S.No	Questions	AGP Response
Backup		
1	Only drives required to backup the data or enterprise backup as a service solution required	Enterprise grade Backup solution or equivalent is required
2	Configuration policies e.g., backup frequency details(dialy, weekly - Incremental, full etc)	Backups on Daily, weekly, monthly, yearly basis following industry best practices (such as 3-2-1 strategy or higher) will be required
3	Data retention (no. of days)	At least 10 years
4	Backup reports	Required
5	Email notifications (alerts requirement)	yes
Disaster Recovery		
6	What are the RTO (Recovery Time Objective) requirement	2 hours
7	What are the RPO (Recovery Point Objective) requirement	2 hours
8	Firedrill exercise for DR (quarterly, annually etc)	annually
9	Against which types of disasters do you need to protect your business?	all disasters
10	How Frequent Are Your Service Outages and How Long Do They Last on Average?	99.8 Uptime is required
11	Replication network bandwidth requirement between primary and DR site	That will be decided after replication load checking. Initally it would be 30Mbps
12	BCP (Business continuity Plan) for DR?	vendor to provide proper BCP
Cloud Infrastructure		
13	SAP HANA certified cloud infrastructure stack or SAP HANA certified machines (customer should be interested in infrastructure which is on top of certified machines)	Any SAP HANA certified
14	Types of Database involved	SAP HANA
15	Do you have requirement for capacity tier and performance tier based on the business requirement?	We require 99.8% uptime from the cloud service based on the Hardware sizing shared in the RFP
16	Does data migration support required	Yes
17	Managed Services with enterprise grade SLA	Yes
18	Self service portal for VMs provisioning	Yes
19	Cloud hosted SOC & NOC teams	Yes

20	Certified cloud O&M team	Yes
21	Detail monitoring required for instances 1. An online dashboard to monitor virtual machines 2. Alerts in case of CPU, RAM and storage utlization exceed the defined threshold 3. Alerts in case of VM restart / shutdown.	Yes all required along with Dashboard
Cloud Compliance		
22	Certified datacenter from international body such as EPI, uptime etc. Higher the TIER, better the services and customer satisfaction	Certified or compliant
23	TIER-III or higher certified datacenter (Geographically redundant data centers in case of primary & disaster recovery services)	yes
24	ISO 27001	YES, technical weightage assigned to this certification. Please see the Evaluation criteria in technical Critera
25	ISO 27017	YES, technical weightage assigned to this certification. Please see the Evaluation criteria in technical Critera
26	ISO 9001	Optional but not required
27	PCI DSS	Not relevant with our business requirement
28	GDPR compliance	Not relevant as we follow NTC/Federal Government guidelines
Connectivity		
29	Do you need internet or MPLS connectivity	Need netowrk connetviity uptime 99.9%
30	Concurrent users and their traffic load in each session (upload / download)	minimum 756 Kbps
Administrative		
31	Isn't encourged to allow participation of authorized license holders i.e., PTA.	Optional but not required

32	There are two Mandatory Criteria tables. Both have different Project Experience. First one mentions "at least 01 project costing not less 100 million PKR annually". The second one mentions "at least 2 projects costing not leass than 100 million or at least 1 project not less than 200 million PKR"	There is no discrepancy in the Project experience criteria.Please refer to RFP uploaded on AGP website

33	"Bidder must have SAP HANA certified machines". Our Servers are SAP certified Dell Servers. The relevant documentation that can be provided is the list of SAP certified servers from DELL website.	Relevant documentation of the propsed solution may kindly be provided
34	Compliance with NITB and NTC relevant standards. Please confirm if this is in reference to data redundancy and Tier 3 compliance. We will be providing a declaration that will state we comply to the standards?	A declaration / certificate to the effect that all relevant Standards have been fulfilled should be submitted
35	ISO certifications are under process. Please confirm if can share a declaration by the relevant party that states that our certification are under process and will be completed within specific timelines?	Marks will be given for achieved certifications. The copy of ISO certifications may be provided
36	For DR Recovery, please specify the machines against which Disaster Recovery as a service is required.	Only production environment to be on DR
37	For DR Recovery, please confirm which solution is required. Active-Active DR solution is one where both Production and DR site are running in parallel, since on both sites machines are powered on all time it is not a cost effective solution. Active-Passive solution is where replication is happening at storage level, DR site machines are only powered on when Production site is down hence customer is charges monthly only for storage while CPU and RAM are only charged on hourly basis for the time when machines are powered on when Production site is down.	Active-Passive solution is required
38	For Backup as a Service, please machines against which backup is required.	Entire landscape
39	For Backup as a Service, please mention retention policy and frequency of backup.	Backups on Daily, weekly, monthly, yearly basis following industry best practices (such as 3-2-1 strategy or higher) will be required
40	Please mention number of Public Ips required.	02 Nos
41	Please mention count of HTTPs connections in order to size Web Application Firewall.	To be sized in accordance with 750 named users currently using AMIS system
42	Please mention count of VPN.	There will be750 Users and 39 total offices

43	Under the contract forms section VIII Section 7.2, resolution time has been mentioned. Globally only response times are committed as resolution time depends on a number of factors including where the issues lies, type of issue, dependency of resolving the issue etc	Resolution time will be mutually agreed at the time of signing of SLA
44	We are providing infrastructure as a service but some of the clauses under the general conditions of contract and the contract form are not relevant including: Packing, Insurance, Transportation, Spare Parts, Warrenty	The draft agreement given in RFP will be finalized (subject to approval from Law Division) at the time of signing of contract.
45	Legal related clauses in the contract are under review. Please grant us time to discuss any legal related queries.	As communicated in the Pre-Bid Meeting, Bidders were required to share all their queries in writing.
46	Please explain if we need to show break up of all 22 machines in the pricing schedule Or if we need to only show consolidated price of the total resource pool 272 CPU, 55000 RAM, 75TB SSD and 20 Mbps.	The per month prices should be quoted in the format given In the Pricing schedule
47	For pricing schedule please confirm if we can add separate rows for for DR, Backup, Public Ips, WAF, VPN and managed services?	Additional rows can be added in the provided template.
48	Statement: As per RFP, Amount of Bid security should be 2% of the quoted price in shape of Call Deposit Receipt (CDR) in favor of AGP to be attached in the technical Bid.	Bid security should be deposited in the form and manner described in the RFP documents
49	Clarification Required: As per Price Schedule, price should be quoted as per month basis. And Contract states services should be provided by the Cloud service provider for 3 years. Please clarify that Amount of Bid Security (2% of the quoted price) should be submitted on Monthly price, yearly or 3 years price?	The quoted price should be submitted in the form and manner given in Price Schedule. Bid security should be deposited in the form and manner described in the RFP documents