC. However, many places in the Tender, it talks about SDC DCO supporting DR Implementation/Operations. Kindly clarify the expected DCO scope in DR covered in this RFP.	Same as RFP