

Shree Saibaba Sansthan Trust, Shirdi.
EDP Department, Shree Saibaba Sansthan Hospital, Shirdi
Pre-Bid Meeting Held on 23rd Dec. 2024
The Clarification by SSST as given below

Sr. No.	Tender Document (Section & Page No.)	Unclear Text	Clarification/ Change Required	SSST Clarification
1	Page No. 6 4. Commercial and General Terms and Conditions.	4.1 Other Criteria: 14. Disaster recovery should be in place.	Kindly confirm no. of DR Drills required.(eg. 2 Drills yearly)	Optimum 4 Drills. Minimum 2 Drills
			Kindly confirm peak hours and daily log/Flat files size that need the replicated (For Eg. 2 GB Daily)	Peak Hours for the hospital would be Morning 7 AM 11 AM and Evening 4 PM to 8 PM
			Kindly confirm the exected RTO and RPO? Can we consider it as per Meity Guidelines?	Yes
			If bidder need to quote for DR site as well, request you to confirm where to add the DR service charges in the BOQ. As per the BOQ, there is no provision to add the DR service charges (for Eg: DR site infra charges, DR site Security components, OS and DB licenses at DR site, DR Drills, DRM tool, Replication link charges, Replication link managed services charges etc.	It is responsibility of successful bidder to maintain backup data. To restore, if necessary to retrieve services.
2.	Page No. 3 1.3 SCOPE OF WORK	2. CSP should ensure compliance to audit and security requirement like VAPT closures etc. related to any servers and associated hardware allocated for Trust as and when requested by the Trust.	Please confirm the frequency of the VAPT audit to be conducted in a year.	VAPT is expected on the annual / Yearly basis.
3.	Page No. 3 1.3 SCOPE OF WORK	4. CSP to ensure implementations of latest and sturdy security features to protect Trust data from hacking, phishing, malware attacks etc. as suggested by regulatory authorities from time to time without any extra cost to the Trust.	Please confirm the security requirement, Can we consider security as per Meity guidelines	Yes

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4.	Page No. 3 1.3 SCOPE OF WORK	5. CSP must ensure daily backup of all the servers and restoration of the same as per Trust backup procedure.	Please confirm the Backup policy(i.e. Daily Incremental, Dail Full or Weekly Full Backup) and retention period for the backup data(i.e. Daily Incremental Backup for a Week, Weekly Full for a Month, etc)	Back Up policies will be finalized later. However you may take industry standard guidelines for the same.
5.	Page No. 4 1.3 SCOPE OF WORK	6. CSP to implement WAF (Web Application Firewall) and DDoS prevention solution, mandatorily. CSP should have an arrangement to stop/protect DDoS attack of 1 GBps Size burstable up to 10 Gbps. Costing needs to be taken in commercial.	As per RFp, WAF (Web Application Firewall), DDOS as a service is also demanded, Request you to confirm where to add charges for the same in the BOQ.	It should be added under Firewall.
6.	Page No. 18 Annexure VII	Compute-HA 06. VRAM RAM GB 580	As per Annexure VI (Specification for Dedicated Server and Services), the Total RAM count is calculated as 584 GB. However, in the BoQ format for the online bid submission (Annexure VII), the Total RAM is mentioned as 580 GB. Kindly update the Total RAM count in the BoQ to reflect the correct value of 584 GB.	Please consider 584 as the total RAM.
7.	Page No. 18 Annexure VII	Licenses 09. Operating System Windows Server 2022 Standard Edition-Proc. Based 7 11. Database MS SQL 2022 STDN Edition 32 Core(Proc. based) 3	Request for Quantity Update in BOQ for MS SQL & Windows Server Licenses This is to bring to your attention that, as per Microsoft's licensing policy, the MS SQL 2022 Standard Edition & Windows Server Standard Edition is licensed per 2 cores, not on a per-server basis. In the BoQ, the current quantity mentioned for MS SQL 2022 Standard Edition (32 Core) is "3". Based on the licensing policy, the required quantity should be updated to reflect the correct number of licenses (16 licenses for 32 cores). Also, for Windows Server License the required quantity should be updated to reflect the correct number of licenses (30	Please follow Microsoft Standard Licensing policies.

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			licenses for 60 cores).	
8.	Page No. 19 Annexure VIII	Cloud Managed services Definition Compliance 2. Security by Design: Encryption of data at Rest and while Transit enabled by default without any manual configuration required. The TLS certificates and Encryptions keys should be secured by Key Management Solution backed by HSM.	Kindly confirm if HSM service is also to be quoted for this, pls provide item in Commercial format for same.	HSM Services is expected to be a part of the standard Security offering.
			If yes, pls confirm Cloud HSM i.e. HSM on shared basis with virtual separation can be quoted. integration with application will be under Application Vendor Scope. Please acknowledge.	This is optional.
			Please share the following details for HSM ? i. TPS count ii. HSM use case iii. No. of keys needed iv. Is it needed to encrypt Database/ other files and store keys in HSM Please confirm if Cloud HSM will be needed at DR site	This is optional.
9.	Page No. 19 Annexure VIII	4. Automated Backup of data with IDAM Based Access Control, encryption and monitoring for access/download.	Kindly confirm if IDAM service is also to be quoted for this, pls provide item in Commercial format for same.	IDAM is currently not required and may be considered at later stage.
			Our understanding is to deliver this via separate backup console. Also, confirm use case for this.	
10.	Page No. 19 Annexure VIII	5. Automated/Push button scaling with published APIs for scaling so that developers can create custom logic to scale the application as per business requirements.	Please confirm use case Kindly request you to amend the clause as "Automated/Push button scaling with published APIs/ VM Scaling Group for scaling so that developers can create custom logic to scale the application as per business requirements."	This is optional
11.	General Queries	-	Kindly confirm the total no. users which required SSL VPN.	50 Users
			Total Concurrent users at any point of time and Total Users	Concurrent User – 100 Total User – Max. 250
			kindly confirm do we need to provide SSL	Sansthan will provide SSL

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			Certificate? If yes, kindly confirm SSL Certificate on the total no. of domain and sub-domain. Kindly confirm total Cloud Portal Users.	Total User – Max. 250
12.	Page 16 Annexure VI - Specification for dedicated Server and Services [A] Cloud Servers Details	HIMS Integration Server	Needs clarity on this server designation	Integration Server will be used for third party integration services including ERP and Medical Devices, Communication Channels, Etc.
13.	Page 16 Annexure VI - Specification for dedicated Server and Services [A] Cloud Servers Details	Proxy Server	Please specify what is the scope for the Proxy server? Is this for the SSL VPN?	Proxy Server will be used for HTTPS Routing.
14.	Page 16 Annexure VI - Specification for dedicated Server and Services [A] Cloud Servers Details	Load Balancer	Please clarify what is the scope for 4 load balancers here? As there are 3 application servers in the BOQ.	Please ignore Line item No 9 in Annexure VI as the same is covered under Line Item No 17 in Annexure VII
15.	Page 16 Annexure VI - Specification for dedicated Server and Services [A] Cloud Servers Details	Public IPs	Please clarify why do we need 10 public IP here?	We are creating a provision for Future Use
16.	Page 16 Annexure VI - Specification for dedicated Server and Services [A] Cloud Servers Details	Firewall	The BOQ needs more clarity on the firewall requirement and expectations	Firewall should be support 300 Users.
17.	Page 16 Annexure VI - Specification for	Internet	The BOQ needs more clarity on who are the end users ? from hospital DC or Remote Point to Site VPN (SSL VPN)	The Typical End Users would be connecting from Hospitals DC, and Users out side


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	dedicated Server and Services B] Internet Connectivity			Hospital users will connect through internet/VPN DC Users will connect through MPLS. Outside Users will connect through Internet
18.	Page 16 Annexure VI - Specification for dedicated Server and Services B] Internet Connectivity	MPLS	Please clarify on MPLS Scope? Site to Site VPN	MPLS will be used by Hospital & DC Users for connectivity. VPN will be used by Development Team.
19.	Page 17 Annexure VI - Specification for dedicated Server and Services C] Software, Certificates & Tools	Antivirus	Please specify which Antivirus is explicitly required?	A Best In Class Antivirus to be provided.
20.	Page 17 Annexure VI - Specification for dedicated Server and Services C] Software, Certificates & Tools	Windows Server 2022 Standard	Please specify the total number of Cores required for licenses- 32?	The Licensing Cores should be as per Microsoft Licensing Policies.
21.	Page 17 Annexure VI - Specification for dedicated Server and Services C] Software, Certificates & Tools	Windows Server 2022 Standard Microsoft SQL Server 2022 Standard	Please specify the total number of Cores required for licenses- 32?	The Licensing Cores should be as per Microsoft Licensing Policies.
22.	Page 17 Annexure VI - Specification for dedicated Server and	National	Will AWS SNS pay as you go pricing model suffice the requirement?	SSST need Rate/SMS. Payment will be as actual.

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	Services [D] SMS Services			
23.	Page 17 Annexure VI - Specification for dedicated Server and Services [D] SMS Services	International	Will AWS SNS pay as you go pricing model suffice the requirement?	NA, It is not there in BoQ.
24.	Page 17 Annexure VII - A] Cloud Servers, Connectivity, Software Details : Backup	Backup Agent Back up agent license for DB server	Please specify why Backup Agent is required? Are we taking backup from on-premises server to AWS Cloud also?	Back Ups will be taken only from VMs.
25.	Page 3 RFP Document 1.3 SCOPE OF WORK	The scope of work covers the installation, management, maintenance of cloud servers and services for HIMMS application and database, with necessary disaster recovery for initial period of 1 year.	Can you please specify the Disaster Recovery requirement, Zonal or regional? Have you defined RTO and RPO for the workload, or any specific Uptime SLA for disaster recovery?	RTO and RPO should be as per the MEITY Guidelines / Standards.
26.	Page 9 Managed Dedicated Service Point 7.1	Round-The-Clock Technical Support	The RFP document specifies that managed dedicated services are required 24/7, however, the corresponding line item for the cost of these managed services is missing from the Bill of Quantities (BOQ) in Annexure VII	Bidder may include it in Managed Services.
27.	Page 12 Annexure II Pre-Qualification Criteria	The NOC should be part of data centres and the managed services quality should be certified for ISO 20000:1	The RFP document clause lacks clarity regarding whether ISO 20000:1 certification is required from the Cloud Service Provider (CSP) or the Managed Service Provider (MSP).	Certification required from Cloud Service Provider (CSP)
28.	-	-	Is this a new deployment or a migration from an on-premises environment? If it is a migration, please provide details of the current resource utilization metrics, including compute (e.g., CPU and RAM), storage (e.g., IOPS), and network performance (e.g., throughput).	This is a new set up
29.	-	-	Are separate environments required for	UAT Servers are specified in Annexure

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			UAT (User Acceptance Testing) and production?	VI.
30.	-	-	Are SSL/TLS certificates needed for the servers? If yes, should the certificates be managed and procured using AWS Certificate Manager (ACM), or are there specific requirements that need to be addressed?	SSL/TLS certificates should be managed and procured using AWS Certificate Manager (ACM).
31.	-	-	Define backup requirements. Specify whether daily incremental backups or full backups are needed, and include details on retention policies, such as weekly retention periods.	The detailed Back Up policy will be defined later. However Industry Standard Practice can be considered.
32.	-	-	Outline logging and monitoring requirements. It is recommended to clearly define the scope and tools required for logging and monitoring.	CSP are expected to follow the best industrial Standards.
33.	-	-	Provide any architectural workflows or diagrams. A high-level or detailed architecture workflow can support planning and implementation.	CSP are expected to follow the best industrial Standards.
34.	Page 4 Point No. 6	CSP should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational from past 5 years.	CSP should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational from past 5 years at least for DC site.	No Change in Tender Clause.
35.	Page 4 Point No. 8	The Bidder should be ready with the deliverables(hardware and software environment) within 7working days from the date of work order and the Cloud Server should be ready for data migration.	The Bidder should be ready with the deliverables(Cloud infra) within 15 working days from the date of work order and availability of Database and other required Licenses the Cloud Server should be ready for data migration.	Tender Clause amended as: The Bidder should be ready with the deliverables(hardware and software environment) within 15 working days from the date of work order and the Cloud Server should be ready for data migration.
36.	Page 4 Point No. 14	Disaster recovery should be in place.	Kindly provide more details about DR site and its sizing e.g. 100% of DC site or	Optimised DR should be in place.

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			optimised.	
37.	Page 4 Point No. 20	If any complaint is logged by SSST the same must be attended to and resolved within four hours.	Response Time will be 4 Hours and resolution time will depend upon the issue.	Resolution time also must be 4 hours.
38.	Page 18 Point No. 9	Operating System License - Windows Server 2022 Standard Edition-Proc. based	Windows Server 2022 Standard Edition – Core based SPLA / Rented Licenses	No Change in Tender Clause.
39.	Page 18 Point No. 10	Database Licesne - MS SQL 2022 STDN Edition-32 Core (Proc. based)	MS SQL 2022 Standard Edition - Core based SPLA / Rented Licenses	No Change in Tender Clause.
40.	Page 1 Point No. 1.1	Bid Submission End Date- Dt. 02/01/2025 Time-17.00 pm	Kindly provide extension of 5-7working days	Will be considered according to Purchase Rule.
41.	Suggested by us	DR Drill Test not mentioned in proposal	Regular DR testing and drills are essential to any disaster recovery plan, enabling you to identify and address potential issues before they become actual problems. It's not only Cloud related issues but rectify network issue from both end CSP and Customer end .	Optimum 4 Drills. Minimum 2 Drills
42.	Suggested by us	Commercial BID format is component wise – like processor core count/ RAM Count /VHDD(Storage) count	it's supposed to be a VM config wise price BID as mentioned in page no 16 - Annexure – VI	Detailed Requirement is as per Annexure-VI. Bidder have to quote as per Annexure-VII.
43.	Suggested by us	Active and passive VM of DR side	you can mentioned Active and Passive VM count for DR with Hrly basis utilization of VM's except database VM. And also can mentioned size same or less than DC VM.	No Change in Tender Clause.
44.	Page 12 Annexure II	most of terms of CSP's are considered for Bidder Like - point no 4/ 5 /	most of terms are for CSP which considered for Bidder side - you can mentioned Bidder /OEM (CSP).so document can plan accordingly.	No Change in Tender Clause.
45.	Page 12 Annexure II Point No. 3	Should be a Firm/Company/ Service Provider(SP) having their own Data Centre installation in India and the said server must be hosted only Data Centre located in India	need to specify CSP vendor here, it's not for Bidder. Because Bidder don't have its own data centre	This clause is for CSP.
46.	Page 12 Annexure II	The Bidders should host the cloud services from owned data centers	it's supposed to consider for CSP vendor terms, not for bidder. Because Bidder don't	This clause is for CSP.

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	Point No. 4	certified by TIA 942 at TierIII or above with an uptime of 99,985% min	have its own data centre	
47.	Page 12 Annexure II Point No. 5	Bidder should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational from past 3 years.	it's supposed to consider for CSP vendor terms, not for bidder. Because Bidder don't have its own data centre	This clause is for CSP.
48.	Page 18 Point No. 9 License OS &DB -	Windows Server 2022 Standard Edition-Proc.Based - 7 no		
49.	Page 18 Point No. 10 License OS &DB -	CentOS Linux release 7.9.2009 (Core) - 01 no	either its cloud base licence or one time Perpetual Charitable Lic considered here. And if it perpetual or one time purchase licence then payment terms should one time to pay from SSST.	Currently it is considered as Cloud Based License.
50.	Page 18 Point No. 11 License OS &DB -	MS SQL 2022 STDN Edition - 32 Core (Proc.based) - 03 no		
51.	Page 18 Point No. 9	Windows Server 2022 Standard Edition-Proc.Based - 7 no	SQL lic comes with STD or core base lic, don't come with processor based Lic.	Microsoft Standard Licensing policies to be followed.


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