

**CLARIFICATIONS ISSUED ON 13.06.2016 TO THE QUERIES RECEIVED FROM VENDORS ON THE RFP FOR CLOUD SERVICE PROVIDER
(TO BE READ AS PART AND PARCEL OF RFP) AFTER THE PRE BID MEETING DATED. 19.05.2016**

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
ANNEXURE H/ Page 65	Annual turnover details of the Bidder should be authorized by the statutory auditor of the Bidder with name, designation, seal and date.	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the above mentioned financial years shall be submitted as supporting evidence.	RFP clause stands
ANNEXURE I/ Page 66	Format of the extracts from the audited Balance sheet and Profit & Loss Account.	Completed Projects and Ongoing Projects during the last five years should be authorized by the statutory auditor of the Bidder with name, designation, seal and date	RFP clause stands
clause 2.2.1 point 2	Financial Capability	The bidder shall have positive net worth of 100 lakhs (INR) as on 31 st March, 2016, and shall have a positive net worth in each of the following years 2014-2015 and 2015-2016 on hosting of cloud services.	The Cloud Service Provider (CSP) should have net worth of 30 crores. The cloud service provider can nominate more than one managed service partner. However the CSP shall be responsible for any breaches of the SLA.
clause 2.2.1 point 3	The bidder shall have annual turnover shall be at least INR 200 Lakhs in the following years 2014-2015 and 2015-2016.	Considering the criticality, technical requirement and scale of the department's infrastructure, only an established cloud service provider or its partners can qualify for bidding process. It is	The Cloud Service Provider (CSP) should have annual turnover of 50 crores. The cloud service provider can nominate who should be certified by the CSP. However the CSP shall be responsible for any breaches of the SLA.
clause 2.2.1 point 4	The Bids shall be submitted by only the bidder; no consortium is allowed in this Bid	Considering that large businesses have different functions like Datacenter and cloud services working through fully owned subsidiary units, request the department to allow using compliance certificates and to do invoicing through such fully owned subsidiary units.	Agreed
clause 2.2.1 point 8	The bidder experience on provision of Cloud PaaS or IaaS or SaaS or ISP services. Supported by letter from the leading industry cloud provider.	Please clarify on "letter from leading industry cloud provider". The document requested is a copy of purchase order, so is this for a recommendation letter from the actual cloud service provider or a PO from customer?	Already answered in clause 2.2.1 , point no.2

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
Annexure K, clause 2 (A), point (vi)	Solution Design and Cloud Architecture	Disaster Recovery Plan	RPO=15minutes, RTO=2hours
Annexure K, clause 2 (A), point (xiv)	Solution Design and Cloud Architecture	Connectivity details like internet bandwidth, VPN details, encryption details	No
clause 1.1.2, page 16	The service provider should provide an option of extending an MPLS to cloud.	We have the capability to extend direct private connectivity to the cloud services over MPLS. If this service is desired, kindly specify locations where the MPLS is required along with bandwidth that is required.	Presently MPLS is there in all 95 locations however the present architecture is a onsite server at Transport headquarters. MPLS connectivity is required between the onsite server at headquarters with 95 satellite stations.
clause 1.1.2, page 16	The DR automation software should be provided as a part of the overall DR-as-a-Service. The software must be provided under a usage model or subscription model. - mandatory	Choice of DR automation software to depend on RPO/RTO required. Also does the department seek complete scripted one click automation of DR failover process with self services or desires a managed DR failover and failback process?	RFP Clause stands
clause 1.1.2, page 16	The CSP should be able to migrate the existing environment to the proposed cloud without any downtime and with no additional cost (The current environment being Azure)	The current azure infrastructure is deployed in which location? (Singapore?)	It is not at Singapore
clause 2.1.3	proposal due date Last Date and Time for receipt of Hard copies of Bids : 27.05.2016 at 03:00PM	Requesting the department to extend the timeline for proposal submission by 1-2 weeks from the date of clarification of queries to give time for the bidders to make necessary changes in the proposed technical solution and managed services.	Please refer to the revised time schedule
NA	Payment	Is the payment processed post the FAT. If yes, then the FAT phase would be at T+30 (Operational readiness) or post Optimization Phase T+180. Please clarify on which phase	Payment to be made every quarter after completion of the quarter by the Transport Commissioner from the budget allotted to O/o.T.C. The invoice has to be submitted in the name of Transport Commissioner, A.P and the payment will be made within 45 days after receipt of invoice by T.C.

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
		the payment can be processed.	
clause 2.2.1 (a)	Pre-Qualification Criteria, wherein point 3 of financial capability mentions- “The bidder shall have annual turnover shall be at least INR 200 Lakhs in the following years 2014-2015 and 2015-2016”-	Although we qualify the term for the financial year 2015-2016, but we miss it narrowly for the year 2014-2015 as our turnover during the year was 152 lakhs.	Same as clause 2.2.1, point-3
clause 2.2.1 (a)	Pre-Qualification Criteria, wherein point 13 of financial capability mentions- The bidder must have (i) ISO 9001:2008 specifying requirements for a quality management system. (ii) ISO/IEC 27001:2013 for Information Security Management System (iii) ISO/IEC 20000-1:2011 for service management system (SMS) standard (iv) SOC 1 & SOC 2 for complaint Currently we are going the ISMS & QMS certification audit and will have the certification exercise concluded soon	Currently we are going the ISMS & QMS certification audit and will have the certification exercise concluded soon	Already answered in the above queries
clause-2.2.1 (pt .2)	Sonata works on many technical areas including helping	Can we request to AP Transport to make the same as overall turnover.	Already answered in the above queries

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
	customers on cloud services. We come out with a consolidated balance sheet for the same. Getting specific turnover for only hosting of cloud services would not be possible. Can we request to AP Transport to make the same as overall turnover.		
clause-2.2.1 (pt-6:a)	Technical Capability- Valid work order and certificate from the client in case implementation / commissioning in Client Data Centre	Can we submit email confirmation of our customer as s proof	Already answered in the above queries
clause- 2.2.1 (pt-8)	The bidder experience on provision of Cloud PaaS or IaaS or SaaS or ISP services. Supported by letter from the leading industry cloud provider.	The purchase Orders we have are from OEM directly. Hope that will suffice.	Already answered in the above queries
clause- 2.2.1 (pt-11)	We have all technical qualified resources on rolls of Sonata Software Limited (our parent company) who works majorly for Global markets. The bidding company is Sonata information Technology who is a 100% subsidiary of Sonata Software Limited. Please allow us to submit Self-Certification letter for the same.	Please allow us to submit Self-Certification letter for the same.	Agreed. The resources profile on cloud services management should be clearly mentioned.

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
Annexure J & Appendix	Who Will this be addressed following Annexure J & Appendix	Bidder or Cloud Service Provider(Microsoft)	
Annexure J Appendix K Appendix K2 Appendix K4		Format of the completion certificate from the client	Already answered in the above queries
Table – I (pg 51)	Implementation Service Levels, pt. 2, Final Acceptance Test (FAT).	Can the penalty be restricted to a maximum of 10%.	Clarified in Corrigendum
Table – II (pg 51)		Can the penalty shall be capped to Rs. 100,000/-	Clarified in Corrigendum
Table – 4 (pg 52)	Cloud Services related Service Levels	Can the penalty shall be capped to Rs. 100,000/-	Clarified in Corrigendum
IT infrastructure related Service Levels, Table – 4 (pg 52)	Cloud Services related Service Levels	Would these SLAs apply for bidder or OEM ? As there are many points which bidder would not have control as Physical Infra is managed by Cloud Service Provider/OEM	Clarified in Corrigendum
	Request for payment term to be annually and within 30 days from the date of invoice submission.		Clarified in Corrigendum
clause 1.2 (iii) Page Number 9	The Disaster recovery cloud services regions should be residing in India and should be at least 1000 km apart	Kindly consider different seismic zone instead of 1000 Km please mention	Clarified in Corrigendum
clause 1.2.3 (ii) Page no 18	Operational integrity & security management ISO 17799 certificate system	Request you to kindly consider the Excepetion on ISO 17799 certificate system; ISO 9001 -	Clarified in Corrigendum

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
		<p>2008 certified .</p> <p>We can able to provide the certifications</p> <p>1).Tier iv. Data Centre Certification from the third party;</p> <p>2). ISO/IEC 27001:2013 for Information Security Management System;</p> <p>3). ISO/IEC 20000-1:2011 for a service management system (SMS) standard.</p>	
<p>clause 2.2.1 (a-2) Page no 26</p>	<p>Bidder Annual turnover mentioned 2 crores last 2 financial years</p>	<p>Request you consider a turnover minimum of 50 crores every year</p>	<p>Clarified in Corrigendum</p>
<p>Appendix K2 Page no 72 (Bidders experience in cloud servceis)</p>	<p>RFP mentioned similarly</p> <p>Bidder's experience in commissioning Cloud Solution in India, quantified in terms of number of projects will be evaluated. Setting-up IT infrastructure would mean where the Bidder has procured installed and commissioned Cloud Infrastructure (Hardware & Software). Only Project cost greater than Rs.2 Lakhs and set up as per the contract in the last 3 financial years will be considered.</p> <p>Bidder with maximum number of Projects (maximum capped to</p>	<p>Request you reconsider minimum order value of 2 lakhs monthly recurring charges</p>	<p>Clarified in Corrigendum</p>

Clause name & Page number	RFP Clause	Clarification sought	Clarification Given
	5 Projects) shall be awarded full 15 (1 Project – 3 Marks) marks and the others shall be awarded marks on relative (pro-rata) basis.		
BOM with Pricing Page no 79	Line items 6,11,13,14,15 do these come under the bidder's responsibility ?	There are items like routers , switches , antivirus , certificates etc. Which are not part of an Azure commitment -- from cloud prospective Azure backup can provide the benefits and you don't need tape drive , Antivirus and certificate and others are needed from cloud perspective	Line items 6,11,13,14,15 come under the bidder's responsibility in the cloud environment and Department's responsibility in the locations pertaining to the department