

**Prebid Queries and MPCB responses for  
Selection of Service Provider for Providing Disaster Recovery Facility and Services**

| Sr. No. | RFP Page no. | RFP Section  | RFP Content  | Clarification Sought   | MPCB Response  |
|---------|--------------|--|--|--|--|
| 1       | 14           | 7.1. Criteria for minimum eligibility and bid responsiveness | 3. The bidder must have OWN Tier III or better Data Center facility offering Private Cloud services.   | We request MPCB to revise the following clause as " <b>The bidder must have OWN or long term contracted Tier III or better Data Center facility offering Private Cloud services.</b> "   | Clause remains unchanged   |
| 2       | 14           | 7.1. Criteria for minimum eligibility and bid responsiveness | The Bidder should have executed at least ONE (1) order from Govt. / Semi Govt.Organisation for hosting Private cloud and Disaster recovery center in the financial year ending 31st March 2016 | We Request MPCB to revise the following clause as " <b>The Bidder should have executed at least ONE (1) order from Govt. / Semi Govt.Organisation for hosting Private cloud or Disaster recovery center in the last 3 financial year</b> "   | Clause should be read as The Bidder should have executed at least ONE (1) order from Govt. / Semi Govt.Organisation for hosting Private cloud and Disaster recovery center in the financial year ending 31st March <b>2017</b>           |
| 3       | 17           | 7.4.1. Evaluation of Technical Bid                           | Annual Turnover (T) of the organisation for financial year 2015-2016   | We request MPCB to revise the following scoring parameters as-<br><b>Annual Turnover (T) of the organisation for financial year 2015- 2016</b>   | Criteria remains unchanged   |
|         |              |  | T < Rs 50.00 Crores but ≥ 30.00 Crores -> 1 Marks  | <b>T &lt; Rs 40.00 Crores but ≥ 30.00 Crores --&gt; 1 Marks</b>  |  |
|         |              |  | T < Rs. 70.00 Crores but ≥ 50.00 Crores->3 Marks   | <b>T &lt; Rs. 50.00 Crores but ≥ 40.00 Crore --&gt; 3 Marks</b>  |  |
|         |              |  | AT ≥ Rs. 70.00 Crores-> 5 Marks  | <b>AT ≥ Rs. 50.00 Crores --&gt; 5 Marks</b>  |  |
| 4       | 17           | 7.4.1. Evaluation of Technical Bid                           | <b>No. of different Seismic / Earthquake Zones1 outside Mumbai where bidder is operating Tier-III or better DC having Uptime certification for Design + Build</b>                              | We request MPCB to revise the following clause and scoring<br><b>No. of different Seismic / Earthquake Zones outside Mumbai where bidder is operating Tier-III or better DC having Uptime certification or TIA-942 certification</b>   | TIA-942 Certification is accepted. The clause should be read as No. of different Seismic / Earthquake Zones outside Mumbai where bidder is operating Tier-III / Rated-3 or better DC having Uptime certification / TIA-942 certification |
|         |              |  | No. of Seismic Zone = 1 -> 3 Marks   | No. of Seismic Zone = 1 -> 3 Marks   |  |
|         |              |  | No. of Seismic Zone = 2 ->5 Marks  | No. of Seismic Zone = 2 ->5 Marks  |  |
|         |              |  | No. of Seismic Zone = 3 -> 10 Marks  | No. of Seismic Zone = 3 -> 10 Marks  |  |
| 5       | 17           | 7.4.1. Evaluation of Technical Bid                           | DC Certified for Industry Standard Applications / OEMs   | Kindly elaborate what does "DC certified for Industry standard Applications/OEMS".<br>As per our understanding MPCB is expecting for DC certification like SAP certified DC infrastructure, SAP HANA certified DC infrastructure or any other similar kind of Application/OEM DC certifications etc. | The understanding is Correct   |
| 6       | 17           | 7.4.1. Evaluation of Technical Bid                           | Certified Enterprise Replication Resources ≥ 10  | Kindly elaborate what kind of certification MPCB is expecting in this clause for Human resources   | Certified for products (OEM) / process / data replication management   |

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| 7  | 32 | Table-6 -Proposed applications and Resource deployment at DR site | (Table 6 Row 1) -Server 2012 Std (64), MS Exchange 2010 Std  | Since Exchange 2010 is older version and its licenses and support is not available hence we request and recommend MPCB to upgrade/buy its existing MS Exchange server 2010 to latest Exchange version for seamless support and operations and allow us to provide the latest version of MS Exchange server at DR site as well. <b>Below is the link as reference to this point--</b> <a href="https://blogs.msdn.microsoft.com/deva/2015/01/14/microsoft-support-lifecycle-for-exchange-server-family-exchange-server-2003-2007-2010-2013/">https://blogs.msdn.microsoft.com/deva/2015/01/14/microsoft-support-lifecycle-for-exchange-server-family-exchange-server-2003-2007-2010-2013/</a> | The support should be provided on existing infrastrucutre as mentioned. |
|    |    |   |  | Kindly share the total no. of Mail users   | Mail Users are about 700 Nos.   |
| 8  | 32 | Table-6 -Proposed applications and Resource deployment at DR site | (Table 6 Row 4 and 5) -DMS and Common software servers   | Kindly share the require OS details ( Windows/Linux etc.edition,version) for this servers  | Please refer to table - 6, page 32 of RFP                               |
| 9  | 32 | Table-6 -Proposed applications and Resource deployment at DR site | LIMS DB-- Oracle 9i  | Kindly share the release and edition of Oracle 9i <b>(i.e Std or enterprise and is it oracle 9i 9.0.1 or 9.2.0)</b>  | This is out of the scope of the SI                                      |
|    |    |   |  | Since the Oracle 9i is very old version of oracle and its licenses, support as well as extended support is not available Hence we recommend to upgrade the existing version of Oracle 9i to the latest version of oracle for seamless support and operations and allow us to provision the same at DR site. <b>Below is the reference link for this point-</b> ( <a href="http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf">http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf</a> )   | This is out of the scope of the SI                                      |
| 10 | 33 | Connectivity  | Connectivity between Primary Site and DR site to be achieved by 2 different WAN service providers with two different paths and two different last-mile connectivity media. | Kindly confirm the mentioned details in this section are of replication link between PDC and DR site and are not for the MPLS Links used for accessing the applications from the DR Site   | Dedicated links must be provided for replication between DC and DR.     |
|    |    |   | Connectivity provided will be on point to point lease-circuits of 2 Mbps each with 1:1 bandwidths ratio.   |  |   |

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| 11 | 37 | Communication Links:   | (Row 3-Last Miles)-Two different media from different SP, out of which one must be on OFC  | Kindly confirm the mentioned compliance in this section are of replication link between PDC and DR site or for the MPLS Links used for accessing the applications from the DR Site | For replication links two different media from different SP, out of which one must be on OFC . For MPLS, during disaster all existing MPLS connections should be transferred to DR location seamlessly. |
| 12 | 37 | Security   | (Row 4- Virtual Firewall instance) Shared Network should be capable to provide dedicated VDOM or Virtual F/W Instance  | Kindly share the total no. of users along with concurrent users  | Relevant information will be shared   |
|    |    |  |  | Kindly share the total no. of VPN users  | Currently there are no VPN users. Provision should be for 5 VPN users to be made  |
| 13 | 43 | 1.2.3 Installation and setup of Private Cloud / Disaster Recovery Site | The MPLS bandwidth required for MPCB to use the applications from the Private Cloud / DR site will be provided by the Private Cloud / DR Service Provider as per the technical specifications. The Private Cloud / DR Service Provider will be responsible for core infrastructure facility for provisioning of internet, MPLS/ point to point connectivity, including termination devices, network security in terms of Enterprise Class firewall and IPS/IDS. The Private Cloud / DR Service Provider should also provide secured VPN to use the applications from the Private Cloud / DR site. Bandwidth compression / optimisation mechanism must be part of the solution. | Kindly share the MPLS bandwidth required at DR site,If MPCB wants bidder to suggest the bandwidth kindly share below mentioned details   |   |
|    |    |  |  | 1) Total No. of Branches connected to DC and will be connected to DR in case of disaster   | Approximate 45 locations  |
|    |    |  |  | 2)Bandwidth provided at every Branch and PDC   | Bandwidth varies from 512 KB to 10 Mbps at various locations  |
| 14 | 44 | 1.2.4 Initial Migration of Data  | Initial Migration of all scoped business critical applications on physical and virtual platform will be migrated to the DR site after which the continuous replication will start. Initial migration may be done over the net or transfer of data on physical media from Primary site to DR-site.  | Kindly share the initial data size which would to be migrated to DR site   | Please refer to table - 5, page 30 of RFP   |

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|----|----|---------------|---|--|--|
|    |    |               | 24x7x365 support for Hardware, OS, Softwares used, Replication and restoration (from self and OEMs used), managed hosting support (including L1, L2, and L3 support), Up-time commitment up to OS levels, managed & monitored backup and backup retention as per period required by MPCB etc. | Kindly share the following details which would help us to deliver backup solution.<br>1) Backup Policy Required<br>2) Disk Base or Tape Base backup<br>3) Daily Data Generation<br>4) YoY growth<br>5) Initial Data size | SP should only provide Tape drive (LTO) along with backup software. The tapes written on the same should be readable at Primary site   |
| 15 | 45 | 1.2.8 Support |   |  |  |
| 16 | 21 | 1             | 1. RPO -RPO must be maintained less than or equal to FIVE (5) minutes at any given moment of time. Following penalties will be levied for breaching the SLA Table-4a  | We would request that the RPO should be maintained than or equal to 30 mins at any given moment of tiem. Thereafter the penalties in Table 0 4a be applicable accordingly.   | Clause remains unchanged   |
| 17 | 21 | 2             | Infrastructure - *Note: Penalty subject to maximum of 10% for each instance   | This Note with * is relevant to which clause.  | Applicable for all the penalty clauses   |
| 18 | 22 | 14            | 14.1 Termination of Contract - MPCB without prejudice to any other remedy available for breach of Contract may terminate the Agreement in whole or in part, by a 7 days notice in writing to the Service Provider   | Suggest that the contract termination of the Agreement in whole or in part, by a 30 days Notice Period in writing to the Service Provider  | The clause should be read as Termination of Contract - MPCB without prejudice to any other remedy available for breach of Contract may terminate the Agreement in whole or in part, by a 15 days notice in writing to the Service Provider |
| 19 | 6  | 4.4           | Execution Period - The Service Provider will be required to setup and commission a DR facility and complete various testing / dry-runs / drills / audits as necessary. All the activities mentioned here are to be completed within SIX (6) weeks from the date of LoA.                       | Suggest that the required DR setup and all the activities as mentioned in the RFP be completed within 8 Weeks from the date of LoA.  | Clause remains unchanged   |
| 20 | 8  | 5.7           | Schedule of Activities - Table -1 Sr. No. 5 - Last date & time for receipt of Bids (Containing Covers 1 & 2) 17.00 hrs, 5th July 2017   | The last date and time for receipt of Bids ( Containing Covers 1 & 2 ) to be rescheduled on or before Fri 14th July, 2017.   | The last date and time for receipt of Bids ( Containing Covers 1 & 2 ) to be rescheduled / extended till Monday 10th July, 2017. Revised calender attached herewith  |
| 21 | 27 | 20            | Annexure -1 - Current Infrastructure and Proposed Solution  | Current Infra Architecture is missing and thus request MPCB to provide the same.   | Circulated hard copy of the same during Pre-Bid meeting  |

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| 22 | 31 |                                | Proposed Solution Requirement - RPO and RTO   | Suggested RPO - 30 Mins and RTO - Less than or equal to 4 Hrs   | Clause remains unchanged                  |
| 23 | 4  | DEFINITIONS                    | 3.4 -To select an appropriate Service Provider for Providing Disaster Recovery Facility and Services to Primary Data Center at MPCB HQ, Sion.   | What type of services need to provide at primary data center by Services Provider   | Services relavent for Disaster Recovery   |
| 24 | 31 | Proposed Solution Requirement: | The proposed solution must have pre-packaged support for all popular databases Oracle, MSSQL, MYSQL, Sybase, PostgreSQL and DB2. It must support both physical and virtual platforms  | Please specifically mentioned which Database is required on what flavour and who going to provide licenses  | Please refer to table - 5, page 30 of RFP |
| 25 | 33 |                                | Connectivity - WAN Connectivity : Connectivity between Primary Site and DR site to be achieved by 2 different WAN service providers with two different paths and two different last-mile connectivity media.  | Kindly remove WAN Links from the Scope.   | Clause remains unchanged                  |
| 26 | 36 | Data Center                    | DC Environment - Minimum Specifications . Sr. No. 2 - Network Links : SP should be authorized by TRAI to provide P2P replication links. Redundant Leased Line networks from 2 different providers must also be made available. The links from same service provider should be from different exchange both at origina | Kindly remove this clause since no SP are authorized by TRAI to provide replication links. This can be provided by only Telco's and not Infrastructure provider as desired by MPCB. | The clause stands cancelled               |
| 27 |    | Audit Report                   | Audit reports of people accessing the Server room should be available as and when required.   | Please define the time as monthly or Quarterly for the people accessing the Server Room   | Quaterly report is expected               |