

Maharashtra Jeevan Pradhikaran

Selection of Cloud Service Provider / Managed Service Provider for MJPs Cloud Infrastructure Management

GeM Bid Number: GEM/2026/B/7133580

Date: 03/02/2026

Pre bid meeting held at 3rd Floor, CIDCO Bhavan, CBD Belapur, Navi Mumbai, Maharashtra.

Response to the Pre-Bid Queries: Dated 30 January 2026

S.No.	Name of Bidders	Name & Designation (MJP)
1	Vijay Kothmire (Amnex infotech)	Mrudul Kelkar (Deputy Engineer IT Cell)
2	Nitin Kubitkar (ESDS)	Vikas Khar (Technical Consultant)
3	Amarapali Pandey (Protean)	Ajay Nandangi (Technical Consultant)
4	Mohit Kedia (Neosoft)	Suhas Raina (Technical Consultant)
5	Ashish Khose (Neosoft)	
6	Rakesh Sarak (Swan solution)	
7	Yogesh Deshmukh (Swan solution)	
8	Shabnam (SISL)	
9	Rahul Rodage (Vedant enterprises & IT solution)	
10	Pravin Tambe (IFI tech)	
11	Arshad Ahmed (Microsoft)	

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
1	M/s VSN International Pvt. Ltd.	Page No. 104 Sr. No. 2, MEITY Empanelment	<p>a. The bidder should be MeitY empanelled Cloud Service Provider (CSP)</p> <p>b. The proposed Data Centre of the bidder should be within India.</p> <p>c. The proposed Data Centre should be successfully STQC audited.</p> <p>d. The bidder should be providing cloud services to the Government organization(s) under Government Community Cloud (GCC) model or Virtual Private Cloud (VPC) model</p>	<p>As the Pre-Qualification Criteria Table 1.1 is for CSPs, this clause should be ask from CSP.</p> <p>We request the department to kindly amend the relevant clause by replacing the term "Bidder" with "CSP", wherever applicable.</p>	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
2	M/s VSN International Pvt. Ltd.	Page No. 105Sr. No. 4, Experience	<p>The Bidder on its own name should have satisfactorily executed the work of providing Cloud Services in ULB /Semi Govt. /Govt. & Public Sector Organizations during last five (5) years ending last day of month previous to the one in which bids are invited as a prime Contractor (or as a nominated sub-Contractor or Joint Venture, where the subcontract had involved in providing cloud service as described in the scope of works in this bid document, provided further that all other qualification criteria are satisfied)a) Three completed works or currently executing works of providing Cloud Services each costing INR 0.69 /- CroresORb) Two completed works or currently executing works of providing Cloud Services each costing INR 0.83 /- CroresORc) One completed work or currently executing works providing Cloud Services costing INR 1.38 /- Crores</p>	<p>As per the RFP, Pre-Qualification Criteria (Table 1.1) is applicable to CSPs.However, it is submitted that Hyperscaler CSPs such as AWS, Microsoft Azure, and Google Cloud Platform do not participate directly in bids. They participate through their Authorized Partners. Accordingly, the CSPs do not possess Work Orders or End-User Certificates issued in their own name, as the contractual relationship with the end customer is executed through the authorized partner.In view of the above, we request the Hon’ble Authority to kindly modify the existing clause as under:“The CSP should have satisfactorily provided cloud services to at least five (5) Government Organizations / PSUs during the last five (5) years, ending on the last day of the month preceding the month in which bids are invited.Documents: List of Government / PSU clients along with project references, duly certified on the CSP’s letterhead and signed by an Authorized Signatory.”</p>	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
3	M/s VSN International Pvt. Ltd.	Page No. 105 Sr. No. 5, Turnover	The bidder should have minimum average annual turnover of at least 6.9 Crores in last three financial years (FY 2022-23, 2023-24, 2024 - 25)	As per the RFP, Pre-Qualification Criteria (Table 1.1) is applicable to CSPs. We would request department to kindly Modify the clause as: "The CSP should have minimum average annual turnover of at least 500 Crores in last three financial years (FY 2022-23, 2023-24, 2024 - 25).	Bid prevails
4	M/s VSN International Pvt. Ltd.	Page No. 106 Sr. No. 9, Capability Maturity Model Integration (CMMI) Certification	CMMI Level 3 certificate or higher	As per the RFP, Pre-Qualification Criteria (Table 1.1) is applicable to CSPs. As the CMMI Level 3 is a process maturity certification that applies to organizations and their internal processes — not to cloud platforms like AWS, Azure, or GCP. We would Request department to kindly remove the clause from CSP Table.	Bid prevails
5	M/s VSN International Pvt. Ltd.	Page No. 107 Sr. No. 10, DC Site, Sr. No. 11, DR Site Sr. No. 12, Technical Resource Sr. No. 14, Blacklisting	Pre-Qualification (PQ) Criteria, 1.1 For Cloud Service Provider (CSP)	As per the RFP, Pre-Qualification Criteria (Table 1.1) is applicable to CSPs. We request the department to kindly amend the relevant clause by replacing the term "Bidder" with "CSP", wherever applicable.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
6	M/s VSN International Pvt. Ltd.	Page No. 107, Sr. No. 13, Local office	The Bidder should have office in Maharashtra Self- Attested copy of Telephone bill/ Electricity Bill /GST Certificate / Registered Lease Deed/Rental Agreement	As per the RFP, Pre-Qualification Criteria (Table 1.1) is applicable to CSPs. We would request department to kindly remove the clause from CSP Pre-Qualification Table.	Bid prevails
7	M/s VSN International Pvt. Ltd.	Page No. 108, Sr. No. 2, MEITY Empanelment	a. The bidder should be Managed Service Provider (MSP) of the MeitY empaneled CSP b. The proposed Data Centre (DC) / Disaster Recovery (DR) site of the bidder should be within India. c. The proposed Data Centre should be successfully STQC audited. d. The bidder should be providing cloud services to the Government organization(s) under Government Community Cloud (GCC) model or Virtual Private Cloud (VPC) model	As the same clause has been asked from CSP in 1.1 For Cloud Service Provider (CSP) and these clause is relevent to CSP, we would request department to kindly Remove the clause from MSP Pre-Qualification Table.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
8	M/s VSN International Pvt. Ltd.	Page No. 110, Sr. No. 8, Data Centre Certification	Data Centre Certification	<p>It is observed that the ISO certifications mentioned below are data centre-specific certifications, which are relevant to the Cloud Service Provider (CSP). The same requirements have already been covered under the CSP Pre-Qualification Criteria Table. Since hyperscaler CSPs (such as AWS, Azure, GCP) participate in the bid through their authorized partners, and the CSP compliance has already been evaluated separately.</p> <p>In view of the above, we kindly request the department to remove this clause or amend it as follows:</p> <p>"Bidder should have relevant ISO Certificates:</p> <ul style="list-style-type: none"> • ISO 20000-1 : 2018 Certificate • ISO 27001 : 2022 Certificate • ISO 9001 : 2015 Certificate" 	Bid prevails
9	M/s VSN International Pvt. Ltd.	Page No. 110, Sr. No. 10, DC Site Page No. 111, Sr. No. 11, DR Site	<p>The bidder should have at least 2 Data Centre facilities at 2 different locations in India in line with the guidelines' issues by MEITY &</p> <p>Proposed DR site should have to be located at different locations in India as per the standard guidelines' issues by MEITY</p>	<p>These clause are relevant to the CSP which have already been covered under the CSP Pre-Qualification Criteria Table.</p> <p>We would request department to kindly remove these clause in MSP Pre-Qualification Criteria Table.</p>	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
10	ESDS Software Solution Limited	Migration & Transition Support Pg No. 4-6	Maintenance and management of existing Azure cloud infrastructure and migration of applications	Please clarify whether the existing Cloud Service Provider / Managed Service Provider (currently hosting the applications on Azure) will provide necessary technical support, access, and coordination (such as administrative access, configuration details, and data export) to the selected bidder to facilitate a smooth transition and migration of applications and data to the proposed platform.	Yes, support will be provided
11	ESDS Software Solution Limited	Background / Cloud Hosting Scope Pg No.4	This phase involves maintenance and management of the existing Azure cloud infrastructure to ensure optimal performance, security, scalability, and availability of all hosted applications.	Please clarify whether, after award of the contract, the selected CSP/MSP is required to continue long-term maintenance of the existing Azure cloud environment, or whether the CSP/MSP is permitted and expected to migrate the applications and workloads to its proposed MeitY-empaneled Government Community Cloud (GCC) / VPC platform after ensuring service continuity	Maintenance of existing cloud infrastructure
12	ESDS Software Solution Limited	Billing & Pricing Model	Bidders to charge as per PAY AS YOU GO model. Only those resources are to be configured which are informed by the department and charged as per the provisioned resources.	Please confirm whether billing may be carried out on a monthly pay-per-consumption basis, wherein only Department-approved and provisioned resources are billed monthly based on actual consumption, while retaining the PAY-AS-YOU-GO principle.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
13	ESDS Software Solution Limited	Background / Existing Environment Pg No.4	Applications currently hosted on Azure cloud	Please confirm whether the reference to Azure cloud is only indicative of the existing (as-is) environment and bidders are allowed to propose a to-be architecture on any MeitY-empaneled Government Community Cloud (GCC) / VPC platform.	Bid prevails
14	ESDS Software Solution Limited	CSP / MSP Eligibility Pg No.5	Selection of MeitY empaneled CSP / MSP	Please confirm that MeitY empanelment of CSP/MSP is the only mandatory cloud eligibility criterion and OEM/hyperscaler-specific partnerships are not mandatory.	Bid prevails
15	ESDS Software Solution Limited	Consortium and Joint Ventures / Sub-Contracting Pg No. 3	Consortium/Joint-Venture/Sub-contracting with any organization is not be permitted for this work engagement	We request you to kindly amend the clause to allow limited technical sub-contracting to OEM-authorized or certified partners for specialized services (such as cloud security or database management), while the prime bidder remains fully responsible for all deliverables and SLA compliance.	Bid prevails
16	ESDS Software Solution Limited	Introduction Pg No. 2	CSP/MSP will be responsible for migrating subscription and existing applications along database with zero downtime and migration should be completed in 1 day considering application criticality. Current vendor and MJP IT will provide all the assistance to the new bidder for migration.	Considering the size of applications, databases, and subscription resources, kindly confirm whether the stipulated 1-day migration timeline is indicative and may be extended based on actual data size, data volume, application complexity, and inter-system dependency analysis. The feasibility of completing migration within a single day is directly dependent on the total data size and workload characteristics identified during the assessment phase.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
16	ESDS Software Solution Limited	Introduction Pg No. 2	CSP/MSP will be responsible for migrating subscription and existing applications along database with zero downtime and migration should be completed in 1 day considering application criticality. Current vendor and MJP IT will provide all the assistance to the new bidder for migration.	Kindly provide the total database size, storage volume, number of VMs/services, and application dependencies to assess feasibility of migration within the stipulated time.	Bid prevails
				Kindly confirm the daily data generation.	Bid prevails
				Kindly confirm the number of concurrent users going to access.	Bid prevails
				Kindly confirm at which location existing system is currently hosted.	Bid prevails
				Kindly provide information regarding the current hypervisor being used at the primary location, at the state Data Center.	Bid prevails
17	ESDS Software Solution Limited	Pg No. 63	BOM(Bill of Quantity) SSL	Kindly confirm SSL Certificate (Alpha, Domain, Organization, Wildcard, extended SSL)	Domain
18	ESDS Software Solution Limited	Pg No. 63	BOM(Bill of Quantity) Database	Please confirm the MYSQL database edition(community,standard,enterprise)	Enterprise

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
19	ESDS Software Solution Limited	Pg No. 63	BOM(Bill of Quantity) OS	In the provided BOM, there is a line item mentioning an indicative duration of usage for VM specifications. However, in accordance with the OS License policy, billing is not done on an hourly basis. Therefore, we kindly request a separate line item for the OS license costs with monthly usage bill..	Bid prevails
20	ESDS Software Solution Limited	Pg No. 63	BOM(Bill of Quantity) DB	In the provided BOM, there are Database VMs. The cost for the enterprise/standard edition is considerably high. According to the licensing policy, database licenses are not billed on an hourly basis. Therefore, we kindly request a separate line item for the database license costs with monthly usage bill.	Bid prevails
21	ESDS Software Solution Limited	Pg No. 63	BOM(Bill of Quantity) VM sizing SSD in GB	Kindly clarify whether the requirement of 3000 provisioned IOPS per volume may be considered on a per-TB basis instead of fixed per volume, as performance allocation based on storage size ensures optimal utilization, scalability, and cost efficiency without impacting application performance.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
22	ESDS Software Solution Limited	1.2 Evaluation of Technical Bid CI No B.1 Pg No 127	<p>Experience of the Bidder: 27 marks – 4 projects with each WO value of INR 0.69 Crores or more OR 3 projects with each WO value of INR 0.83 Crores or more OR 2 project with each WO value of INR 1.38 Crores or more</p> <p>30 marks – > 4 projects with each WO value of INR 0.69 Crores or more OR > 3 projects with each WO value of INR 0.83 Crores or more OR > 2 project with each WO value of INR 1.38 Crores or more</p>	<p>The number of projects required for 30 Marks & 27 Marks is same. Request you, please reconfirm the number of project required for full 30 marks.</p>	<p>('>' is for greater than sign) Bid prevails</p>
23	ESDS Software Solution Limited	1. Financial Proposal Pg No 134	<p>BOQ: Total for 2 years (excluding GST)</p>	<p>In RFP PDF document Financial proposal BOQ, the last coloumn says, total for 2 years. However in the BOQ excel file mentioned it for 3 years. Request you to re-confirm the number of years.</p>	<p>Please read as total for 3 years and refer BoQ excel as well.</p>

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
24	ESDS Software Solution Limited	General Queries	General Queries	Kindly confirm the Retention Period.	Bid prevails
25	ESDS Software Solution Limited	General Queries	General Queries	Kindly confirm the total concurrent users need to accessing the data	Bid prevails
26	Amnex Infotechnologies Pvt. Ltd.	Section: Payment Terms – Quarterly Payment (Consolidated PDF, approx. Page 16–17)	Bidder will be paid on a quarterly basis under the Pay As You Go model.	In view of the Pay As You Go nature of the cloud services and continuous O&M activities, we request to consider the monthly invoicing and payment instead of quarterly payments, to align cash flow with actual monthly resource consumption and operational expenses.	Bid prevails
27	Amnex Infotechnologies Pvt. Ltd.	1. Pre-Qualification (PQ) Criteria Page No: 104	1.1 For Cloud Service Provider (CSP) & 1.2 For Managed Service Provider (MSP)	We understand that , "Section 1.1" is applicable for CSPs directly bidding for this Tender & "Section 1.2" is for Such MSPs that bidding along with any CSPs authorization. Such MSPs have to address the eligibility requirements only as per "Section 1.2" Please confirm our understanding	Yes
28	Amnex Infotechnologies Pvt. Ltd.	1.2 For Managed Service Provider (MSP) Page No: 108	1.2 For Managed Service Provider (MSP)	We understand that , in case the bidder is participating as an MSP authorized by a MeitY- empanelled CSP, the Data Centre, DR site, and certification documents (STQC, ISO, SOC, PCI, etc.) issued in the name of the CSP along with OEM authorization letter shall be considered acceptable for meeting the MSP eligibility and compliance requirements. Pls confirm our understanding	Yes

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
29	Amnex Infotechnologies Pvt. Ltd.	1. Work completion timeline and payment terms Page No 139	Bidder will be paid on a quarterly basis on the Pay As You Go model.	Kindly clarify whether billing under the Pay As You Go model shall be strictly based on actual consumption of cloud resources or whether any minimum committed / baseline capacity charges are applicable.	Bid prevails
30	Amnex Infotechnologies Pvt. Ltd.	1. Work completion timeline and payment terms Page No 139	Payment of first instalment will be released only after receipt of Performance Bank Guarantee and hosting of all applications.	Kindly confirm whether the first quarterly payment shall be released after hosting/migration of all applications together or whether phase-wise / staggered hosting of applications will be considered acceptable for payment release.	Bid prevails
31	Amnex Infotechnologies Pvt. Ltd.	1. Work completion timeline and payment terms Page No 139	Penalties on the invoice for the respective quarter will be calculated as per SLA document.	Request clarification on whether SLA penalties are capped at a maximum percentage per quarter and whether an overall cumulative penalty ceiling is applicable for the entire contract period. We request the overall cumulative penalty ceiling to be capped at 10%.	Bid prevails
32	Amnex Infotechnologies Pvt. Ltd.	1. Work completion timeline and payment terms Page No 139	Quarterly payment shall be released after submission of corresponding monthly and quarterly reports.	Kindly confirm the mandatory list of monthly and quarterly reports required for payment release and whether the report formats shall be provided by MJP post award of contract.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
33	Amnex Infotechnologies Pvt. Ltd.	1. Work completion timeline and payment terms Page No 139	Cloud infrastructure to support scalability under Pay As You Go model.	Kindly confirm whether temporary scaling of cloud resources during peak load periods can be carried out on-demand with post-facto reporting, or whether prior approval from MJP is mandatory.	Bid prevails
34	Swan solutions pvt ltd	Pre-Qualification (PQ) Criteria clause 2 Page no 104	<p>This tender is only for authorized CSP / MSP who are MEITY empaneled.</p> <p>a. The bidder should be MeitY empanelled Cloud Service Provider (CSP) - Letter of Empanelment</p> <p>b. The proposed Data Centre of the bidder should be within India - Undertaking letter from Authorized signatory on the letter head of the bidder stating DC Location</p> <p>c. The proposed Data Centre should be successfully STQC audited - STQC audited report</p> <p>d. The bidder should be providing cloud services to the Government organization(s) under - Government Community Cloud (GCC) model or Virtual Private Cloud (VPC) model - Project Reference on the firm letter head to support that bidder has provided cloud services to the Government organization(s) under</p>	Kindly clarify whether MeitY empanelment is required for the Bidder or for the OEM, or if empanelment of either party would be acceptable.	Bidder can submit letter of empanelment of CSP

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
34	Swan solutions pvt ltd	Pre-Qualification (PQ) Criteria clause 2 Page no 104	Government Community Cloud (GCC) model or Virtual Private Cloud (VPC) model	Kindly clarify whether MeitY empanelment is required for the Bidder or for the OEM, or if empanelment of either party would be acceptable.	Bidder can submit letter of empanelment of CSP
35	Swan solutions pvt ltd	Pre-Qualification (PQ) Criteria clause 8 Page no 106	<p>Data Centre Certification :</p> <ul style="list-style-type: none"> • The Data Centre of Proposed should be at least Tier III standard (certified under TIA 942 or Uptime Institute certifications) and implement processes based on ITIL standards. • ISO 27001 - Data Centre and the cloud services should be certified for the latest version of the standards. • ISO/IEC 27017:2015-Code of practice for information security for cloud services and Information technology. • ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. • ISO-22301 for Business Continuity Management. • ISO/IEC 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services. 	Kindly confirm whether the required Data Centre certification is to be submitted by the Bidder or by the OEM.	Bidder can submit certificate of OEM wherever applicable.

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
35	Swan solutions pvt ltd	Pre- Qualification (PQ) Criteria clause 8 Page no 106	<ul style="list-style-type: none"> • PCI DSS - compliant infrastructure for processing financial transaction in the cloud. • SOC 1 • SOC 2 • SOC 3 	Kindly confirm whether the required Data Centre certification is to be submitted by the Bidder or by the OEM.	Bidder can submit certificate of OEM wherever applicable.
36	Swan solutions pvt ltd	Pre- Qualification (PQ) Criteria clause 10 & 11 Page no 107	<p>The bidder should have at least 2 Data Centre facilities at 2 different locations in India in line with the guidelines' issues by MEITY</p> <p>Proposed DR site should have to be located at different locations in India as per the standard guidelines' issues by MEITY</p>	Please clarify whether the undertaking regarding Data Centre (DC) and Disaster Recovery (DR) locations is to be provided by the Bidder or the OEM.	Bid prevails
37	Swan solutions pvt ltd	Clause B. Experience of the Bidder point no1 of page no 127	Experience of projects successfully completed / Currently hosted at Data Centre / Disaster Recovery Cloud Services on Government community cloud / Virtual Private Cloud for any Central Government/ State Government/ ULB /Semi Govt. /Govt. & Public Sector Organizations / any other Government Organizations in India in last five financial years.	We have supplied hardware and software for a private cloud solution to a Public Sector Bank. Kindly confirm whether multiple Purchase Orders issued by the same customer may be submitted collectively to meet the eligibility/experience criteria.	Bid prevails
38	Swan solutions pvt ltd		A. Scope & Architecture	<ol style="list-style-type: none"> 1. Please confirm current Azure architecture details including VM sizes, storage tiers, and network design. 2. Is re-architecture or optimization expected as part of this contract? 	<ol style="list-style-type: none"> 1. Bid prevails 2. Bid prevails 3. Not permitted 4. Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
38	Swan solutions pvt ltd		A. Scope & Architecture	3. Are non-Azure MEITY-empaneled clouds permitted? 4. Confirm if only Active-Passive DR is expected.	1. Bid prevails 2. Bid prevails 3. Not permitted 4. Bid prevails
39	Swan solutions pvt ltd		B. Migration & Transition	5. Will MJP provide downtime window approvals for migration? 6. Is application dependency mapping available from current vendor? 7. Is one-day migration timeline mandatory for all applications?	Bid prevails
40	Swan solutions pvt ltd		C. DR & BCP	8. Confirm application-wise RPO and RTO. 9. How many DR drills are mandatory per year? 10. Should DR bandwidth be quoted separately or included?	Bid prevails
41	Swan solutions pvt ltd		D. Security & Compliance	11. Will VA/PT audits be conducted by MJP or bidder? 12. Any additional CERT-In or State IT security compliance requirements? 13. Expected security log retention period?	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
42	Swan solutions pvt ltd		E. Billing & PAYG Model	14. Billing granularity – hourly or monthly? 15. How will auto-scaling bursts be validated for billing? 16. Is there an estimated annual cloud spend or budget cap?	Bid prevails
43	Protean	Page 3	“CSP/MSP will be responsible for migrating subscription and existing applications and database with zero downtime and migration should be completed in 1 day considering application criticality.”	Please confirm whether zero downtime is mandatory for all applications or only business-critical apps. Also request clarification on acceptable downtime window for non-critical apps and whether parallel run / phased migration is allowed.	Zero downtime for all applications
44	Protean	Page 32	“The bidder shall manage the DC & DR for the required cloud services under Active-Passive mode and ensure smooth replication and synchronization along with data backup solution..”	Please specify whether application-level replication is acceptable or infrastructure-level replication (storage / VM replication) is mandatory. Does Data backup copy required at DR Site from DC ?	Yes
45	Protean	Page 33	“Implement multi-factor authentication (MFA).”	Please clarify whether SMS-based OTP is mandatory or email-based / authenticator-app-based MFA is acceptable as per MeitY guidelines.	Any method mentioned is acceptable at no additional cost

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
46	Protean	Page 20, 1.1 For Cloud Service Provider (CSP), 4. Experience	<p>The Bidder on its own name should have satisfactorily executed the work of providing Cloud Services in ULB /Semi Govt. /Govt. & Public Sector Organizations during last five (5) years ending last day of month previous to the one in which bids are invited as a prime Contractor (or as a nominated sub-Contractor or Joint Venture, where the subcontract had involved in providing cloud service as described in the scope of works in this bid document, provided further that all other qualification criteria are satisfied)</p> <p>a) Three completed works or currently executing works of providing Cloud Services each costing INR 0.69 /- Crores OR</p> <p>b) Two completed works or currently executing works of providing Cloud Services each costing INR 0.83 /- Crores OR</p> <p>c) One completed work or currently executing works providing Cloud Services costing INR 1.38 /- Crores</p>	<p>As per the RFP, experience of providing Cloud Services is required to be in ULB / Semi-Government / Government / Public Sector organizations.</p> <p>We respectfully request the department to kindly consider and accept Cloud Service projects executed for reputed private sector organizations for meeting the PQ/TQ experience qualification criteria, provided the scope, scale, and nature of services are similar to those defined in the RFP.</p> <p>This relaxation will enable broader participation while ensuring technically competent bidders are considered</p>	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
47	Protean	Page 20, 1.1 For Cloud Service Provider (CSP), 2. MEITY Empanelment	<p>a. The bidder should be MeitY empanelled Cloud Service Provider (CSP)</p> <p>b. The proposed Data Centre of the bidder should be within India.</p> <p>c. The proposed Data Centre should be successfully STQC audited.</p> <p>d. The bidder should be providing cloud services to the Government organization(s) under Government Community Cloud (GCC) model or Virtual Private Cloud (VPC) model</p>	<p>As per the Pre-Qualification Criteria, bidders providing cloud services under both Government Community Cloud (GCC) and Virtual Private Cloud (VPC) models are considered eligible. However, as per the GeM portal requirements, only GCC-registered vendors on GeM appear to be eligible to participate in this bid. Kindly clarify whether bidders providing cloud services under the VPC model, and who otherwise meet all PQC requirements, will also be considered eligible for participation, or whether GCC registration on GeM is mandatory</p>	Bid prevails GCC / VPC models
48	Protean	Page 31	“Bidder should develop reusable scripts to automate the process of infrastructure deployment at no additional cost.”	Please remove this clause	Bid prevails
49	Protean	Page 31	“System should be able to provide ability to automatically increase/ scale the number of Instances/ VMs during demand spikes for few hours/ days to maintain performance. No prior intimation or buffer will be given, as increase/ decrease number of instances should happen automatically based on the controls/ parameters set up for maximum/ minimum usage of VMs.”	Please clarify whether auto-scaling is mandatory for stateful workloads (DB, legacy apps) or limited to stateless application tiers only.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
50	Protean	Page 34	"Bidder shall provide direct leased-line connections between the MJPs-DC site and MJPs- DR, if required, also secured access has to be provided to MJP users."	What secured access need to be provided by bidder to MJP users?	Secure access for authorized MJP users shall be ensured by the bidder. (such as VPN or equivalent)
51	Protean	Page 31	"Bidder should develop reusable scripts to automate the process of infrastructure deployment at no additional cost."	Please remove this clause	Bid prevails
52	Protean	Page 40	"Provide VA-PT report for instance in use in periodic basis."	Please clarify frequency (quarterly / half-yearly) and whether CERT-In empanelled auditor is mandatory.	Bid prevails
53	Protean	Page 31	"Metering and billing of services at hourly and monthly basis."	Please remove this clause	Bid prevails
54	Protean	Page 36	"Cloud services shall be available on pay as per usage model. Billing shall be done quarterly irrespective of Fixed / On-Demand model."	"Cloud services shall be available on pay as you model and Billing shall be done quarterly irrespective of Fixed billing model."	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
55	Protean	Page 33	“Bidder shall provide interoperability support for migration to another cloud or in-house infra.”	Please clarify expected data formats, VM image formats, and exit timelines to avoid interpretation risk during exit phase.	Bid prevails
56	Protean	Page 32	“DR drill and mock drill shall be conducted.”	Please confirm number of DR drills per year and whether planned downtime during DR drill is permissible.	Bid prevails
57	Protean	Page 38–57	Security services: WAF, DDoS, EDR, Firewall as a Service	Please clarify whether OEM-based security solutions only are allowed or certified open-source solutions compliant with MeitY are acceptable.	Bid prevails
58	Vedant enterprises & IT solution	Pre-Qualification Requirements	-	The Bidder should have made a payment INR (tender fee)+ 18% GST (Rupees Twenty Thousand only) Ex GST Proof of Tender form fee payment of (nonrefundable) by payment gateway online/RTGS/NEFT/ECS must be furnished	Bid prevails
59	Vedant enterprises & IT solution	Page 8	EMD	The Bidder should have submitted an Earnest Money Deposit (EMD) of INR/- (Rupees only) Earnest Money Deposit must be paid through Online Payment via net banking mode.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
59	Vedant enterprises & IT solution	Pre-Qualification Requirements	The bidder should be a Legal Entity registered under the Companies Act, 2013 or the Companies Act, 1956 OR a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932. Also, the company should be registered with GSTN.	<p>Legal Entity</p> <p>The Bidder/All members of the Consortium in case of a Consortium shall be a company registered under the Indian Companies Act, 1956 / 2013 OR LLP firm under LLP provisions 2008 OR</p> <p>A Partnership firm registered under Indian Partnership Act, 1932, all three as amended from time to time.</p> <p>Bidder / All members of the Consortium should have been operating for the last five years in India (including name change /impact of mergers or acquisitions). Copy of Certificate of Registration / Incorporation/ Partnership deed</p>	Bid prevails
60	Vedant enterprises & IT solution	Pre-Qualification Requirements	<p>a. The bidder should be Managed Service Provider (MSP) of the MeitY empaneled CSP</p> <p>b. The proposed Data Centre (DC) / Disaster Recovery (DR) site of the bidder should be within India.</p>	The Bidder/ Lead Bidder in case of a Consortium should be either A) MeitY (Ministry of Electronics and Information Technology) empaneled Cloud Service Provider with Government Community Cloud (GCC) or Virtual Private Cloud (VPC)	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
60	Vedant enterprises & IT solution	Pre-Qualification Requirements	<p>The proposed Data Centre should be successfully STQC audited.</p> <p>d.</p> <p>The bidder should be providing cloud services to the Government organization(s) under Government Community Cloud (GCC) model or Virtual Private Cloud (VPC) model</p>	<p>OR</p> <p>B) A Managed Service Provider who is authorized by a MeitY empaneled CSP with GCC or VPC</p> <p>A) For the CSP- Copy of the MeitY empanelment Certificate Self-declaration for Cloud type and Tier-type from the CSP.</p> <p>OR</p> <p>B) For the MSP-- Valid Manufacturer Authorization (MAF) Letter by the MeitY empaneled CSP authorizing the MSP for this tender and CSP- Copy of the MeitY empanelment Certificate</p>	Bid prevails
61	Vedant enterprises & IT solution	Pre-Qualification Requirements	<p>MSP - The Bidder must have strength of at least 25 IT Professionals they should have expertise in Data Migration, Data centre, Networking, System Administration, Cloud Services Professional's, Cloud Security Experts, Data Base Management on their payroll as on date of submission of this bid</p>	<p>The Bidder / Lead Bidder in case of Consortium Bidder must have strength of 50 IT/ITeS Professionals on their Payroll on the date of submission of the bid.</p> <p>The Bidder/ The Consortium together must have at least 10 IT professional with domain expertise (Cloud Administrator, Cloud Security, Virtualization, Database, System</p>	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
61	Vedant enterprises & IT solution	Pre-Qualification Requirements		Administrator, Network Administrator) Certificate from Head (HR) or company secretary for number of technically qualified professionals employed by the company.	Bid prevails
62	Vedant enterprises & IT solution	Pre-Qualification Requirements	The bidder should have minimum average annual turnover of at least 6.90 Crores in last three financial years (FY 2022-23, 2023-24, 2024 - 25)	Turnover The Bidder/ The Consortium jointly should have minimum average annual turnover from SIMILAR WORKS of at least 400 Crore in last three financial years (FY 2020-21, 2021-22 & 2022-23) For Consortium: The Lead bidder should have minimum Average Annual Turnover from SIMILAR WORKS of at least 330 Crore in last three financial years (FY 2020-21, 2021-22 & 2022-23) AND The consortium member should have minimum Average Annual Turnover from SIMILAR WORKS of at least 70 Crore in last three financial years (FY 2020-21 2021-22 & 2022-23) Audited financial statements	Bid prevails

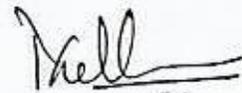
S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
62	Vedant enterprises & IT solution	Pre-Qualification Requirements		<p>Certificate duly signed by Statutory Auditor of the Bidder . (Annexure-2)</p> <p>The Bidder / Lead Bidder shall also submit a letter confirming the appointment of the Statutory Auditors</p>	
63	Vedant enterprises & IT solution	Pre-Qualification Requirements	<p>The bidder should have positive net worth as per last audited financial report.</p> <p>Copy of the Net worth certificate certified and validated by CA</p>	<p>The Bidder/ All the members of consortium in case of Consortium should have positive net worth as per the audited consolidated financial statements in each of the last three financial years (FY 2020-21, 2021-22 & 2022-23)</p> <p>Certificate duly signed by Statutory Auditor of the Bidder (Annexure-2)</p>	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
63	Vedant enterprises & IT solution	Pre-Qualification Requirements	<p>this bid document, provided further that all other qualification criteria are satisfied)</p> <p>a) Three completed works or currently executing works of providing Cloud Services each costing INR 0.69 /- Crores</p> <p>OR</p> <p>b) Two completed works or currently executing works of providing Cloud Services each costing INR 0.83 /- Crores</p> <p>OR</p> <p>c) One completed work or currently executing works providing Cloud Services costing INR 1.38 /- Crores</p>	<p>OR At least three (3) projects costing not less than INR 3 Cr</p> <p>For each qualifying project:</p> <ol style="list-style-type: none"> 1. Copy of Work Order Copy / Agreement 2. Completion certificate from customer (letter head or official email id). <p>In case of ongoing the project should have completed UAT phase. experience certificate from customer on letter head or official email id should be submitted for the same.</p> <p>And (Annexure-3)</p>	Bid prevails
64	Vedant enterprises & IT solution	Pre-Qualification Requirements	The bidder should not be debarred/blacklisted by any Government/PSU in India as on date of submission of the Bid.	<p>Blacklisting</p> <p>The Bidder/ Any member of the consortium should not be debarred/ blacklisted by any Government/PSU in India as on date of submission of the Bid</p> <p>An Affidavit on Rs.500/- (Rupees Five Hundred only) stamp paper signed by the Authorized Signatory of the Bidder.</p> <p>(Annexure-7)</p>	Bid prevails

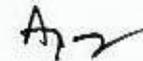
S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
65	Vedant enterprises & IT solution	Pre-Qualification Requirements	-	The Bidder/ Lead Bidder in case of consortium must submit the power of attorney to specify an individual who will be authorized for legal and financial matters The Power of Attorney should be executed on a nonjudicial stamp paper of Rs. 500/- (Rupees Five Hundred only) and duly notarized by a notary public. (Annexure 8)	Bid prevails
66	Vedant enterprises & IT solution	Pre-Qualification Requirements	The bidder should be a Legal Entity registered under the Companies Act, 2013 or the Companies Act, 1956 OR a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932. Also, the company should be registered with GSTN. Copy of Certificate of Incorporation / Registration / Partnership deed GST Registration Certificate	The Bidder / All the members of consortium in case of Consortium shall have a valid GST number as on the last date of bid submission Copy of GST registration certificate signed by authorized signatory	Bid prevails
67	Vedant enterprises & IT solution	Pre-Qualification Requirements	The Bidder should have valid Income Tax returns for the last three assessment years i.e. 2022-23, 2023-24, 2024-25 and should have valid	The Bidder / All the members of consortium in case of Consortium shall have a valid PAN number as on	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
68	Vedant enterprises & IT solution	Pre-Qualification Requirements	PAN Card	the last date of bid submission Copy of PAN registration certificate signed by authorized signatory	Bid Prevails
69	Vedant enterprises & IT solution	Pre-Qualification Requirements	The Bidder should have to submit the authorisation from Cloud Service Provider (CSP) & the OEM of Security solution.	3rd Party Product / Services MAF MAF for all proposed 3rd Party Product / Services and Security component MAF should be submitted on OEMs letter head with compliance for a respective bid for all proposed 3rd Party Product and Services Proposed. (Annexure 9)	Bid Prevails
70	IFI Tech	28. Internet Bandwidth	Specification - 50 Mbps Outbound internet bandwidth for all instances with unmetered usage	As per the BOQ, the requirement mentions "unmetered outbound internet bandwidth". In practical cloud service models, internet bandwidth is generally priced based on defined data transfer volumes (GB/TB) rather than unlimited usage. Change request.	Bid prevails

S.No.	Bidder Name	Document reference	RFP description	Clarifications requested	MJP Response
70	IFI Tech	28. Internet Bandwidth	Specification - 50 Mbps Outbound internet bandwidth for all instances with unmetered usage	We request the Buyer to kindly revise this BOQ line item by specifying a fixed data transfer quantity, for example: 1 TB / month, or Any defined TB limit deemed appropriate This will enable bidders to quote accurate, transparent, and competitive prices, ensuring fair commercial evaluation	Bid prevails



Mrudul Kelkar
(Deputy Engineer IT Cell)



Ajay Singh
(Superintending Engineer HQ)