

Annex-1				
MITL reply to Pr-Bid queries recived for the tender No.: . MITL/ICT/2026-27/002 , dt-18th Sep 2026				
Name of work: - "RFP for Selection of Service Provider (Cloud Hosting and Managed Service) to Setup, Migrate, and Manage Data Centre (DC) and Disaster Recovery (DR) Site for MITL on Cloud"				
Sr.No.	RFP Reference (Section / Page)	Provision as per RFP	Query / Clarification Sought	MITL Reply
1	Section 2.1, pp. 14–16	Current PQ applies CSP-only conditions, including ₹150 crore turnover, MeitY GCC sites, project and staffing floors.	Please consider a separate CSP eligibility route using the criteria in Annexure A, drawn from the supplied Final Draft PQ & TQ cloud Tender. Please clarify whether each "bidder" condition applies to the CSP itself when an authorized MSP submits the bid, and amend Section 2.1, evidence requirements and forms consistently. Please identify which of the proposed CSP thresholds MITL accepts or revises.	No change in tender Terms and conditions
2	Instructions to Bidders, Definition, p. 3; Section 2.1, p. 16	MSP and CSP must be the same legal entity; bids using a separate MSP and CSP are barred.	Please permit a prime MSP with a named MeitY empanelled GCC CSP, with the MSP retaining full contractual accountability for migration, managed services and SLA. Please add a separate MSP prequalification route based on Annexure B, adapted from MMRDA RFP Section 6.6.1, and specify that the nominated CSP must independently satisfy the approved CSP route in Annexure A. Please issue corresponding amendments to the definition, consortium restriction and forms . Please replace or revise the technical scoring matrix using Annexure C, adapted from MMRDA RFP Section 6.9, with 100 total marks, a 70-mark threshold, separate MSP and CSP experience scoring, and objective documentary evidence. Please state whether MITL retains its published 70:30 QCBS selection method; the MMRDA RFP uses L1 after technical qualification, and Annexure C proposes technical scoring only.	No change in tender Terms and conditions
3	Section 2.2, pp. 17–19; Sections 2.3–2.5, pp. 19–21	Current MITL technical evaluation awards 100 marks with a 70-mark threshold and includes turnover, manpower, DC locations, certifications, cloud/ERP projects and presentation.		No change in tender Terms and conditions
4	General, page- 154		Please make payment term monthly advance.	No change in tender Terms and conditions
5	PG 14 Eligibility criteria	The Cloud Service Provider (CSP) must have an average annual turnover of at least ₹150 crore over the last 3 audited financial years: FY 2022–23, FY 2023–24, and FY 2024–25.	We request to amend this clause as - The Cloud Service Provider (CSP) must have an average annual turnover of at least ₹50 crore over the last 3 audited financial years: FY 2022–23, FY 2023–24, and FY 2024–25. The proposed turnover threshold of ₹150 Crore may restrict participation to a limited number of large CSPs, despite the fact that several technically capable and established CSPs may have adequate infrastructure, operational capabilities and experience to successfully execute the proposed scope. Reducing the average annual turnover requirement to ₹50 Crore would enable participation from a wider pool of competent and financially sound CSPs, thereby promoting greater competition and competitive pricing while ensuring that the eligibility requirement remains reasonable and aligned with the scope of work.	No change in tender Terms and conditions

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6	PG 15 Eligibility criteria	The Data Centre & DR site should be at least Tier III standard (certified under TIA 942 or Uptime Institute certifications) and implement processes based on ITIL standards. Primary Site should be in Maharashtra (preferably in Mumbai/Navi Mumbai region)	As per MeitY's cloud procurement guidelines, cloud services are to be provided through a MeitY-empanelled Data Centre located within India, and the Data Centre facilities and associated physical/virtual infrastructure are required to be located within India. The guidelines do not prescribe Maharashtra or the Mumbai/Navi Mumbai region as a mandatory location for the Primary Data Centre. Therefore, we request that the location restriction may kindly be relaxed and the Primary Data Centre may be permitted at any location within India, subject to the prescribed Tier III certification, MeitY empanelment and applicable security/SLA requirements. This will enable wider participation of eligible CSPs while maintaining the required standards for availability, security and service delivery.	Navi Mumbai/Mumbai is a preference and not compulsion. However DC Sites shall be MeitY Empanelled.
7	Eligibility Criteria – Capability (Clause 2.1, Sr. No. 10)	The CSP should have successfully implemented/commissioned at least five (05) projects of DC/DR with Cloud Deployment on Government Community Cloud (GCC), each having an order value of ₹5 Crore.	Request to revise the eligibility to at least three (03) projects, each having an order value of ₹5 Crore or above.	No change in tender Terms and conditions
8	Technical Evaluation Criteria – Company Financials & Profile (Clause 2.2, Sr. No. 1)	Existing Marks: • ₹150–250 Crore – 10 Marks • Above ₹250 Crore – 20 Marks.	Revised Marks: • ₹50–100 Crore – 10 Marks • Above ₹100 Crore – 20 Marks	No change in tender Terms and conditions
9	Technical Evaluation Criteria – MeitY Empanelled Cloud Services under Government Community Cloud (Clause 2.2, Sr. No. 3)	Existing Marks: • Two Locations – 5 Marks • Three Locations – 10 Marks • Four or More Locations – 15 Marks.	Revised Marks: • Two (2) or More MeitY Empanelled GCC Data Centre Locations in India – 15 Marks	No change in tender Terms and conditions
10	Cloud Infrastructure BoQ	VM quantities are provided in consolidated form.	Kindly provide VM-wise resource breakup (vCPU, RAM, Operating System and Storage) instead of consolidated quantities to enable accurate commercial estimation.	No change in tender Terms and conditions
11	Cloud Infrastructure BoQ	Current infrastructure utilization details are not provided.	Kindly provide current average and peak utilization reports (CPU, Memory, Storage and Network) for sizing validation.	Will be shared with successful bidder
12	Cloud Infrastructure BoQ	Application-wise infrastructure mapping is not available.	Kindly provide application-wise infrastructure mapping for Production, UAT and Non-Production environments.	Will be shared with successful bidder
13	Storage	Storage performance requirements are not specified.	Kindly specify the storage performance requirements (IOPS, Throughput and Latency) for each workload category.	High performance storage to be considered.
14	Storage	Storage tier requirements are not defined.	Kindly specify the storage tier expected for Database, Application and Backup workloads.	High performance tier to be considered.
15	Backup	Backup data size is not specified.	Kindly provide the estimated backup data volume and expected daily backup growth.	As per backup policy stated in the RFP.
16	Backup	Immutable backup requirement is not specified.	Kindly clarify whether immutable backup storage is required as part of the solution.	Mentioned in the RFP
17	Backup	Backup retention policy is not specified.	Kindly specify backup retention requirements for Daily, Weekly, Monthly and Yearly backups.	Mentioned in the RFP
18	Backup	Cross-region backup requirement is not specified.	Kindly clarify whether cross-region backup copies are required in addition to Disaster Recovery replication.	No change in tender Terms and conditions

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19	DR Infrastructure	Application-wise RPO/RTO is not specified.	Kindly specify application-wise Recovery Point Objective (RPO) and Recovery Time Objective (RTO) wherever different service tiers are expected.	No change in tender Terms and conditions
20	DR Infrastructure	DR compute provisioning methodology is not defined.	Kindly clarify whether DR compute resources shall remain continuously provisioned or may be provisioned only during DR declaration.	Bidder must comply DR SLA and compliances mentioned in the RFP. The recurring charges for the Disaster Recovery (DR) site shall not be considered for bid evaluation. However, MITL reserves the right to procure the DR services from the successful bidder at the quoted rate card in the future
21	DR Infrastructure	Database replication licensing responsibility is not specified.	Kindly clarify whether database replication licenses shall be provided by MITL or by the successful bidder.	The recurring charges for the Disaster Recovery (DR) site shall not be considered for bid evaluation. However, MITL reserves the right to procure the DR services from the successful bidder at the quoted rate card in the future
22	Network	Internet bandwidth requirement is not specified.	Kindly provide expected Internet ingress and egress bandwidth requirements.	Mentioned in the RFP
23	Network	Internet traffic volume is not available.	Kindly provide expected monthly Internet data transfer volume.	Will be shared with successful bidder
24	Network	East-West traffic details are unavailable.	Kindly specify expected east-west traffic between application and database tiers.	Will be shared with successful bidder
25	Load Balancer	Number of Load Balancers is not specified.	Kindly specify the expected number of Public and Internal Load Balancers required.	Mentioned in the RFP
26	Firewall	Firewall sizing details are unavailable.	Kindly specify the expected Firewall throughput and concurrent session requirements.	As per RFP
27	Web Application Firewall (WAF)	Protected applications are not specified.	Kindly specify the approximate number of Web Applications and Domains to be protected using WAF.	Refer RFP
28	DDoS Protection	Protected bandwidth is not specified.	Kindly specify the expected protected Internet bandwidth for DDoS mitigation.	Will be shared with successful bidder
29	SSL Certificates	SSL certificate ownership is not specified.	Kindly clarify whether Public SSL Certificates shall be procured by MITL or by the bidder.	Bidder Scope
30	Monitoring	Monitoring data retention is not specified.	Kindly specify the required infrastructure monitoring metrics retention period.	As per RFP
31	Logging	Log volume is not specified.	Kindly provide the estimated monthly log generation volume.	Will be shared with successful bidder
32	Monitoring / SIEM	SIEM scope is not defined.	Kindly clarify whether centralized SIEM log ingestion is part of the infrastructure scope or under a separate security scope.	As per RFP - Bidder needs to comply the SIEM Compliances mentioned in the RFP
33	VM Provisioning	VM provisioning SLA is not specified.	Kindly specify the expected SLA for provisioning new Virtual Machines during operations.	As per RFP
34	Compute	GPU requirement is not specified.	Kindly clarify whether GPU-based compute resources are expected during the contract period.	Will be shared with successful bidder
35	Storage	Storage billing methodology is not specified.	Kindly clarify whether Object Storage, File Storage and Block Storage capacities shall be billed separately.	As per RFP
36	Commercial	Price reduction mechanism is not defined.	Kindly clarify whether future Cloud OEM price reductions shall be passed on to MITL during the contract period.	Unit Prices will be fixed during the Contract period and billing will work on Pay as you go model
37	Commercial	Pricing methodology for new services is not specified.	Kindly clarify the methodology for pricing newly introduced cloud services not covered in the BoQ.	Will be shared with successful bidder

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38	Commercial	Procurement methodology for additional infrastructure is not specified.	Kindly clarify whether additional infrastructure beyond the BoQ shall be procured using quoted unit rates or through a separate approval process.	As per RFP
39	Commercial	Billing reduction mechanism is not specified.	Kindly confirm whether reduction in infrastructure resources shall proportionately reduce the Monthly Recurring Charges (MRC).	Billing will work on Pay as you go model
40	Commercial	DR drill billing is not specified.	Kindly clarify the billing mechanism for temporary infrastructure provisioned during Disaster Recovery drills.	Bidders to incur this charges
41	Commercial	Burst resource billing is not specified.	Kindly clarify whether burst compute and storage consumption during peak events shall be payable on actual usage.	Billing will work on Pay as you go model
42	Commercial	Marketplace software subscription treatment is not defined.	Kindly clarify whether Cloud Marketplace software subscriptions shall be reimbursed at actuals.	Bidder's responsibility.
43	Commercial	UAT/Staging infrastructure billing is not defined.	Kindly clarify the commercial treatment of infrastructure required for UAT, Staging and Training environments if additional to the BoQ.	Billing will work on Pay as you go model
44	Commercial	Future resource addition process is not specified.	Kindly clarify whether future resource additions shall require separate Purchase Orders or may be consumed under the existing contract.	Will be shared with successful bidder
45	Commercial	Statutory tax variation mechanism is not specified.	Kindly specify the price adjustment mechanism in case of changes in GST or other statutory levies during the contract period.	Bidder's responsibility.
46	Infrastructure	HA standby billing is not specified.	Kindly clarify whether idle standby resources reserved for High Availability shall be considered billable infrastructure.	Billing will work on Pay as you go model
47	Storage	Snapshot billing is not specified.	Kindly clarify whether storage consumed by snapshots shall be considered part of the quoted storage capacity or billed separately.	As per RFP
48	Network	Inter-AZ / Inter-DC transfer billing is not specified.	Kindly clarify whether Inter-AZ and Inter-Data Centre data transfer charges shall be included in the commercial bid.	Bidder's responsibility.
49	Disaster Recovery	DR replication bandwidth charges are not specified.	Kindly clarify whether Disaster Recovery replication bandwidth charges shall be included in the quoted infrastructure pricing.	The recurring charges for the Disaster Recovery (DR) site shall not be considered for bid evaluation. However, MITL reserves the right to procure the DR services from the successful bidder at the quoted rate card in the future