

HPGCL Response to Pre Bid Queries for NIT No. Ch-54/IT/ERP-09/Vol-II

S. No.	Pg. No.	Clause No.	Query / Clarification Raised	HPGCL Response
1	9, 23	3.1 / 7. Scope of Work	Kindly confirm the total data size (in GB/TB) to be migrated for all SAP systems (Development, Quality, Production).	The total data size to be migrated will be around 10 TB as per NIT. Provision of the e-NIT shall prevail.
2	23	7. Scope of Work	Kindly confirm the total number of Virtual Machines (VMs) to be migrated, along with the role of each VM (Application, Database, etc.).	Hardware sizing is mentioned in NIT. Provision of the e-NIT shall prevail.
3	23	7. Scope of Work	Kindly confirm the acceptable application downtime window permissible during migration and cutover activities.	As per NIT downtime will be provided without affecting the working of organisation .Provision of the e-NIT shall prevail
4	9, 23	3.1 / 7. Scope of Work	Since HPGCL has already hosted its SAP ERP on Government Community Cloud with an existing Primary and DR site, kindly confirm whether cooperation/support from the incumbent hosting service provider will be made available during the transition/migration to the new bidder.	Necessary support will be provided as per NIT. Provision of the e-NIT shall prevail.
5	23	7.1 Assessment & Planning	Kindly provide the Operating System details (name, version, and edition) currently running on all servers in the existing SAP landscape proposed for migration.	SAP operating system is SUSE Linux Enterprise Server 15 as already mentioned in NIT. Provision of the e-NIT shall prevail.
6	23	7.1 Assessment & Planning	Kindly provide the Database details (name, version, and edition) currently in use for all SAP components in the existing landscape.	SAP Database is Sybase 16.0 as already mentioned in NIT. Provision of the e-NIT shall prevail.
7	23-24	7.1 / 7.5 SAP ECC Installation & Migration	Kindly confirm whether SAP Basis/OEM/SAP vendor support will be made available by HPGCL during the migration and cutover activities, or whether this is to be arranged by the bidder.	Only necessary support will be provided by HPGCL. The bidder shall arrange the required technical consultant for successful completion of the activities, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
8	23-24	7.1 / 7.7 Post Implementation Support	Kindly confirm whether SAP Basis administration and management activities are within the bidder's scope, or whether these will be managed by HPGCL/the SAP implementation partner. If within the bidder's scope, kindly provide the detailed scope of SAP Basis activities expected to be performed during the contract period.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
9	23	7.1 Assessment & Planning	Kindly confirm the existing virtualization platform/hypervisor (name and version) hosting the current SAP workloads, and confirm whether hypervisor-level/management console access (e.g., vCenter) will be provided to the bidder to facilitate migration planning and execution.	The console access will be provided to bidder as per NIT. Provision of the e-NIT shall prevail.
10	29	7.7.1 Server Administration & Management (xiii)	The BOM/Price Bid does not explicitly include a line item for SSL/TLS certificates. Kindly confirm whether procurement of SSL/TLS certificates is within the bidder's scope. If yes, kindly specify the number of certificates required, the number of domains/sub-domains to be secured, and the certificate type to be considered (Single Domain, Wildcard, Multi-Domain/SAN, DV/OV/EV).	The certificates to be required for domains/sub-domains (*.hpgcl.org) as per NIT. Provision of the e-NIT shall prevail.
11	86	Annexure A.5 (BOM/Sizing Sheet)	Annexure A.5 indicates 8 Public IPs under the "DR as a Service" section. Kindly confirm whether this figure is for DR only, and separately confirm the number of Public IPs required at the DC site.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
12	26, 27, 33, 54	Annexure A.5 (BOM/Sizing Sheet)	Sections 7.6(c) and 7.7.5 state that DR resources should run at 20-30% of DC capacity during normal operations, scaling up to 100% during a DR event, while Section 11.1(i) states that only the Production landscape (without HA) is to be considered at DR. Kindly confirm the exact baseline percentage (a single fixed figure, not a range) of the DC Production environment's compute (vCPU/RAM) to be considered for sizing and quoting the DR environment. Alternatively, kindly provide the detailed component-wise DR sizing (vCPU, RAM, Disk, OS, Database, etc.), similar to the DC sizing sheet provided in Annexure A.5, to enable accurate and uniform commercial quoting by all bidders.	For the purpose of uniform sizing, the DR environment shall be sized at standard optimum percentage of around 20%-30% the DC Production environment's compute capacity during normal operations, with provision to scale up to 100% capacity during a DR event. Only the Production landscape (without HA) shall be considered for DR sizing. Provision of the e-NIT shall prevail.
13	85-88	Annexure A.5 (BOM/Sizing Sheet)	The BOM does not specify the quantity and sizing of security components for either the DC or DR site. Kindly provide the detailed BOM, including the quantity and specifications of all security components (such as Firewall/UTM, WAF, IPS/IDS, VPN, Load Balancer, etc.) required at both the DC and DR sites, to enable accurate commercial estimation.	Security components needs to be considered as per system requirement, as per Meity guidelines and as per NIT. Provision of the e-NIT shall prevail

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14	85-89	Annexure A.5 (BOM/Sizing Sheet)	The BOM/Price Bid does not include a separate line item for Management Services of the infrastructure (i.e., the tools/platform required for managing, monitoring, and administering the DC & DR infrastructure) as mandated under Section 7.7 (Post Implementation Support) of the RFP.	Management services are included in the O&M Charges of the NIT. Bidder need to meet the NIT requirement.
15	86	Annexure A.5 (BOM/Sizing Sheet)	Under "Storage and Backup Services," the Backup Services quantity has been mentioned as "12 LS." Kindly clarify what "LS" denotes - whether it is to be considered as "Lump Sum." If not, kindly confirm the correct unit of measurement. Further, kindly confirm the total backup storage (in TB) required and specify for which environment(s) - Development, Quality, Production, and/or DR - this backup provisioning is to be considered.	"LS" is to be considered as "Lump Sum." in the NIT. Provision of the e-NIT shall prevail.
16	85,86, 87	Annexure A.5 Hardware Sizing for HPGCL	Please provide the Operating System with version details of the application each servers and DB servers. Also confirm supported clustering software and licensing responsibility.	Operating System is Suse Linux Enterprise 15 and DB Server is Sybase16.0 in the NIT.Provision of the e-NIT shall prevail.
17	85,86, 87	Annexure A.5 Hardware Sizing for HPGCL	Please provide the SAP version detials of each applications in the landscape	The details are as under :- SAP ECC product: EHP8 FOR SAP ERP 6.0 SAP BW Product: SAP NETWEAVER 7.5 SAP PO Product - SAP NetWeaver SAP Content Server SAP Enterprise Portal(netweaver) SAP SRM ABAP System EHP4 FOR SAP SRM 7.0 SAP SRM Java Portal(netweaver) SAP Solution manager 7.2 Bidder need to meet the NIT requirement.
18	85,86, 87	Annexure A.5 Hardware Sizing for HPGCL	Please provide the SAP Early Watch Report for each applications (at least PROD) for validating the workload and providing Sizing inputs	Reports containing application and infrastructure-related information can not be shared publicly. Provision of the e-NIT shall prevail.
19	87	Annexure A.5 Hardware Sizing for HPGCL	We observed that some systems are running on Ubuntu 22.04.4 LTS – 64 bit/. Please share the list of each such applications. Are you looking for any change in OS for such applications ?	Already mentioned in NIT in Hardware sizing detail. Provision of the e-NIT shall prevail.
20	23	7. Post implementation support (Government Community Cloud)– DC & DR	Scope of work- We understand that you are expecting the SAP BASIS BAU support after the migration , please provide the mode of support required ie 8x5, 8x7, 16x5, 16x7 24x5, 24x7 (Remote Support Services)	Aas per NIT support required i.e 10x6. Provision of the e-NIT shall prevail.
21	General	General	Is the expectation that bidder will bring their own Backup tool with standard backup frequency?	Bidder will bring their own Backup tool with standard backup frequency, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
22	General	General	Is the expectation that bidder will bring their own Monitoring and ITSM tools ?	Bidder will bring their own Monitoring and ITSM tools , as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
23	General	General	Is the expectation that bidder will bring their own PAM tool ?	Bidder will bring their own PAM tool, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
24	General	General	Is the expectation that bidder will propose their Standard SLA ?	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
25	General	General	Is the expectation that bidder will provide standard Reports ?	Bidder will provide reports, as stipulated in the e-NIT. Bidder need to meet the NIT requirement.

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26	25	7.4(f) VM's provisioned should have feature of multi-dimensional auto-scalability of resources like vCPU& RAM without requiring any manual intervention or to reboot the VM, in case there is sudden traffic on the server or if the number of users increase then the VM should detect the incoming traffic and accordingly should scale the resources.	1) Request you to share the scalability baseline of each resources. 2) Do share the total users and concurrent users count details. 3)Please allow the manual scaling of the resources as an when needed	Around 600 professional users . Bidder need to meet the NIT requirement.
27	85-87 27	Annexure-A.5 7.6 (c) Hardware Sizing for HPGCL - DC DR site during normal scenario should be working at minimum resources say for e.g at 20% or 30% and should scale resources like vCPU & RAM when the load increases on VM's in DR site like during DR drills or when DR is LIVE. Internet & P2P Links	We are assuming each line item with the single qty only. Please clarify does P2P link will be used for the connectivity in-between of Cloud DC and DR for the replication of data, in case of any other purpose please share the complete scope details The sizing details are mentioned for the DC only, Request you share the complete sizing details for the DR location as well.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
28	55 & 66	11.1(ee) Cloud service shall offer SSD backed storage and shall support High IOPS. CSP should deliver minimum 5000 IOPS per TB for OLTP load. The IOPS for NON OLTP load should be minimum 2000 per TB.	RFP specifies 5000 IOPS/TB here whereas in the "Cloud Storage specifications" (Compliances) storage section specifies 8000 IOPS/TB. Please confirm applicable value and assuming it's 5000 IOPS/TB only	The applicable value is 8000 IOPS/TB, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
29	24	7.2(3) High Availability solution at different level from Network, Physical nodes, VM"s & Storage, having no single point of failure.	Please define which all mandatory HA components needed to factored in the solution, whether it will be function as a active-active or active-passive architecture is required.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
30	23	7 Scope Existing SAP ECC environment	Please share current Database and it's version details, OS version and all tools details	Operating System is Suse Linux Enterprise 15 and DB Server is Sybase16.0.Provision of the e-NIT shall prevail.
31	54	11.1(n) Connectivity and Management	Assuming the responsible of the coordination, testing and troubleshooting of MPLS provider links? Etc. will done by HPCGL or their partner only, please clarify	MPLS testing and troubleshooting by HPGCL or their partner in association with CSP. Provision of the e-NIT shall prevail.
32	54	11.1(n) SAP ECC Installation & Migration	Please share the complete Migration sizing (e.g. Database, File & folders etc.) details.	Kindly refer reply at point no. 1 above.

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33	32	7.7.4 Backup/Restore Management for Servers, Database, Applications etc. Backup Solution specifications Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fire proof cabinets. Backup media to be stored in a safe environment so that whenever the backup is required to be restored for any purpose bidder should be able to restore the data. Appropriate Backup & restoration solution should be proposed considering this point.	Since this solution is needed in the Cloud environment and all data and it's backup etc. will remain on the Storage, hence no Media Management (both on-site and off-site) will be applicable here, request you remove this point	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
34	55	11. TECHNICAL SPECIFICATIONS 11.1. General Terms & Conditions: g) CPU proposed should be as per SAPS at 65% utilization.	Assuming the sizing details which are mentioned in the RFP inline with the same please clarify	The proposed CPU sizing shall be in accordance with the SAPS requirement specified in the e-NIT, considering a maximum CPU utilization of 65%. The bidder shall validate and size the proposed infrastructure accordingly.Provision of the e-NIT shall prevail.
35	55	11. TECHNICAL SPECIFICATIONS 11.1. General Terms & Conditions: bb)In case of end of agreement, the bidder shall be responsible for providing the tools for import / export of VMs & content and HPGCL shall be responsible for preparation of the Exit Management Plan and carrying out the exit management / transition.	Logically at the time of Exit Management, we will provide the access based on HPGCL confirmation to the new partner and all required tools and pulling the data / migration etc. takes to be performed by the new partner, request you to relax the same.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
36	83	Annexure-A.3 Indicative Project Timelines	The RFP mentioned Project Timelines are very stringent the SAP migration of this landscape it will take long time, Request you to kindly allow for End to end activities at least 30 to32 Weeks	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.

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37	30	7.7.3.3. Security Management Services	1. If the Firewall is required at the Internal application layer as well as on the Perimter Layer - kindly specify, please share the modules that are required viz App Control, IPSec VPN Tunnel based connections required, Concurrent Connections applicable etc 2. If there would be tools provided for Vulnerability Scanning - if yes, would the scanning be root based via Service account - If yes - would it be single account across devices or different accounts device wise 3. If there would be tools provided for Patch Management - If yes, pls share the architecture, throughput dedicated at the Network for Patch Management 4. Would there be tools provided for IAM/IDAM, PIM/PAM - if yes, then please share the architecture, scope applicable on Management 5. Level of Incident Management, Use Cases applicable for IDS, IPS, Firewall ManagementMgmt 6. In case of Any Security Breach, Incident Management - please specify the scope applicable for Cyber Security - (Internal/External) as specified in the RFP	Security components needs to be considered as per system requirement and as per Meity guidelines and as per NIT. Provision of the e-NIT shall prevail
38	33	7.7.5. BCP Planning and Disaster Management BCP Planning and Disaster Management	Please specify the scope of Cyber Security/Information Security during these Drills	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
39	39	7.14. Security & Compliance Security & Compliance 1. Compliance with CERT-In, and Government security guidelines 2. Log management and audit trail maintenance 3. Support during security audits and inspections	Please specify detailed scope & Use Cases applicable	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
40	68	Security Specifications (To be configured in HA)	1. vFirewall/UTM Throughput that is required 2. IDS/IPS Throughput that is required 3. HIPS Throughput required 4. DDoS based CPS, TPS, Throughput that is required 5. VPN Concentrator – To provide SSL-VPN and IPsec VPN connections to remote and mobile users - please specify the Concentrator throughput required, Concurrent SSL VPN as well as IPSec VPN Connections required 6. QPS for DNS that is required - pls specify	Security components needs to be considered as per system requirement and as per Meity guidelines and as per NIT. Provision of the e-NIT shall prevail
41	18	4.7.4. Contract Agreement	The terms of the contract will be mutually agreed within mutually agreed timeline.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
42	40	8.3 Acceptance of Letter of Award and Agreement	The terms of the contract will be mutually agreed within mutually agreed timeline.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
43	41	8.6 Indemnity	Indemnity shall be subject to the porposed Limitation of Liability	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.

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44	43	8.15 Termination of Agreement	We propose that any termination should be subject to Early Termination Charges. Further, kindly include the following: "a) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party. b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
45	44	8.18 Set Off	We recommend deletion	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
46	45	8.20 and 8.21 Risk Purchase	We recommend deletion	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
47	46	8.22 Damage to Equipment or to any Person or any Third Party:	Indemnity shall be subject to the proposed Limitation of Liability	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
48	46	8.23 Confidentiality	We propose this clause to be mutual	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
49		New Clause LIMITATION OF LIABILITY	We propose to include the following: Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or wilful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable order giving rise to the liability. Such limited liability is applicable for all claims including those for liquidated damages, confidentiality, infringement of Intellectual Property and any indemnification under the Agreement.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
50	General	Subsidiary/Affiliate	In case the bidding company is hived off from the demerged company, the experience, eligibility criteria, technical evaluation etc. as per the requirement of the RFP may be considered as of the demerged company, provided the bidder furnishes documentary evidence for establishing the transfer of the relevant business, assets, resources, personnel, and credentials to the bidder.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
51		7.6(f) & SLA 12.4	RTO ≤ 4 Hours and RPO ≤ 2 Hours are specified. Kindly confirm whether these values apply only to Production environment or to all SAP landscapes (DEV/QA/PROD).	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
52		7.6(g)	Please clarify whether single-click DR invocation is mandatory through a self-service portal or an automated orchestration workflow is acceptable.	Automated orchestration/workflow for DR invocation shall be acceptable, provided it enables single-click initiation through an appropriate self-service interface and meets all DR requirements, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.

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53		7.7.9	During failover, what is the expected maximum user load to be supported simultaneously from DR site?	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
54		11.1(i)	It is specified that only Production Compute & Storage (without HA) is required at DR. Kindly confirm that HA infrastructure is not required at DR site.	Production Compute & Storage (without HA) is required at DR, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
55		11.1(n)	MPLS and Internet Connectivity will be procured through a separate RFP. Kindly confirm scope boundaries and responsibilities for troubleshooting connectivity issues.	CSP shall provide necessary coordination and troubleshooting support. Provision of the e-NIT shall prevail.
56		11.1(ee) vs 11 Storage Specs	Minimum IOPS requirement is mentioned as 5000 IOPS/TB in one section and 8000 IOPS/TB for OLTP in another section. Kindly clarify the applicable requirement.	The applicable value is 8000 IOPS/TB, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
57		7.4(f), 7.6(b)	Auto-scaling without reboot is requested. Kindly confirm whether hot-add capability of hypervisor/guest OS shall suffice for compliance.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
58		8.28	Physical inspection of DC & DR sites is mentioned. Kindly confirm whether virtual/cloud shared infrastructure environments will be accepted during audit.	Physical inspection of DC & DR sites as stipulated in the e-NIT. Bidder need to meet the NIT requirement.
59		7.7.5	Kindly clarify whether DR drill should cover complete SAP landscape or selected SAP systems as identified by HPGCL	DR drill should cover complete SAP Production landscape, as stipulated in the e-NIT. Provision of the e-NIT shall prevail.
60	71	12.4 SLA Targets	SLA penalties are very stringent. Request to relax the penalties asnd cap the same at maximum 10% of TCV.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.
61	83	Annexure-A.3 Indicative Project Timelines	Request to relax the implementation timelines to atleast 4 months from the issue of work order.	Provision of the e-NIT shall prevail. Bidder need to meet the NIT requirement.