



RFP - Managed Service Partner- Provision of Cloud Service- Pre Bid Queries & Responses

#	Section	RFP Clause No.	Page Number	Clause in RFP/Bidder Understanding	Bidder Query/Clarification	AIC RESPONSE
1	Scope of Work	6	22		VA and PT BOTH are required for whole Infra components, as mentioned as part of SEWA project	Not Applicable
2	Scope of Work	6	22		Need more detail about Scan and re-scan frequency for both VA & PT	Not Applicable
3	Scope of Work	6	22		Re-Tests for VAPT for closure of Gaps to be done consolidated once all VAPT findings are closed or ad-hoc. Pls confirm.	Not Applicable
4	Scope of Work	6	22		Can the VA/PT exercise be done remotely or On-site SME needed	Not Applicable
5	Scope of Work	6	22		Please share the Guidelines, Framework for VA/PT, if any specific, to be followed	Not Applicable
6	6- Procedure for conducting VA&PT (Mandatory Security Testing)	6	22 & 23		What is the frequency of the Changes for the Internet Facing applications	Not Applicable
7	6- Procedure for conducting VA&PT (Mandatory Security Testing)				Any Capping on the number of Changes in a Year ?	Not Applicable
8	Cyber Security Assurance Audits	6	22		What Compliance framework/ Guidelines to be followed	Not Applicable
9	Closure of VA&PT gaps	6	23		External Black Box Penetration Testing mentioned in #(c) is over and above the regular VA/PT testing or inclusive of the same	Not Applicable
10	(a) VA&PT of the entire ICT infrastructure components shall be conducted annually in every financial year.	a	22		Generally PT is done Limited network. Hence to give you precises cost Pls. share details to be covered for PT and VA	Not Applicable
11	Procedure for conducting VA&PT (as per IRDAI circular IRDA/IT/CIR/MISC/301/12/2020 dated 29.12.2020):		22		Request you specify assets break up for VA & PT for a,b,c,d,e, f as frequency, are different	Not Applicable
12	Bidder should have at least 3years experience in offering Information Security Services such as Security assessment, defining security policies procedures & baselines, Gap assessment or similar as per international standards, Risk Assessment, security consulting assignments to BFSI Companies in India	7	26		We are CERT-IN empanelled VA & PT vendor for VA & PT, and having strong skill set how ever we request you to modify the point as "Bidder should have at least 1 years experience in offering Information Security Services such as Security assessment, defining security policies procedures & baselines, Gap assessment or similar as per international standards, Risk Assessment, security consulting assignments to BFSI/PSU/Private Companies in India"	Not Applicable



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13	Undertaking for compliance with the CVC circular no. 02/02/2015 on the official letter-head	8	26		Request to share a Copy of this Circular so that every one can be on same page.	Not Applicable
14	Bidder should have at least 3years experience in offering Information Security Services such as Security assessment, defining security policies procedures & baselines, Gap assessment or imilar as per international standards, Risk Assessment, security consulting assignments to BFSI Companies in India.	8	Pg no.26 Bidders Eligibility Criteria		Kindly include experience of below works in BFSI, Govt. PSU/ Enterprise organisations: Implementation or Management or Supply & Installation of Security devices /solution which includes any of the following: <input checked="" type="checkbox"/> Next Generation Firewall (NGFW) solution, WAF (Web Application Firewall) solution, Network Access Control solution <input checked="" type="checkbox"/> SIEM (Security Information and Event Management) solution <input checked="" type="checkbox"/> Security Operation Center (SOC) solution and services <input checked="" type="checkbox"/> Security Orchestration, Automation and Response (SOAR) solution <input checked="" type="checkbox"/> Threat intelligence services	Not Applicable
15	The Bidder must have experienced in Information and Cyber Security Assurance as per IRDAI requirements in past for at least 1 Insurance Company in India.	8	Pg no.26 Bidders Eligibility Criteria		The Bidder must have experienced in Information and Cyber Security Assurance as per IRDAI requirements in past in BFSI, Govt. PSU/ Enterprise organisations Company in India.	Not Applicable
16	SCOPE OF WORK	5	35	Bidder shall be responsible to provide manpower suitably qualified and experienced to meet the defined SLAs	We request you to please confirm on manpower requirement. Manpower requirement is onsite or offsite? If onsite, please provide the count/man hours and what will be the location.	As per RFP
17	4.5 Stage 1-Pre-Qualification and Technical Bid Evaluation; Part A: Pre-Qualifications Criteria:	2	31	CSP shall be in Leader Category of 2020 Magic Quadrant for Cloud Infrastructure &Platform Services	We are MEITY empanelled Indian Cloud Service Provider. Request you to remove "Leader Category of 2020 Magic Quadrant for Cloud Infrastructure & Platform Services" so, that it gives Indian Companies like us to participate in this prestigious assignment.	Leader Category of 2020 Magic Quadrant Clause is deleted
18	1. TENDER NOTICE ,Bid Security/EMD		6	Bid Security/EMD ₹ 1,50,000 (Rupees One Lakhs and Fifty thousand only) (Exemption for eligible entities (i.e. SME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission)	As per Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division OM No. F.9/4/2020-PPD dated 12 Nov 2020 (copy attached), the Bid Security / EMD is not be be sought and no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents. Hence, we request the Bid Security/EMD may be exempted.	As per RFP
19	Tender Submission		7	Prequalification, Technical and Commercial bids shall be submitted in three separate sealed envelopes at Agriculture Insurance Company of India Limited, Head Office, New Delhi	Due to the outbreak of the Coronavirus (COVID-19) and rising cases in the country, several restrictions have been imposed by State Govts. Hence, we request that the Bid Submission be accepted through online mode only. i.e. through e mail or any other mode of online submission as deemed fit.	Bid are accepted only via Online Bidding only. Kindly refer Instructions for e-tendering in RFP.



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20	2. PROJECT BACKGROUND A) Current InfoTech Project "SEWA"		8	The details of Security Components implemented under Project "SEWA" are as follows:	To propose the best services please share the name of the OEM and make model of all the services that are mentioned under the existing infrastructure services.	As per RFP
21	2. PROJECT BACKGROUND A) Email Solution		10	C) Email Solution:	Kindly confirm whether CSP also need to propose the email solution in the cloud environment.	As per RFP
22	Part A: Pre-Qualifications Criteria:		31	CSP shall be in Leader Category of 2020 Magic Quadrant for Cloud Infrastructure & Platform Services	Requesting you to consider Meity Empanelled CSP as this clause will be valid only for very limited CSP's. So in order to encourage healthy competition, Kindly ammend this clause as:CSP shall be Meity Empanelled	Leader Category of 2020 Magic Quadrant Clause is deleted
23	Part A: Pre-Qualifications Criteria:	2	31	Compute services shall offer 99.99% uptime SLA with active-active architecture across data centers to enable Application Team to architect applications for zero RPO. Each data center/availability zone in active-active architecture should also be MEITY Empaneled.	Kindly relax this clause: Compute services shall offer 99.99% uptime SLA with active-active architecture across data centers to enable Application Team to architect applications for zero RPO. Each data center/availability zone should also be MEITY Empaneled.	As per RFP
24	Part B: Technical Evaluation Criteria . Summary of Technical Proposal Evaluation Forms	3	33	Projects for Development of Cloud Automation using IaC (SOW required to be submitted –should be in name of MSP)	Kindly ammend this clause as experience of having successfully cloud hosted Datacentre(DC) & Disaster Recovery (DR) of application or website in India on its own datacentre having DC and DR and should be in a different seismic zone within the country .	As per RFP
25	Annexure I - TECHNICAL SPECS DOCUMENT 2. Service Name: Storage Services Object lifecycle Management	2	3	The CSP should offer native capability to manage an object's lifecycle by using a lifecycle configuration, which defines how objects are managed during their lifetime, from creation/initial storage to archival to deletion	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
26	Annexure I - TECHNICAL SPECS DOCUMENT 2. Service Name: Storage Services Object Storage Change Notification	10	3	The CSP should offer the capability to send notifications when certain events happen at the object level (e.g. addition/deletion).	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP



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27	Annexure I - TECHNICAL SPECS DOCUMENT 2. Service Name: Storage Services Flexible access- control mechanisms	11	3	The CSP should support flexible access-control policies to manage permissions for storage objects.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
28	Annexure I - TECHNICAL SPECS DOCUMENT 2. Service Name: Storage Services Audit Logs	13	3	The CSP should support audit logs on storage buckets including details about a single access request, such as the requester, bucketname, request time, request action, response status, and error Code.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
29	Annexure I - TECHNICAL SPECS DOCUMENT 2. Service Name: Storage Services Multi-factor / soft delete	14	3	The CSP should support multi-factor / soft deletion capability as an additional security option for storage buckets.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
30	Annexure I - TECHNICAL SPECS DOCUMENT 3. Service Name: Network Services Auto-assigned public IP addresses	15	4	The CSP should support automatic assignment of public IP to the instances.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
31	Annexure I - TECHNICAL SPECS DOCUMENT 4. Service Name: Security Services Security Monitoring	3	5	The CSP should have a native service for a comprehensive view of the high-priority security alerts and compliance status across multiple accounts.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
32		1		Native service to provide a single place that aggregates, organizes, and prioritizes the security alerts, or findings, from multiple services and sources.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP

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33				The findings should be visually summarized on integrated dashboards with actionable graphs and tables.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
34				CSP should have native capability to continuously monitor the environment using automated compliance checks based on the best practices and industry standards.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
35	Annexure I - TECHNICAL SPECS DOCUMENT 4. Service Name: Security Services Cloud Directory		5	The CSP should offer native ability to build flexible, cloud-native directories for organizing hierarchies of data.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
36		2		The hierarchies should support multiple dimensions.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
37				The native service should be able to automatically scale.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
38				The native service should be able to support extensible schema be shared with multiple applications	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
39	Annexure I - TECHNICAL SPECS DOCUMENT 5. Service Name: Security Services Password Management		8	The native, fully managed secret management service should be able to audit secret rotation centrally for resources in the cloud, third-party services and on-premises.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
40	Annexure I - TECHNICAL SPECS DOCUMENT 5. Service Name: AI/ML/Analytics Services Machine Learning Service Description	12	11	Native fully managed ML service should provide support for pre-configured transformations and visualizations (and visualization templates) without writing code	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP



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41	Annexure I - TECHNICAL SPECS DOCUMENT 5. Service Name: AI/ML/Analytics Services Machine Learning Service Description	5	11	Native fully managed ML service to support creation of workflow for human review of ML inferences before passing on to consuming application/system	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
42	Annexure I - TECHNICAL SPECS DOCUMENT 6. Service Name: Deployment / Management/Support Services Support Audit Trail	9	12	The CSP should offer Audit Trail feature for account activities to enable security analysis, resource change tracking, and compliance auditing.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
43	Annexure I - TECHNICAL SPECS DOCUMENT 6. Service Name: Deployment / Management/Support Services Support Cloud Advisor	3	12	The CSP should offer recommendations around resource configurations and security the customer can make to optimize their financial spend with the provider.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
44		4		The CSP should offer a service acts like a customized cloud expert and helps provision resources by following best practices.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
45	Annexure I - TECHNICAL SPECS DOCUMENT 6. Service Name: Deployment / Management/Support Services Administration Privileged access control		12	The CSP should offer fine-grained access controls including, conditions like originating IP address, use of SSL certificates, or authentication with a multi-factor authentication device. The solution should control access to privilege accounts, including shared accounts, provide single sign-on (SSO) for privileged access and delegate, control and filter privileged operations that an Administrator can execute.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
46		1			kindly confirm the services which you are required is for the application level or infrastcrture level	As per RFP



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47	Annexure I - TECHNICAL SPECS DOCUMENT 6. Service Name: Deployment / Management/Support Services Administration API Gateway		13	The CSP should offer a managed service for API security such as HTTPS/ SFTP hosting and allow configuration of API throttling.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
48	Annexure I - TECHNICAL SPECS DOCUMENT 6. Service Name: Deployment / Management/Support Services Administration API Calls and User Events Tracking	2	13	The CSP should offer a service to record history of API calls and related events for a user account and should support protection of API's endpoints over the public internet.	We request AIC to remove this clause, since this kind of service are limited to very few service provider.	As per RFP
49	Annexure I - TECHNICAL SPECS DOCUMENT 7. Independent 3rd party Assurance Programs	3	13	Requirement 3rd party Assurance Programs • SOC1 / ISAE 3402 • SOC2 / SOC3 • ISO 27001 • ISO 9001 • PCI DSS Level 1 • FISMA • FIPS 140-2 • CSA Description Cloud provider should meet a broad set of international and industry-specific compliance standards: ISO 27001, ISO 27017, ISO 27018, SOC 1, SOC 2, and SOC 3.	Kindly confirm which one we need to follow:- Requirement OR Description.	Both (Requirement and Description) to be followed.
50	Part A: Pre-Qualifications Criteria:	1	31	Availability of Satellite Data (Sentinel 1, Sentinel 2, Landsat data) on Open Data Platform of CSP	At CSP level we will provide storage access to store the satellite data.Complete management of that platform will be taken by the customer. Please confirm?	Open Data Platform is a generic term and the point in RFP refers to ready to use Satellite data on CSP's own storage and accessible as required (full or subset). CSP should have the mentioned satellite data as open data on their own storage (as published for the mentioned satellite) and accessible for crop analysis with no intimation requirement. AIC will not pay for open satellite data as maintained by CSP.



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51	Annexure II - Estimated Bill of Material Storage and Backup Services			Object storage (Geo Redundant)	Kindly confirm bidder need to provision storage at 2 different geographical locations. Storing the copy of data at 2 different geographical location's it will increase the cost of the solution.	As per RFP
52	Annexure II - Estimated Bill of Material Storage and Backup Services			Archival object storage (Geo Redundant)	Kindly confirm bidder need to provision storage at 2 different geographical locations. Storing the copy of data at 2 different geographical location's it will increase the cost of the solution.	As per RFP
53	Annexure II - Estimated Bill of Material Network Services			Content Delivery Network (CDN)	Kindly confirm total no. of POP's are required.	CSP should have atleast one edge location in northern, western, eastern, southern part of india
54					Kindly confirm Total Data Size which is required on CDN.	Data will be on actuals
55	Annexure II - Estimated Bill of Material Managed Security Services			DDoS Protection Service with 10 Rules, 1 Million requests/month	kindly confirm can we provide DDoS as a Service at ISP level or dedicated appliance is required.	DDoS should be a managed service
56	Annexure II - Estimated Bill of Material Managed Security Services			Security Monitoring	As in the qty it is given 1000 no. for Security Monitoring, kindly confirm what does 1000 means it is EPS or Systems.	1000 Means EPS
57	Annexure II - Estimated Bill of Material Managed Security Services			Security Assessment Service	As in the qty it is given 100 no. for Security Assessment Service, kindly confirm what does 100 means it is Systems or IP's.	instances
58	Annexure II - Estimated Bill of Material Managed Security Services			SSL Certificate	Kindly confirm Total No. of Domain or Sub -Domain are Required	Not applicable
59					As in the qty it is given 10 no. for SSL certificate, kindly confirm what does 10 means it is domain or certificate.	As per RFP
60	Annexure II - Estimated Bill of Material Managed Security Services			Encryption Key Management (Keys to be secured by FIPS Compliant HSMs)	Kindly confirm Total No. of TPS required.	Not Applicable
61					Kindly confirm on the Usag Case for HSM.	AIC provides insurance services to farmers and deals with sensitive data which requires high security
62	Pre- Qualifications criteria	4.5) Part A	31	AIC has mentioned 0 RPO, but they have not mentioned DR standards. Based on 0 RPO requirements, it seems this application is very critical. So AIC would need both Near DR and Far DR. This is based on MeiTY standards and specifications.	According to MeiTY standards, Near DR has to be in same City or very close to the DR providing 0 RPO, while far DR should be in another location at a minimal distance of 100 Km with RPO of 30 mins and RTO of 4 hours. We would request AIC to consider adding these clauses.	As per RFP



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63	Pre- Qualifications criteria	4.5 Part A	31	This is a system which is going to store personal information data. This system should implement all standards that is being laid down by PDP laws of Government of India	We would request AIC to ask cloud providers to be certified with ISO27701.	No Change. We have taken MeitY's empanelment as the key requirement for inclusion of relevant standards
64	Pre- Qualifications criteria	4.5 Part A	31	Based on 0 RPO requirements, it seems this application is very critical. So AIC would need to ensure the CSP has all the standards for DR.	We would request AIC to ask cloud providers to be certified with ISO22301.	No Change. We have taken MeitY's empanelment as the key requirement for inclusion of relevant standards
65	Pre- Qualifications criteria	4.5 Part A	31	Availability of Satellite Data (Sentinel 1, Sentinel 2, Landsat data) on Open Data Platform of CSP	Open Data Platform is a proprietary term of a particular CSP, would request AIC to change the clause to: Availability of Satellite Data (Sentinel 1, Sentinel 2, Landsat 8 data) on Open Data APIs of CSP.	Open Data Platform is a generic term and the point in RFP refers to ready to use Satellite data on CSP's own storage and accessible as required (full or subset). CSP should have the mentioned satellite data as open data on their own storage (as published for the mentioned satellite) and accessible for crop analysis with no intimation requirement. AIC will not pay for open satellite data as maintained by CSP.
66					This is regarding RFP for selection of MSP for provisioning of Cloud Services (Tender No. InfoTech Dept./2021/Provisioning of Cloud Services/04.06.2021). We are a MEITY empaneled cloud service provider and are also amongst the leading cloud service provider worldwide. We have numerous questions regarding the RFP. Can you please allocate us a discussion slot to discuss and clarify our queries.	Not Applicable
67	Payment Schedule	7.2		1.CSP cost based on Actual Usage Generated Monthly Invoice * (1- MSP Discount Quoted by bidder)Quarterly 2.Manpower/Maintenance CostQuarterly 3.Other Cost Quarterly	The above table states that the CSP, Manpower and the other costs payment will be done on quarterly basis, whereas the payment method to our CSP/OEM is done on Monthly basis. Thus, it is requested to kindly amend the payment Schedule to Monthly instead of Quarterly Payment.	As per RFP
68	Pre-Qualification Criteria/ project Experience	3	32	Work Order required to be submitted – WO should be in name of MSP	Work Order required to be submitted- Wo should be in name of MSP/ Consortium partner. Justification: All the projects done with consortium will have name of both the partners and thus we request you to allow the name of consortium also	As per RFP



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69	Pre-Qualification Criteria/ Office location	4	32	The Bidder shall have an office located in National Capital Region : GSTN Number	The Bidder shall have an office located in National Capital Region: Relavent address proof should be attached or GSTN Certificate Justification: Many MSP's have their service office in NCR but the billing is done from their headoffice.	As per RFP