



एचएलएल लाइफ़केयर लिमिटेड
(भारत सरकार का उद्यम)

**Request for Proposal
For
Installation, Configuration and Maintenance of
Cloud Based Infrastructure for HLL
e-Tendering
Corrigendum -1**

Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram-695012, Kerala, India.
CIN: U25193KL1966GOI002621, Website: www.lifecarehll.com, Tel: +91- 471-2354949



Ref. No.: HLL/CHO/IT/CI/2023

RFP: HLL/CHO/IT/CI/2023

Dated 22nd February 2023

Reference of Para for corrigendum	Existing Description of Activity/Items under relevant para	To be read as
Part –III General Conditions of Contract Clause 3.1 Eligibility of the Bidder/ Managed Service Provider (MSP), SL No- 3 of the Table Page No: 23-24	Audited Balance Sheets and Profit & Loss account for the last three financial years and certificate from the statutory auditor shall be submitted. If the turnover is from fields other than IT services, then certificate from statutory auditor to be submitted for turnover from IT services separately (Supported with Form A6 certified by statutory auditor).	Audited Balance Sheets and Profit & Loss account for the last three financial years and certificate from the Statutory Auditor shall be submitted. If the turnover is from fields other than IT services, then certificate from Statutory Auditor to be submitted for turnover from IT services separately in the format given in Form A2.
Part –III General Conditions of Contract Clause 3.2 Eligibility of the proposed CSP, SL No- 5 of the Table Page No: 25	Proposed CSP shall have an average turnover from cloud services in India of Rs. 2000 Crore in the last three (3) financial years i.e. (2019-20, 2020-21 and 2021-22). Documentary Evidence: Audited Balance Sheets and Profit & Loss account for the last three financial years and certificate from the statutory auditor shall be submitted. If the turnover is from fields other than IT services, then certificate from statutory auditor to be submitted for turnover from IT services separately (Supported with Form A6 certified by statutory auditor).	Proposed CSP shall have an average turnover from cloud services in India of Rs. 2000 Crore in the last three (3) financial years i.e. (2019-20, 2020-21 and 2021-22). Documentary Evidence: Audited Balance Sheets and Profit & Loss account for the last three financial years and certificate from the statutory auditor/Chartered Accountant shall be submitted. If the turnover is from fields other than Cloud services, then certificate from Statutory Auditor / Chartered Accountant to be submitted for turnover from cloud services separately.



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<p>Part –III General Conditions of Contract GCC Clause 8.2.b - Envelope -II (Technical bid): documents mentioned in the eligibility criteria table Page No: 32&33</p>	<p>New Statement</p>	<p>Note: The required items / work under this tender are for the critical security operations of the company and hence there will not be any relaxation in criteria of prior experience / turnover for the startups [Whether MSEs or otherwise].</p>
<p>Part –III General Conditions of Contract Clause 12.5 , Stage II – Evaluation of Technical Bids, SI.No.3 of the Table Page No: 39</p>	<p>Minimum 3 SAP migration case studies / referenceable customers in India should have happened on the proposed CSP platform.</p> <ul style="list-style-type: none"> • Customer experience with minimum 3 workloads – 2 marks • Customer with more than or equal to 5 workloads – 5 Marks 	<p>Minimum 3 SAP migration case studies / referenceable customers in India should have happened on the proposed CSP platform.</p> <ul style="list-style-type: none"> • Customer experience with minimum 3 SAP Migration Case Studies/ referenceable customers – 2 marks • Customer with more than or equal to 5 SAP Migration Case Studies/ referenceable customers – 5 Marks
<p>Part IV Scope of Work Clause I, Second point Page No: 63</p>	<p>The MSP shall configure the specified instances mentioned in the BOQ in Active-Active mode in DR Site (different physical location).</p>	<p>The MSP shall configure the specific instances mentioned in the BOQ in Active-Active mode in DR Site (different physical location) with a RTO of <=15 Minutes and RPO of ~0 (Zero) Minutes</p>



<p>Part IV Scope of Work Clause I, Third point Page No: 63</p>	<p>The MSP shall configure the specified instances mentioned in the BOQ in Active-Passive mode in DR Site (different physical location). In case the primary environment goes down, the MSP shall scale up the specified DR instances for the services to be delivered without any change in performance with the required RPO and RTO as defined as follows;</p> <table border="1" data-bbox="562 545 1129 976"> <tr> <td data-bbox="562 545 722 760">Recovery Time Objective (RTO)</td> <td data-bbox="722 545 991 760">Measured during the regular planned or unplanned (outage) Change over from DC to DR or vice versa.</td> <td data-bbox="991 545 1129 760">RTO <= 4 hours</td> </tr> <tr> <td data-bbox="562 760 722 976">Recovery Point Objective (RPO)</td> <td data-bbox="722 760 991 976">Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.</td> <td data-bbox="991 760 1129 976">RPO <= 2 Minutes</td> </tr> </table>	Recovery Time Objective (RTO)	Measured during the regular planned or unplanned (outage) Change over from DC to DR or vice versa.	RTO <= 4 hours	Recovery Point Objective (RPO)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	RPO <= 2 Minutes	<p>The MSP shall configure the specific instances mentioned in the BOQ in Active-Passive mode in DR Site (different physical location). In case the primary environment goes down, the MSP shall scale up the specific DR instances for the services to be delivered without any change in performance with the required RPO and RTO as defined as follows;</p> <table border="1" data-bbox="1270 545 1837 976"> <tr> <td data-bbox="1270 545 1430 760">Recovery Time Objective (RTO)</td> <td data-bbox="1430 545 1698 760">Measured during the regular planned or unplanned (outage) Change over from DC to DR or vice versa.</td> <td data-bbox="1698 545 1837 760">RTO <= 4 hours</td> </tr> <tr> <td data-bbox="1270 760 1430 976">Recovery Point Objective (RPO)</td> <td data-bbox="1430 760 1698 976">Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.</td> <td data-bbox="1698 760 1837 976">RPO <= 2 hours</td> </tr> </table>	Recovery Time Objective (RTO)	Measured during the regular planned or unplanned (outage) Change over from DC to DR or vice versa.	RTO <= 4 hours	Recovery Point Objective (RPO)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	RPO <= 2 hours
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<p>Part IV Scope of Work Clause J, First Point Page No: 64</p>	<p>The MSP shall be responsible for providing 24x7x365 days' support to the infrastructure from the date of issuance of operational acceptance by HLL, ensuring uptime and utilization of the cloud resources as per defined SLA</p>	<p>The MSP shall be responsible for providing dedicated 24x7x365 days' support from the CSP to the infrastructure from the date of issuance of operational acceptance by HLL, ensuring uptime and utilization of the cloud resources as per defined SLA</p>												



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Part IV Scope of Work Clause J, Second Point Page No: 64	MSP shall deploy sufficient support persons suitably qualified and having experience in Coordinating & Managing Cloud Infrastructure during the entire duration of the contract in shifts to meet the defined SLA	MSP shall deploy sufficient support persons suitably qualified and having experience in Coordinating & Managing Cloud Infrastructure during the entire duration of the contract in shifts to meet the defined SLA. MSP shall deploy a minimum of one such professional at HLL Head Office, Thiruvananthapuram for a minimum period of one year.
Part IV Scope of Work Indicative Service levels Sl.No.2 of the Table Page No: 67	Availability of the Cloud Management Portal of CSP	Point deleted
PART V Forms & Annexures Form A6: Technical Compliance Statement, Sl.No.12. Security, Point iii Page No: 113	Security service should be capable to provide Protection for Layer 3 and Layer 4 DDoS attacks that target to web applications. Shall provide DDoS for 200 resources with public ip protected.	Security service should be capable to provide Protection for Layer 3 and Layer 4 DDoS attacks that target to web applications.

All other terms and conditions remain unchanged.

Yours faithfully,

Associate Vice President (IT),

HLL Lifecare Limited,

Corporate and Registered Office,

HLL Bhavan, Poojappura P.O,

Thiruvananthapuram, Kerala -695012

Phone No: - 0471-2354949, 2775000