Note: 1	**"UDAAN Portal", "APP" or "Application" are used interchangeably in this document**
Note: 2	**Bidders may please take a note that "MSSQL" mentioned in commercial sheet - "Initial Requirement"is replaced with "MySQL"**
Note: 3	**Revised Commercial Sheet is enclosed along with Pre-bid response. Bidders are requested to consider this enclosed sheet. A special note for bidders - Memory size have been included in table 1 of Pricing sheet, kindly take a note of it**

Sr. No	Page No.	Clause No	Query	CGTMSE Comments
1	11	2. Project Overview	Whether we have to develop UDAAN portal or we have to migrate the existing portal - https://www.cgtmse.in to new cloud hosting environment?	Development of UDAAN portal is not on the scope of Bidder. The hosting of UDAAN Portal on cloud servers and managing the same along with security aspects is the scope of the bidder
2	16	4.2.2 Proposed Model	Whether proposed system will be centralized or decentralized? What will be the work flow of the proposed system? How "fraud check" and "CGTMSE check" functionality will work. Logic for auto eligibility calculation. How consumer & commercial bureau check functionality in the proposed system will work.	These are queries related to UDAAN Portal development vendor and this is not into the current scope of the bidder to this RfP
3	17	4.3 Flow Chart and Operational Details of Proposed Model.	Whether payment gateway will be provided by CGTMSE or vendor has to arrange for the same? Please Elaborate	configuration required for payment gateway at cloud level and post deployment - security aspects shall be handled by bidder
4		upon the MSE making the payment, their proposal along with all the credit data shall be transferred to the chosen MLI/Branch on real time basis	Please elaborate	It shall be through APIs which UDAAN Portal development team shall be handling.. Bidder for this RfP needs to focus on the security and configurability of this over / through cloud and managed services
5		The selected MLI will be submitted all the documents uploaded by the customer, risk score, guarantee confirmation, other information including contact information. The portal will be capable of providing the process flow of sending the information to requisite MLI and record their action, in terms of sanction/rejection through APIs. For the case of sanction, the workflow of the portal would trigger guarantee initiation, where data would be pushed to existing CGTMSE Guarantee Management system for it becoming live	How the integration between portal and existing CGTMSE system will happen? Whether API's will be provided by CGTMSE or vendor has to develop web services and host the same? Who will provide the relevant data i.e. MLI list etc., scoring logic etc.	Please Refer to CGTMSE's comment for Serial No.1 above
6	19	5.The production system should be configured for high availability (in line with the RPO / RTO). The proposed cloud solution should be on multi-tier architecture and the web/app and database servers/VM should be different.	Whether the proposed system will be in HA (High Availability)? For HA there would be 2 servers in active-active mode with load balancer. Please confirm. Whether database server will be hosted on a separate server and same is separated from web/app server?	Yes - HA in Active-Active mode with load balancer. Yes, database and app server should be separated

7	20	11. The date of cloud service warranty/AMC will start from the date of acceptance of the services and is fully operational in/by CGTMSE and will continue for a period of five (5) years from UDAAN portal going live. During the warranty/AMC period, the Bidder will have to provide the On-Site Support and other Technical support for the service supplied, as and when required by the trust at no additional cost	Please elaborate "On-Site" support.	On site support means resource support deputed at DC Location and bidder needs to provide on call support 24X7 for services mentioned in the RfP;
8	20	12. In addition, the service provider will be responsible for Cloud Service Provisioning Requirements, Data Management, Operational Management, Cloud Network Requirement, Cloud data center specifications, Cloud Storage Service Requirements, Application Hosting Security, Cloud Hosting Security, Application Performance Monitoring (APM), Backup Services, Licenses of Database / Application server / Web server or any other software required for delivery of the services, antivirus, Database Support Service, and Helpdesk Support from Cloud Service Provider, Managed Services and cyber security	Please elaborate scope of "backup services".	Backup services, Retention, Data destruction policy etc. are required to be complied as per the current MeITY (Policies, guidelines etc.). However, entire data of UDAAN Portal should be saved and retrived for 5 years from Go Live(Project Tenure as per RfP) and should be handed over to CGTMSE post completion of project tenure or as and when Trust requires
9	28	All Service end-points- exposed over internet or internal shall be secured with at least 256 bits SSL Certificates	Whether SSL to be procured by Vendor or same is provided by CGTMSE?	To be provided by CGTMSE
10		Request for ammendments	We would Request not to Include Auto Scaling as part of RFP as this could lead in Unlimited Resource utilization which will Impact the Future Billing.	No change. It is not unlimited utilization, rather it is "Actual utilization" so in case CGTMSE wishes to downscale(Or upscale), the billing shall be done accordingly, at such point of time; Also refer to phase III of clause 4.4 of the RfP
11			Service Provider should have hosted at least 2 Govt Project (>50Lks ARC Billing) which Includes combination of Infra + Managed services.	No Change
12			Service Provider should be an Indian Entity with at least 4 yrs hosting experience & should have at least 10 Banks/NBFC Hosted.	No Change
13			Migration of the UDAAN PORTAL on the Cloud infrastructure should be removed as part of RFP as this will be done by Application owners/Provider. If cloud/Managed Service Provider does the Portal Migration then a Proper KT With a RUN Book should be handed over.	As of now there is no data for migration; however, in future any such scenario arises, Bidder's team and UDAAN Portal (Application)development team shall perform their respective scope as mentioned in RfP for completing the required task, then
14			All the application software & DB licenses for deploying UDAAN PORTAL ecosystem should be procured by CGTMSE in the name of CGTMSE. As This might create a conflict of Policies with OEM's.	No Change. Kindly refer to clause no.9.10.3 of RfP

15		Physical visit to DC should be allowed for Multi Audits.	Physical vists to DC should be as and when requested by trust and with a notice of 48 hours prior to visit, during project duration
16		Service Provider should Provide Audit logs & Supports during the Audit.	Yes. Bidder needs to provide this
17		Resource Scaling using Portal/Mobile should be made available for	Preferred
18		Instance, Core, RAM Customization should be possible according to Application Requirement	Yes
19		DC & DR should be in different seismic zone but in the same country(India)	Bidder may kindly consider the latest MeITY guidelines
20	Responses Required	What is % of Auto-scaling required? Is there any defined threshold?	Estimated Autoscaling (Upscale or downscale)can be anywhere around 25% to 50% from the current requirement given in RfP. It also depends upon scaling, turnaround time and then decision on vertical or horizontal..There cannot be an exact threshhold defined as it is an autoscalable model required by CGTMSE
21		What are the Implementation Timeline – pg18	Implementation time line is 60 days from the PO
22		Please define the term "Actual usage based Billing" – are you Looking for Hourly/ Monthly/ pay per use Billing	Hourly
23		Define what type of App security required & at which layer	API Security/Enterprise App security/ App development Security/Web Scanner/Security..Kindly refer to diagram on page 32 of RfP
24		List out the Application Hosting Security required	Antivirus, storage scanning, WAF, geoblocking – ddos are mandatory.
25		What is the defined Uptime SLA for Prod & Non Prod prod	please refer to clause no. 4.8 of RfP
26		Define the scope for Application Performance Monitoring	Kindly refer to Phase - I mentioned in point No.4.4 of RfP
27		Please define the Data Migration Scope	No data to be migrated as of now; additionaly refer to clause no. 4.4 - point no.14 of RfP
28		Please call out the Backup Policy & Retention Period.	Kindly refer to CGTMSE's comment for Sr no. 8 above
29		Please define the Data Destruction Policy	Kindly refer to CGTMSE's comment for Sr no. 8 above

30	43	Eligibility Criteria: The Bidder should have a minimum turnover of at least INR 50 crore orequivalent per annum in at least 2 yearsout of last 3 financial years as on the dateof submission of Bid. (FY 2017-19) Supporting Documents Required: Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors certificate for provisional numbers may be submitted.	Since the Audits for FY 2018-19 are still under Process, kindly consider a Chartered Accountants (CA) certificate for the unaudited/ Provisional Financials. Kindly amend the Clause as: "Eligibility Criteria: The Bidder should have a minimum turnover of at least INR 50 crore orequivalent per annum in at least 2 yearsout of last 3 financial years as on the dateof submission of Bid. (FY 2017-19) Supporting Documents Required: Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors/ Chartered Accountants (CA) certificate for provisional numbers may be submitted." Kindly also amend the same accordingly in 12.2 Form 2: Eligibility Criteria	No Change.
31	44	Eligibility Criteria: The bidder should have been profitable (on cash profit basis) in the last two out of three financial years (FY 2017-19) Supporting Documents Required: Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors certificate for provisional numbers may be submitted.	Since the Audits for FY 2018-19 are still under Process, kindly consider a Chartered Accountants (CA) certificate for the unaudited/ Provisional Financials. Kindly amend the Clause as: "Eligibility Criteria: The bidder should have been profitable (on cash profit basis) in the last two out of three financial years (FY 2017-19) Supporting Documents Required: Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors/ Chartered Accountants (CA) certificate for provisional numbers may be submitted. Kindly also amend the same accordingly in 12.2 Form 2: Eligibility Criteria	No Change.
32	44	Eligibility Criteria: The bidder should have a positive net worth during the last financial year (FY 2019) Supporting Documents Required: Audited financials for FY 2018 & FY 2019. In respect of FY 2019, if unaudited, Auditors certificate for provisional numbers may be submitted.	Since the Audits for FY 2018-19 are still under Process, kindly consider a Chartered Accountants (CA) certificate for the unaudited/ Provisional Financials. Kindly amend the Clause as: "Eligibility Criteria: The bidder should have a positive net worth during the last financial year (FY 2019) Supporting Documents Required: Audited financials for FY 2017-18. In respect of FY 2019, if unaudited, Auditors/ Chartered Accountants (CA) certificate for provisional numbers may be submitted. Kindly also amend the same accordingly in 12.2 Form 2: Eligibility Criteria	No Change.
33	44,45	The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria: a) The Data Center Facility must be within India, should be currently operational and have a minimum capacity of 100 Racks owned or contracted. b) The Data Center Facility shall at a minimum have: i. Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Center, Backup, Operations Management, and Data Management ii. Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor, Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights, Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.) iii. Conform to at least Tier III standard, certified under TIA 942 or Uptime	The clause Sr. Nos. and the Sr. Nos of 'Supporting Documents Required' against the clauses seems to be mismatched. We are unable to understand which supporting document is required against which Clause. Kindly confirm the exact 'Supporting Documents Required' to be submitted against the respective clauses for the along side mentioned Clause.	Kindly consider the list of certificates mentioned under "Supporting documents required" to be produced by the bidder

34	46	**Eligibility Criteria:** The Bidder should have a minimum turnover of at least INR 10 crore or equivalent per annum in at least 2 years out of last 3 financial years as on the date of submission of Bid. (FY 2017-19) **Supporting Documents Required:** Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors certificate for provisional numbers may be submitted.	**Since the Audits for FY 2018-19 are still under Process, kindly consider a Chartered Accountants (CA) certificate for the unaudited/ Provisional Financials.** Kindly amend the Clause as: **Eligibility Criteria:** The Bidder should have a minimum turnover of at least INR 10 crore or equivalent per annum in at least 2 years out of last 3 financial years as on the date of submission of Bid. (FY 2017-19) Supporting Documents Required: Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors/ Chartered Accountants (CA) certificate for provisional numbers may be submitted. Kindly also amend the same accordingly in 12.2 Form 2: Eligibility Criteria	No Change.
35	46	**Eligibility Criteria:** The bidder should have been profitable (on cash profit basis) in the last two out of three financial years (FY 2017-19) **Supporting Documents Required:** Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors certificate for provisional numbers may be submitted.	**Since the Audits for FY 2018-19 are still under Process, kindly consider a Chartered Accountants (CA) certificate for the unaudited/ Provisional Financials.** Kindly amend the Clause as: **Eligibility Criteria:** The bidder should have been profitable (on cash profit basis) in the last two out of three financial years (FY 2017-19) **Supporting Documents Required:** Copy of latest audited financial statements of the bidder/ (Group companies, subsidiaries, parent company, associate companies' financials cannot be considered for evaluation). In respect of FY 2019, if unaudited, Auditors / Chartered Accountants (CA) certificate for provisional numbers may be submitted. Kindly also amend the same accordingly in 12.2 Form 2: Eligibility Criteria	No Change.
36	46	**Eligibility Criteria:** The bidder should have a positive net worth during the last financial year (FY 2019) **Supporting Documents Required:** Audited financials for FY 2018 & FY 2019. In respect of FY 2019, if unaudited, Auditors certificate for provisional numbers may be submitted.	**Since the Audits for FY 2018-19 are still under Process, kindly consider a Chartered Accountants (CA) certificate for the unaudited/ Provisional Financials.** Kindly amend the Clause as: **"Eligibility Criteria:** The bidder should have a positive net worth during the last financial year (FY 2019) **Supporting Documents Required:** Audited financials for FY 2017-18. In respect of FY 2019, if unaudited, Auditors/ Chartered Accountants (CA) certificate for provisional numbers may be submitted. Kindly also amend the same accordingly in 12.2 Form 2: Eligibility Criteria	No Change.
37	47, 92	** Scheduled commercial banks in public or private sector/ All India FIs/ Regulatory bodies dealing with any financial matter in India will be considered under BFSI	**Kindly request you to consider Co-operative Banks as well under BFSI.** **Kindly amend the Clause as:** "** Scheduled commercial banks in public or private sector/Co-operative Banks/ All India FIs/ Regulatory bodies/ Financial Institutions dealing with any financial matter in India will be considered under BFSI	No Change
38	48,49	**Criterion :** Bidders Experience - Client Citations **For CSP:** Bidders experience of implementing and managing the IT infrastructure for cloud services and managed services NON-BFSI clients: Private/PSU/Central Govt/State Govt. or any other Organization or agencies – 1 mark for every client (Capped to max 3 marks) in India + Bidders experience of implementing and managing the IT infrastructure for cloud services and managed services to BFSI Sector clients – 2 mark for every client (Capped to max 6 marks) in India **Document Required:** Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work- 9 Marks	Kindly consider Work order or Completion Certificate as a documentary evidence for these Clauses since the Projects are ongoing. Kindly also consider the same for 12.3 Form 3: Technical Bid	Work order along with documentary evidence for continuation of services pertaining to that work order shall be considered in liue of / along with completion certificate as supporting document

39	49	Criterion : Bidders Experience - Client Citations For MSP: Bidders experience of implementing and managing the IT infrastructure for cloud services and managed services NON-BFSI clients: Private/PSU/Central Govt/State Govt. or any other Organization or agencies – 1 mark for every client (Capped to max 3 marks) in India + Bidders experience of implementing and managing the IT infrastructure for cloud services and managed services to BFSI Sector clients – 2 mark for every client (Capped to max 6 marks) in India **Document Required:** Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work- 9 Marks		Work order along with documentary evidence for continuation of services pertaining to that work order shall be considered in liue of / along with completion certificate as supporting document
40	10	10. Trainings on the cloud service has to be provided to the internal users as per requirement of CGTMSE. Bidder will deliver training content in digital form	Kindly confirm the duration of the training to be delivered to CGTMSE officials	It should be need basis.
			kindly confirm the batch size of the attendee for the training	Should be decided by CGTMSE
41	10	During the warranty/AMC period, the Bidder will have to provide the On-Site Support and other Technical support for the service supplied, as and when required by the trust at no additional cost	As the RFP demand for the hosting service on cloud model hence kindly elaborate what is need of the On site support as all the infra will be at CSP data center along with the 24 X 7 help desk support from CSP facility	Please refer to CGTMSE's comment for Sr. No.7 above
			kindly elaborate on what kind of technical support does CGTMSE is referring to i.e. Storage admin/OS admin / DB admin etc.	Mainly referred to managed services as mentioned in the RfP and Technical sheet
42	20	Data Migration (only when and where applicable) – Bidder has to arrange / help for migration of data from the current environment to the new.	kindly confirm the size of the amount of data to be migrated if any in MB?GB?TB	No data to be migrated as of now; additionally refer to clause no. 4.4 - point no.14 of RfP
			Kindly confirm does migration includes the migration of the Virtual Machine also if yes kindly provide the detail of the VM to be migrated along with VM role i.e. Application VM or Database VM	Support in deployment process to solution provider
43	20	Bidder shall be providing various services like managed hosting (VM instances, storage, security), auto scaling, dedicated firewall, patch management, server administration, database administration, back-up and restore services, remote hands and eye services (RHE) etc.	As RFP scope is hosting of the CGTMSE infra on cloud where as CGTMSE has demanded for the Remote hand support which is mostly required in Colocation services hence kindly elaborate on Remote Hand Eye support fro CGTMSE infra	Kindly refer to CGTMSE's comment for Sr. No.7 above. Kindly ignore the terminology "Remote hand eye"
44	21	The Bidder shall provide backup solution.	Kindly confirm the expected Backup retention policy or bidder can propose the backup retention policy as per MeitY guidelines	Kindly refer to CGTMSE's comment for Sr. No.8 above
45	22	Database as a Service (Upscaling and downscaling of database as and when required by the trust; the rates of license pertaining to database shall be applicable according to the usage)	Kindly confirm that bidder understands that Upscaling and downscaling of the database refers to the upscaling and downscaling of the storage space allocated the database kindly confirm does bidder understanding is correct ?	Yes; however, the cost implication shall be applicable not just to database storage but also to all related component at actual usage such as memory utilization, vCPU etc as mentioned in commercial bid sheet
46	24	iv. The Bidder shall conduct vulnerability and penetration test at their cost (from a third-party testing agency which should be CERT-IN empaneled and approved by CGTMSE) on the Cloud facility every 6 months and reports should be shared with CGTMSE.	As performing of the VAPT audit consist of the some cost hence request you to kindly add the separate line item in commercial format	Kindly refer to Generic Requirement (Pg no.33) in clause no.4 of RfP

47	30	Currently MSSQL, RHEL, Firewall and antivirus, costs if any, needs to be considered for basic mandatory license procurement	kindly confirm the Version and edition of the MSSQL data base	As mentioned in Comercial Sheet - Pricing Sheet - "MySQL database to be used; Bidder needs to provide service pertaining to managing this database along with associated services required to manage the same". Additionaly read Note 2 below.
			CGTMSE has demanded for the various security services as a RFP scope, but as per Note defined by the CGTMSE it has only asked for the prices of the Firewall kindly elaborate the same.	For mandatory security- bidder needs to provide firewall and antivirus in addition to implement the VAPT suggested changes; Kindly refer to CGTMSE's comment for Sr. No. 24 above
48	19	Service Provider would be responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data center to meet the RPO and RTO requirements.	What is the RPO & RTO expected	Please refer to Clause No. 4.5 of RfP
49	20	The date of cloud service warranty/AMC will start from the date of acceptance of the services and is fully operational in/by CGTMSE and will continue for a period of five (5) years from UDAAN portal going live. During the warranty/AMC period, the Bidder will have to provide the On-Site Support and other Technical support for the service supplied, as and when required by the trust at no additional cost.	Since application will be hosted outside your infra on cloud, would request to allow Remote support of your application hosted on cloud.	Please Refer to CGTMSE's comment for Sr. no.7 above
50	19	The cost of all customization efforts, if any, is required to be included in the Price Bid and CGTMSE will not pay any additional cost for such effort till user acceptance of the services is done. This includes customization of all statutory, regulatory and ad-hoc MIS (Management Information System) reports as required by CGTMSE in the desired formats	We believe here CGTMSE means customization in reporting format?	No Change in RfP clause no. 4.4 (Pg no.19,20)
51	20	The Bidder shall also provide for all subsequent changes as are statutory in nature and prescribed by regulatory bodies from time to time.	Can you pls. explain the requirement	Bidder needs to comply by cloud and managed services compliances as required by MeITY, RBI and various other govt./ compliance authorities from time to time during project tenure
52	20	The Bidder will have to rollout the project in four phases. The cloud resources/services that need to be commissioned during each phase are as given below: Phase I Phase II Phase III Phase IV	Can you please define the project timeline to complete all these phases.	Kindly refer clause no.6 of Rfp - Pg no.39
53	21	The Bidder shall provide backup solution.	Can you please define CGTMSE backup policy	Please refer CGTMSE's comment for Sr. No. 8 above
54	24	upgrades - Any required version/Software /Hardware upgrades	As per our understanding any activity related UDAAN application is not in CSP/MSP scope	No change

55		The Bidder shall conduct vulnerability and penetration test at their cost (from a third-party testing agency which should be CERT-IN empaneled and approved by CGTMSE) on the Cloud facility every 6 months and reports should be shared with CGTMSE. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to CGTMSE.	Can you pls. define if there is any audit parameter	The audit paramaters shall be industry standard VAPT parameters and as per MeITY guidelines (Including web facing application security).
	24			
56		Database Management (My SQL, MSSQL, Oracle etc.)	As per the inventory shared in this RFP, UDAAN portal database is MS SQL. Can you please tell us for which application do we have to manage (Oracle, MY SQl) database	Please refer to CGTMSE's comments at Sr. No.47 above
	27			
57		Parameters and Penalty for Disaster Recovery Management RTO 4 hrs.: 30,000/- penalty per additional hours RPO 30Mins: 30,000/- penalty per additional block of 30mins	We request CGTMSE to relax the penalty clause as activemnet of RPO will also depend of the application (which is not in CSP scope)	No Change
	35			
58		Payment term for Cloud and managed services Payment will be released quarterly during start of managed service	we request CGTMSE to kindly include clause to release one time payment at GO live	No Change
	63			