Response to Queries:				
RFP No. GEM/2026/B/8224164				
RFP for Selection of Managed Cloud Infrastructure Service Provider for HAWK Portal of PCCF (WL)				
Sr. No.	**Tender Reference**	**Clause**	**Query**	**Clarification/Amendment**
1	RFP Document-Page-7: Database	Database Database technology: MongoDB, version 8.0 or later, as specified for the project. Initial database storage allocation: 30 GB, with storage expansion capability. The final database hosting model and configuration shall be confirmed by ORSAC.	Can we propose AWS's native managed MongoDB-compatible service as an alternative to MongoDB Server licences?	As per RFP
2	RFP Document-Page-9: Billing, Cost Optimisation and Governance	The MCISP shall monitor AWS resource consumption and billing, submit monthly service-wise usage and cost reports, verify bills against actual resource utilisation, configure budget alerts wherever supported, identify abnormal cost increases, and recommend appropriate right-sizing and other cost-optimisation measures. No resource procurement, material architectural change, or activation of any chargeable service shall be undertaken without prior approval from ORSAC. The total AWS usage and expenditure shall not exceed Rs. 1,00,000/- (Rupees One Lakh only) per month. The successful bidder shall promptly inform ORSAC when AWS usage or expenditure reaches 70% of the prescribed cap, i.e., Rs. 70,000/- (Rupees Seventy Thousand only), to enable ORSAC to review the consumption and take necessary action. Any anticipated expenditure exceeding the prescribed cap shall require prior intimation to and approval from ORSAC before proceeding further.	The RFP specifies a maximum monthly AWS usage and expenditure limit of ₹1,00,000, with the bidder required to notify ORSAC upon reaching 70% of the prescribed limit. However, in the event of an increase in departmental workload or additional resource requirements resulting in AWS consumption exceeding the specified monthly cap, kindly clarify the mechanism for obtaining approval for additional resource provisioning and the associated expenditure. Further, please confirm whether the additional costs beyond the prescribed monthly limit shall be borne by ORSAC and whether the bidder will be permitted to continue providing services beyond the specified cap to ensure uninterrupted service availability.	The bidder shall promptly notify ORSAC through email upon AWS consumption reaching 70% of the prescribed monthly expenditure limit (i.e., ₹70,000/-). ORSAC shall review the actual utilisation and assess the requirement for any additional resources or expenditure based on the workload and project requirements. In case additional resources are required and the anticipated AWS expenditure is likely to exceed the prescribed monthly limit of ₹1,00,000/-, the bidder shall submit a request through email to ORSAC, clearly indicating the justification, additional resource requirements and estimated additional cost. The bidder shall provision the additional resources or incur expenditure beyond the prescribed limit only after obtaining written approval/confirmation from ORSAC. Any such approval shall be applicable only for the specific month for which it is granted. The bidder shall not assume automatic approval for additional expenditure in subsequent months and shall seek fresh approval wherever required.
3	RFP Document-Page-15-Pt No-11:General and Technical Eligibility:	Certified Manpower The bidder shall have at least twenty (10) AWS 11. certified professionals as on the last date of submission.	There appears to be a discrepancy in the manpower requirements. Kindly clarify the manpower-related requirements and provide the necessary details to ensure accurate understanding and compliance with the RFP.	Complied
4	RFP Document-Page-16-Pt No-16:General and Technical Eligibility:	Out of above 10 AWS certified professionals the Should submit CV + AWS Certifications proposed Team Should have the last date of bid submission) + EPF · Minimum 1nos AWS DevOps / SRE Deposit Slip on bidder's letterhead. Engineer · Minimum 1nos Cloud Security Specialist All professionals should have minimum 5 years experience with valid professional-level certification	We have all the resources required by the department. However, we request the department to consider relaxing the experience criteria to a range of 2–5 years and revising the certification requirements to Associate-level certifications to ensure greater flexibility in resource deployment and compliance with the requirements.	As per RFP

5	RFP Document-Page-15-Pt No-11:General and Technical Eligibility:	CMMi Level 5 (bidder)	We request the department to kindly consider relaxing the eligibility criteria to allow CMMI Level 3-certified vendors to participate in the tender, instead of restricting eligibility to vendors with higher CMMI certification levels. This will encourage wider participation and promote healthy competition.	Complied
6	Page-33: FORMAT FOR FINANCIAL BID, Pt No-B(1,2,3,4)	B. Change Requests 1 ManDay Rate – Onsite Cloud/AWS ManDay 1 Engineer (Change Requests) 2 ManDay Rate – Onsite Security Engineer ManDay 1 (Change Requests) 3 Man-hour Rate – Offshore Cloud/AWS 1 Engineer (Change Requests) 4 Man-hour Rate – Offshore Security Engineer (Change Requests)	Kindly clarify the requirement for on-site support, considering that the entire IT infrastructure is virtualized and can be managed and monitored remotely. In this regard, we request the department to confirm whether remote support can be considered sufficient to fulfil the support requirements instead of mandatory on-site deployment of resources.	As per RFP
7	RFP Document-Page-14-Pt No-3:General and Technical Eligibility:	The bidders have a Physically Verifiable & Full- Detail of Business Premise address, fledged Registered Business Office in Odisha.	We kindly request the department to allow vendors located outside Odisha to participate in the tender. Alternatively, we request that the department permit the successful bidder a grace period of 30 days from the date of award of the contract to establish an office at the specified location and fulfil the local office requirements.	Bidders having their registered/head offices outside Odisha shall also be eligible to participate in the tender, subject to fulfilment of all other eligibility criteria prescribed in the RFP. However, the successful bidder shall be required to establish a physically verifiable, full-fledged branch office in Odisha within one (1) month from the date of award of the work. The bidder shall submit an undertaking on its official letterhead along with the bid, confirming its commitment to establish the branch office within the stipulated period. The necessary supporting documents, including the office address, landline telephone number and geo-tagged photographs, shall be submitted after establishment of the office.
8	RFP Document-Page-14-Pt No-9:General and Technical Eligibility:	1)Applicable 5 (Five) years means, F.Y. 2021-22, considered for evaluation, subject to 2022-23, 2023-24, 2024-25 and 2025-26. 2)Large Corporate Organization means any client that 5 years of the project have organization whose average annual turnover is been completed and performance of the Rs.50 Crore in last 3 Financial Years	Kindly clarify the discrepancy between the financial eligibility requirements mentioned in the RFP. Eligibility Point No. 2 specifies an average annual turnover requirement of ₹5 crore, whereas Point No. 9 mentions a turnover requirement of ₹50 crore. In this regard, we request the department to clarify the applicable turnover criteria. If the ₹50 crore requirement is applicable, we kindly request the department to consider reducing it to ₹45 crore to encourage wider vendor participation and promote healthy competition.	The turnover requirement of ₹5.00 Crore (Rupees Five Crore only) as specified under Eligibility Criteria Point No. 2 shall be applicable to the bidder as the minimum average annual turnover requirement for the last three financial years. The reference to ₹50.00 Crore (Rupees Fifty Crore only) under Eligibility Criteria Point No. 9 is not a turnover requirement for the bidder. It is the definition of a Large Corporate Organization for the purpose of considering qualifying AWS Managed Services project experience.
9	5.i (Transition And Exit Management)	The selected Cloud Infra Service Provider (MCISP) shall complete the transition of ORSAC's existing AWS cloud infrastructure within 30 (Thirty) calendar days from the date of issue of the Work Order.	Request you to kindly clarify who will be responsible for deploying the application from the existing server to the new server.	The deployment of the HAWK application from the existing server to the new AWS infrastructure shall be carried out by the ORSAC Development Team. The selected MCISP shall provide the required AWS infrastructure, configure the necessary server environment, and extend all infrastructure-related support and coordination required for application deployment.

10	7.i.7 (General and Technical Eligibility)	The bidders should have valid • CMMi Level 5 (bidder) • ISO 9001:2015 - Quality Management System • ISO/IEC 27001:2022 - Information Security Management System • ISO/IEC 27017:2015 - Code of practice for information security controls for cloud services • ISO/IEC 27018:2019 - Protection of personally identifiable information (PII) in public clouds • ISO/IEC 20000-1:2018 - IT Service Management System • ISO 14001:2015 - Environmental Management System • SOC1, SOC2, SOC3 audit reports and • PCI DSS compliance (CSP)	Request you to kindly amend the eligibility criteria to allow the required certifications and compliance reports to be submitted by either the Bidder or the proposed Cloud Service Provider (CSP), as applicable, instead of mandating all certifications in the name of the bidder alone. "The Bidder and/or the proposed Cloud Service Provider (CSP)"	Complied
11	7.i.18 (General and Technical Eligibility)	EMD The Bidder must have submitted the EMD of Rs. 50,000/- (Rupees Fifty Thousand only) in the shape of Account Payee Demand Draft from any Nationalized / Scheduled Commercial Bank in favour of Chief Executive, Odisha Space Applications Centre (ORSAC) payable at Bhubaneswar.	As per the GeM tender, Service Providers are eligible for exemption from submission of EMD. Since the tender is service-based, requested to kindly confirm whether the EMD exemption is applicable to this bid.	EMD exemption shall be applicable only to bidders who are eligible for such exemption under the prevailing GeM Guidelines, subject to submission of valid requisite supporting documents along with the bid.
12	7.ii.4 (Technical Bid Evaluation Criteria)	Number of MeitY-empanelled data centre locations in India offered by the proposed CSP, physically located in different seismic zones - More than 2 locations: 10 Marks	Page-17, Point-4-More than 2 locations: 10 Marks Request you to kindly modify this clause as 2 or more locations:10 Marks	Complied
13	Page-33 FINANCIAL BID		Kindly confirm if the Change Requests Prices are to be included in the total price or is it Optional.	Yes Included

Sd/-

CHIEF EXECUTIVE