

Annexure - I
Credit Guarantee Fund Trust for Micro and Small Enterprises

Request for Proposal for Selection of Service Provider for
Oracle Cloud Infrastructure Services and Managed Services
(RfP No. 09/CGTMSE/2021-22 dated April 07, 2021)
Response on Pre-Bid Queries Dated 12-April-2021

| S.No. | Clause Ref. | Sub-clause Ref. | Point as per RFP | Change Request/ Query | CGTMSE Response |
|-------|-------------|---------------------------------------|--|--|-----------------|
| 1 | 12.2 | Form 2: Eligibility Criteria Point 3 | Bidder should have office in Mumbai / Navi Mumbai / Thane actively running from last 1 year as on date of bid submission date. | We don't have any physical office in Mumbai, but we have our resource in Mumbai. | No change |
| 2 | 12.2 | Form 2: Eligibility Criteria Point 4 | The Bidder should have a minimum annual average turnover of at least INR 50 crore or equivalent in the last three financial years (as per audited financial statements) as on the date of submission of Bid. (FY 2018 - FY 2020) | Our average turnover is 9 Crore. | No change |
| 3 | 12.2 | Form 2: Eligibility Criteria Point 9 | The Bidder must have strength of at least 50 IT Professionals (data center / networking / system administration /cloud services professionals/cloud security experts) on their payroll as on date of submission of this bid. | We have 25 Personnel as our Employee Strength and not 50. | No change |
| 4 | 12.2 | Form 2: Eligibility Criteria Point 9 | At least 5 of these professionals must have experience in maintenance of cloud solution / virtual server administration / system administration, Virtualization, security, database etc.) and atleast 1 professional must have experience in Middleware JBoss EAP Management Service. | Request to remove JBOSS certificate/experience requirement | No change |
| 5 | 12.2 | Form 2: Eligibility Criteria Point 9 | Bidder should have OCI certified OCI Instance Management resource and experienced resources in the domain of server administration and middleware management (JBoss EAP), 3 Mark to each 5 years plus experience resource (Capped to max 15 Marks) | Request to remove JBOSS certificate/experience requirement followed by certificate | No change |
| 6 | 12.2 | Form 2: Eligibility Criteria Point 10 | The Bidder must be Partner of M/s Oracle India Private Limited (OEM) regularly from last 5 years and Active Oracle Cloud Infrastructure Services partner (Partnered Under Build-Sell-Service all three tracks together) currently at the time of bid submission. | Clarification around requirement of MAF from Oracle | No change |
| 7 | 12.2 | Form 2: Eligibility Criteria Point 11 | Experience- Bidder should have executed minimum 2 projects with Oracle cloud infrastructure services projects in BFSI / PSU / Government (Central / State) institute / Large Enterprises in last 2 years as on the date of bid submission, involving scope of work (IaaS, PaaS, DBCS, Oracle Database Migration etc.) and Bill of material similar to the scope of work as proposed in this RfP. | We have deployed many huge and complex OCI projects. These are in MNC in manufacturing and various other domains. Your requirement talks of BFSI in particular. Would be helpful if you can relax the BFSI clause to make it more generic. | No change |