	Request for Proposal for deployment and implementation of Disk based Backup & Archival solution -NPCI/RFP/2017-18/IT/12						
	Consolidated list of Replies to Pre-bid Queries						
S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	Annexure K - Technical Compliance	6	Backup/Archival Type	The solution should provide web based e-discovery mechanism to search relevant file across archival setup with legal hold functionality	The ask is for a legal hold, is this specification with regards to compliance to Indian Company act or SEBI norms ? if not can we provide a search functionality		No change in RFP
2	Annexure K - Technical Compliance	8	Backup support for Analytics System	The offered data protection should support big data (Hadoop). Software must have inbuilt intelligence to integrate with master node journal for parallel file system to perform backup only through primary dataset	Is there a mandate to have Hadoop specific agent based integration or just a client agent will do for the backup ?		Proposed solution should be able to Backup Hadoop data and should support HDFS filesystem
3	Annexure K - Technical Compliance	10	Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Ideally encryption is with industry standard level of minimum 256 Bit strength with Encrypted communication over network is the standard norm. kindly specify the three different algorithms . As this favours only a specific vendor. Please clarify		Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
4	Section-9 Technical Specifications	34	11. Data Migration	OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Please provide details of data to be migrated		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
5	Section-8 Terms & Conditions	23	8.18 Payment Terms:	Payment Terms: • 20 % of the hardware cost will be paid on delivery of hardware. • 80 % of the hardware and software cost will be paid after acceptance of the solution	Please change the Payment Terms as per the following: • 80 % of the hardware cost will be paid on delivery of hardware. • 20 % of the hardware and software cost will be paid after acceptance of the solution		Please refer the corrigindum 1 for revised term
6	Section-8 Terms & Conditions	21	8.7 Delivery Schedule	The components shall be delivered within 4-6 weeks of acceptance of the Purchase Order.	Please change the delivery schedule to 8-10 weeks.		No change in RFP
7	Section-8 Terms & Conditions	22	8.12 Support (AMC)	Cost of AMC should not be less than 8% of the solution cost.	Please confirm once if the term is "Cost of AMC should not be less than 8% of the solution cost" OR "Cost of AMC should be less than 8% of the solution cost"		No change in RFP
8	Section-8 Terms & Conditions	20	8.6 Key Deliverables	Software - 500TB Backup & 1PB Archival Software License	Veeam will share Price basis No. of VMware ESXI Hosts / CPU Sockets	Veeam cannot be priced basis Data Size / TB	No change in RFP
9	Section-8 Terms & Conditions	21	8.6 Key deliverables. Upgrade COST	Per TB Upgrade License Cost	If one host is increased then 2 sockets additional will be required for Veeam	Veeam will submit Per Socket Cost instead of additional Per TB Cost	No change in RFP
10	Section-9 Technical Specifications	32	2. Capacity	CAPACITY	600 Virtual Machines, 400 Physical Host Query is does each Physical ESXi Host has 2 Physical CPU sockets, then Veeam will have to propose 800 sockets for 400 Physical ESXi Hosts.	Generally every Physical ESXi Host of VMware has 2 CPU sockets each.	No change in RFP
11	Section-9 Technical Specifications	32	1. Back-Up & Archival Type	Back-up software must support multiple level of back-ups…..	As of now NDMP is not supported	Rest of the back-up policies Veeam will comply	No change in RFP

Request for Proposal for deployment and implementation of Disk based Backup & Archival solution -NPCI/RFP/2017-18/IT/12

Consolidated list of Replies to Pre-bid Queries

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12	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software should integrate with different hypervisors	As of now Citrix XEN is not supported	Rest of the Hypervisors, Veeam can comply and support.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the sytem
13	Section-9 Technical Specifications	34	15. Per TB Upgrade	Per TB Upgrade	Instead of Per TB license cost, Veeam will provide per socket additional cost.	Veeam cannot be priced basis Data Size / TB	No change in RFP
14	Annexure-K, Technical Compliance	53	2. Capacity	CAPACITY	Veeam will share Price basis No. of VMware ESXI Hosts / CPU Sockets	Veeam cannot be priced basis Data Size / TB	No change in RFP
15	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Backup Software should support split mirror backups with all major array vendors like HPE 3Par, IBM, Dell-EMC, HDS, NetApp for application consistent copy.	Please share the make/model of existing storage arrays.	As applicable	VMAX 100 / VNXe 1600 / SC 9000 4020 / HPE 20850 / Unity 400 / VNX 5300 5500 5600 / IBM V7000 / Vexata VX100 / etc
16	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must be able to auto discover and dynamically configure them for data protection	Is it required for VMs or also for physical servers. Auto discovery of storage volume is required in VMs so that any new VMs can be protected within default backup policy.	Backup software must be able to auto discover VMs and dynamically configure them for data protection	Auto discovery of Both VMs and Physical environment should be supported
17	Section-8 Terms & Conditions	23	8.18 Payment Terms:	Payment Schedule a) 20 % of the hardware cost will be paid on delivery of hardware. b) 80 % of the hardware and software cost will be paid after acceptance of the solution.	Request you to please give relaxtion on Payment terms are as under: 1) 90% of the project cost will be delivered on delivery. 2) 10% of the projects cost will be delivered on after installation and submission of 10% PBG of the project cost(Excluding taxes).		Please refer the corrigindum 1 for revised term
18	Section-9 Technical Specifications	32	1. Back-Up & Archival Type	Bidder must deploy, three year experienced, trained and OEM certified, 01 resource for each DC (mostly in night shift) for a period of 12 Months, from date of completion of project. (total 02 resource).	Request you to guide us, where we have to submit the commercial in BOQ for resident suport Engg, as there is no option for resident Support Engineer. Also confirm the resident Engineer qualification.		Resources is the part of the SLA & maintenance of the systems for the period of one year hence there is no separate cost for resoruces.
19	Earnest Money Deposit	13	5.7	The Bidder is required to deposit Rs 5, 00,000/- (Rupees Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2.	As bidder will provide the EMD rather than PBG, so there is no need for Claim period of 12 month. Request you to please strike out/remove this clause.		This clause for EMD in form of DD or BG. If bidder will provide BG then claim period will be 12 months.
20	Eligbility Criteria	11	6	The Bidder should have support centres in India.	Since, NPCI asked OEM warranty and AMC. So, there is no need for Bidder support center in India. Request you to please amend and mention OEM name rather than Bidder.		Support centre availability of OEM / Bidder in India is mandatory
21	Signing of bid	14	5.13	The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure H)	Annexure- H is used for Eligibility Criteria Complianace and Annexure- G is used for Power for Attorney. So, please correct it.		Please read as Annexure-G for Power of Attorney

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22	Examination of Technical Bid	18	7.2.g	Technical Prestation	Request you to please share further breakup of 40 marks for calculation purpose.		It will be based on technical presentation, clarity of solution, and fullfilment of NPCI objective.
23	Section-8 Terms & Conditions	20	8.4 Perfomance Bank Guarantee	The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG),	In General PBG claim period is 2 month rather than 12 month, so request you to give relaxation on it.		No variation in the terms of RFP would be possible.
24	Section-8 Terms & Conditions	20	8.5 Taxes and Duties	All taxes deductible at source, if any, shall be deducted at as per then prevailing rates at the time of release of payments.	Since, it is fresh requirement, so there is no deducation against any taxes. So, request you to please remove this clause.		No variation in the terms of RFP would be possible.
25	Section-8 Terms & Conditions	22	8.12 Support (AMC)	Cost of AMC should not be less than 8% of the solution cost.	In page no -66 mentioned that AMC cost should not be less than 10% of the cost of hardware/software. Both statement are contradict with each other, request you to give clarity on it.		Please refer the clause 8.12 Support(AMC). Please refer the corrigindum 1 for revised term of AMC
26	SLA and Penalty	22 & 23	8.13 and 8.14	SLA and Penalty	The penalty is very high. Request you to please give relaxtion on it. Since, NPCI require OEM warranty and AMC, so request you to remove SI name in SLA.		No change in RFP
27	Section-8 Terms & Conditions	24	8.19 Migration activities for change of location	NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual.	Please add on exta column in commercial bid for migration activity.		No change in RFP
28	Section-8 Terms & Conditions	27	8.25 Extension of Contract	the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the Contract.	Work contract will be extended on Mutual Agreement. So, please amend accordingly.		No change in RFP
29	Section-8 Terms & Conditions	28	8.28 Effect of Termination	NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI.	Work contract will be extended on Mutual Agreement. So, please amend accordingly.		No change in RFP
30	Annexure-C, Bidder Information	45	5 & 6	Sales Tax and Service Tax	Sales tax and Service rax had discontinued since 1st July,2017. So, request you to please strike out this clause.		Please read clause 8.18d that invoice shall contain all details regarding PAN & GST etc.
31	Section-8 Terms & Conditions	24	8.18 Payment Terms, AMC	Invoice shall contain all details regarding PAN & registration number for service tax, VAT etc.	Sales tax and Service rax had discontinued since 1st July,2017. So, request you to please strike out this clause.		Please read clause 8.18d that invoice shall contain all details regarding PAN & GST etc.
32	Format of bid	13	5.12	The bidder shall prepare two copies (one hard copy marked as ORIGINAL and one soft copy of the Technical Bid only). In case of any discrepancy between them, the original shall govern.	Wheather you require duplicate copy or not? Please confirm		No
33	Section-9 Technical	35	7. Connecting Ports	it must have minimum of 4x16 GB FC port on each controller for SAN connectivity, & required ports for backend connectivity, also redundant 10G ports for replication on each controller.	Infinidat Infinibox storage systems include by default 24x 8Gb FC ports and 12x 10Gb ports. We can commit in writing to replace the 8Gb adapters to 32/16Gb FC adapters as soon as they are supported by Infinidat at no extra costs to NPCI (in a non Disruptive manner)		No change in RFP

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34	Section-9 Technical	35	8. Raid Support	Industry standard RAID array supporting 10, 0, 1, 5 and 6 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools.	Infinidat infinibox storage system provides the protection level of RAID 6 without the write penalty traditional RAID 6 configurations create as logical raid groups are striped across all drives in the systems at small slices. We call this solution InfiniRaid and it allows us to guarantee out customers the fastest Raid rebuild proccess in the industry, reprotection of data from a dual 8TB drive faiure will take less the 15 minutes!	please have a look here for additional data about our architecture: http://www.dynamixgroup.com /sites/default/files/field/image /infinidat_white_paper_-_storage_architecture_-_smaller.pdf	No change in RFP
35	Section-8 Terms & Conditions	23	8.18 Payment Terms:	a) 20 % of the hardware cost will be paid on delivery of hardware. b) 80 % of the hardware and software cost will be paid after acceptance of the solution.	1) Please make the payment terms 50% on delivery of Hardware & 50% on Installation of Hardware 2) 100% on deivery of Software		Please refer the corrigindum 1 for revised term
36	Section-8 Terms & Conditions	24	8.7 Delivery schedule	The components shall be delivered within 4-6 weeks of acceptance of the Purchase Order	Please make 8 weeks of acceptance of the Purchase Order		No change in RFP
37	Section-8 Terms & Conditions	24	8.19 Migration activities for change of locations	Migration activities for change of locations	Bidder request to clarify whether this activity will be part of same scope or has to be considered as a separate scope of work as change request		No change in RFP
38	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	Backup & Archival Software - Backup/Archival Type Backup and archival solution must support multi tenancy feature for creation of Card & Non-card data zones (Multiple Data zone support to ensure data is maintained in segregated manner)	Bidder request to elaborate more on multi tenancy feature for creation of Card & Non-Card zones		Data stored should be compatible to PCIDSS and should be maintained in multiple zones for card / non card data
39	Section-9 Technical Specifications	34	11. Data Migration	Backup & Archival Software - Data Migration OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Bidder request the details of existing Backup softwares and Tapes (Count and Type)		Current solutions are HP DP/ Symantec / IBM Tivoli / Networker
40	Section-9 Technical	35	2. Backup Hardware	1PB disk capacity with 25TB/hour throughput at two locations i.e Chennai & Hyderabad	Bidder request details of the backup types (Database/Applications) for 25TB/hour throughput at two locations i.e. Chennai & Hyderabad		Backup types will include all data base types, VM Backup & file system data
41	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Bidder suggests that both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
42	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Bidder requests for more clarity on the LDAP	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
43	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Bidder requests NPCI to change this clause as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
44	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Bidder requests for more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means

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45	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	Bidder requests to consider that the offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	OEM supports integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadrant of Gartner report. For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
46	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Bidder requests for more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
47	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder suggests that the proposed solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
48	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Bidder requests for deletion of this clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
49	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	Bidder requests that the proposed Array / appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP
50	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder requests to change the clause to Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
51	Annexure-K, Technical Compliance	53	2. Capacity	* 2 PB archival and backup for switch log data (1 PB at each site)		Please remove this specification from the backup software specifications so that any OEM doesn't count this capacity for software licensing. The software licensing depends on the frontend data which is only 500TB at each site.	No change in RFP

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52	Annexure-K, Technical Compliance	53	2. Capacity	* 1 PB backup for application & database (500 TB at each site)	* 1 PB backup for application & database (500 TB at each site). Necessary capacity licenses to be offered to backup the data to primary backup hardware and thereafter archive the data for long term retention on archival storage.		No change in RFP
53	Annexure-K, Technical Compliance	53	3. Data Efficiency	The software must provide inbuilt dedupe, compression and encryption feature to integrate with various disk storage.	The **solution** must provide **inbuilt/integrated** dedupe, compression and encryption feature to integrate with **offered backup** storage.		software/solution acceptable
54	Annexure-K, Technical Compliance	53	3. Data Efficiency	Software must provide dedupe capability at source and target level.	**Solution** must provide dedupe capability at source and target level.		software/solution acceptable
55	Annexure-K, Technical Compliance	53	4. Encryption	The software must be able to Compress and Encrypt data at the Client-side and should be available even when utilizing de-duplication.	The **solution** must be able to Compress and Encrypt data at the Client-side and should be available even when utilizing de-duplication.		software/solution acceptable
56	Annexure-K, Technical Compliance	53	6. Backup/ Archival Ty	Proposed software solution should provide application log archival for long term retention along with backup copy before deleting the original file from application server.	Proposed software solution should provide application log archival for long term retention along with backup copy by tiering the deduplicated backup copies to archive storage		software/solution acceptable
57	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup software must be able to auto discover and dynamically configure them for data protection	Backup software must be able to auto discover **virtual machines based on attributes such as name, VM tag etc.** and dynamically configure them for data protection	Included additional specs for Vmw	Auto discovery of Both VMs and Physical environment should be supported
58	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup software solution must support IPV4 and IPV6 addressing system.	Backup software**/Solution** solution must support IPV4 and IPV6 addressing system.		software/solution acceptable
59	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Proposed software must have inbuilt capability to archive logs automatically based on file attributes to defined disk target device. The solution must work with different array vendors like HPE, NetApp, HDS, Dell-EMC etc.	Proposed software**/solution** must have inbuilt capability to archive logs automatically based on file attributes to defined disk target device**/appliance.** The solution must work with different array vendors like HPE, NetApp, HDS, Dell-EMC etc.		software/solution acceptable
60	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Support for SAN based backup should also be present	Offered solution should be offered with both LAN and SAN based backup capabilities for servers and NAS data (over NDMP)		No change in RFP
61	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup and archival software must have capability restoring logs to NPCI syslog server.	Backup and archival software**/Solution** must have capability restoring logs to NPCI syslog server.		software/solution acceptable
62	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Backup software must support single table / point in time restore restoration through GUI/CLI in MySQL, Oracle and PostgreSQL.	While Oracle's single table recovery and PIT recovery are available with most OEMs using GUI, MySQL granular recovery using GUI is a proprietary specification for a single OEM. Also PostGres granular recovery is not available through GUI with any OEM and has to be done using CLI database level commands.	No change in RFP
63	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	The proposed solution must support file data archival for inactive data on various platform (Windows, Linux and Unix) based on parameters like age, access /modified time, disk quota etc. with seamless access.	Please remove this specification from the backup software specifications as this is a proprietary spec		No change in RFP

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64	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	Proposed software solution should have capability to integrate with VMware tools to archive idle/non utilized VMs.	Please remove this specification from the backup software specifications as this is a proprietary spec		No change in RFP
65	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Please remove this specification as it only corresponds to one OEM's capabilities. Other OEMs don't require deduplication metadata to be stored with the media server.		No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
66	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	The solution should provide web based e-discovery mechanism to search relevant file across archival setup with legal hold functionality.	The solution should provide web based e-discovery mechanism to search relevant file across backup and archival setup to quickly search and recover the data	Please remove Legal Hold Capability as it is an archival software specification and is proprietary for a specific OEM	No change in RFP
67	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	The software must support advance search based on dates, time, full text and patterns etc.	The software must support advance search based on dates, time, full text and patterns etc. and also able to recover the data to original / alternate path from the same search console	Search without actionable outcomes is useless, hence we request to add the capability of recovery as well along with search	No change in RFP
68	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software should integrate with different hypervisors managers to backup different platforms including VMware, Hyper-V, Oracle Virtual machine, Citrix Xen. Image level backups with graular recovery should be offered along with change bloc tracking for backup & recovery for VMWare hypervisor.	Suggested additional specifications for existing VMWare environments for better efficiency	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
69	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment	Backup software must support Auto discovery to provide list of available storage, Virtual Machines, database instances in a backup console.	Backup software must support Auto discovery to provide list of proposed storage/**appliance**, Virtual Machines/database instances in a backup console.		Auto discovery of Both VMs and Physical environment should be supported
70	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment		Backup software should provide support for instance access of at least 10 or more Vmware virtual machines from the proposed backup target/appliance	Additional points recommended	No change in RFP
71	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment		Backup software should integrate with VMWare vSphere console to provide monitoring and management capabilities so that even the Virtualization admins can run backups and recovery when required based on the policies setup by the backup administrator	Additional points recommended	No change in RFP
72	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment		Backup software should provide role based web recovery console for Virtual Machine administrator, so that they can recover files within the Virtual machines based on the rights they have	Additional points recommended	No change in RFP
73	Annexure-K, Technical Compliance	55	8. Backup Support for Analytics System	The offered data protection should support big data (Hadoop). Software must have inbuilt intelligence to integrate with master node journal for parallel file system to perform backup only through primary dataset.	The offered data protection **solution** should support backup of HDFS datalake using native Hadoop capabilities and store the data in the native format for easy access		Proposed solution should be able to Backup Hadoop data and should support HDFS filesystem

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74	Annexure-K, Technical Compliance	56	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Encryption of the stored data should be performed **using at least AES 256-bit or equivalent** encryption algorithms for enhanced security.	Additional specs recommended	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
75	Annexure-K, Technical Compliance	57	3. Archietcture	it should have latest, dual redundant & hot swappable controllers for high-availability and load balancing.	it should support dual redundant & hot swappable controllers for high-availability		No change in RFP
76	Backup Hardware-Global Hot Spare	57	5	Proposed Array/Appliance should support global hot spare or hot space for disk failure with No Single Point of Failure and should support all hot swappable components.	Proposed Array/Appliance should support hot spare disk for each RAID group (maximum 15:1 ratio or better) with No Single Point of Failure and should support all hot swappable components.	While it's time consuming to rebuild RAID with Large Size disks (4TB or more), Hot Spare disks provide a faster rebuild times for each RAID group configured in the system. For better fault tolerance and performance, it's recommended to create smaller RAID groups and also have a hot spare disk for each RAID group.	No change in RFP
77	Backup Hardware-Cache	57	6	The proposed Array/Appliance should be configured with maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	The proposed Array/Appliance should be configured with maximum supported Cache/RAM to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	While general purpose Arrays use Cache for read and write performance, purpose built backup appliances using inline deduplication within compute and Random Access Memory for driving performance. We recommend to provide options for RAM / cache in the proposed solution	No change in RFP
78	Backup Hardware-Raid Support	57	8	Industry standard RAID array supporting 10, 0, 1, 5 and 6 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools.	Industry standard RAID array supporting **10/ 0/1/5/6** or better levels. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools/File system across the complete capacity while maintaining global deduplication	While general purpose Arrays support a mix of RAID configurations, purpose built backup appliances are built natively with dual disk failure tolerance (RAID6). We request NPCI to allow either of the RAID configuration which can maintain the necessary performance and fault tolerance. Moreover, while multiple RAID groups must be created to enhance fault tolerance by isolating failures, the systems should support a continuous data placement across the total capacity while maintaining global deduplication across the complete capacity to reduce storage space.	No change in RFP

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
				Consolidated list of Replies to Pre-bid Queries			
79	Backup Hardware-Performance	57	9	The proposed Array/Appliance should support 25 TB/hour throughput with 70:30 Read/Write ratio for 64Kb Block size with response time of <=10ms.	The proposed Array/Appliance should support minimum 50 TB/hour throughput	Backups and Recovery are sequential workloads and should only be measured in terms of throughput. While read/write ratio and latency is a function of general purpose SAN storage for random access patterns.	The proposed Array/Appliance should support 25 TB/hour throughput with 30:70 Read/Write ratio for 64Kb Block size with response time of <=10ms.
80	Backup Hardware-Protocol support	58	12	The Array/Appliance solution should support FC and iSCSI protocols	The Array/Appliance solution should support **connectivity over FC/IP**		No change in RFP
81	Backup Hardware-Capacity	58	13	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The proposed Array/Appliance must be configured with 1PB usable capacity after RAID 6 Configuration in a single deduplication pool for better efficiency, usable capacity is calculated without compression and deduplication. The same appliance should be scalable to 3PB usable space by tiering the data to the proposed archival storage		No change in RFP
82	Backup Hardware-Scalability & Upgrade	58	14	Proposed Array/Appliance system should be scalable to minimum 3PB usable space, with proposed disk and raid configuration, calculation is without deduplication and compression.	Please remove this specification - duplicate of above spec		No change in RFP
83	Backup Hardware-Licensing	58	15	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Snapshot/Cloning, VTL, Encryption, Replication etc.	Thin Provisioning, tiering, cloning etc. are functions of general pupose storage only and hence should be removed. In backup environments, functionilies such as VTL for tape emulation (for NDMP backups over SAN), encryption for security of data and replication are used and hence the given modification is requested	No change in RFP
84	Backup Hardware-Availability	58	16	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN to be calculated on an annual basis.	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN/Appliance to be calculated on an annual basis.		No change in RFP
85	Backup Hardware-Performance Monitoring Tool	59	21	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to disk I/O, volume utilization, bandwidth, response time etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to throughput, disk I/O, volume utilization, bandwidth, etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems		No change in RFP
86	Archival Hardware-Architecture	60	3	it should have latest, dual redundant & hot swappable controllers for high-availability and load balancing.	It should support dual redundant & hot swappable controllers for high-availability. The archival hardware should be fully distributed and scale-out architecture		No change in RFP

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
87	Archival Hardware-Global Hot Spare	60	5	Proposed Array/Appliance should support global hot spare or hot space for disk failure with No Single Point of Failure and should support all hot swappable components.	Proposed Array/Appliance should support hot spare disk for each RAID group (maximum 15:1 ratio or better) with No Single Point of Failure and should support all hot swappable components.	While it's time consuming to rebuild RAID with Large Size disks (4TB or more), Hot Spare disks provide a faster rebuild times for each RAID group configured in the system. For better fault tolerance and performance, it's recommended to create smaller RAID groups and also have a hot spare disk for each RAID group.	No change in RFP
88	Archival Hardware-Cache			The proposed Array/Appliance should be configured with maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	The proposed Array/Appliance should be configured with maximum supported Cache/RAM to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	While general purpose Arrays use Cache for read and write performance, purpose built backup appliances using inline deduplication within compute and Random Access Memory for driving performance. We recommend to provide options for RAM / cache in the proposed solution	No change in RFP
89	Archival Hardware-Raid Support	61	8	Industry standard RAID array supporting 10, 0, 1, 5 and 6 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools.	Industry standard RAID array supporting **10/ 0/1/5/6** or better levels. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools/File system across the complete capacity while maintaining global deduplication	While general purpose Arrays support a mix of RAID configurations, purpose built backup appliances are built natively with dual disk failure tolerance (RAID6). We request NPCI to allow either of the RAID configuration which can maintain the necessary performance and fault tolerance. Moreover, while multiple RAID groups must be created to enhance fault tolerance by isolating failures, the systems should support a continuous data placement across the total capacity while maintaining global deduplication across the complete capacity to reduce storage space.	No change in RFP
90	Archival Hardware-Protocol support	61	12	The Array/Appliance solution should support FC and iSCSI protocols	The Array/Appliance solution should support connectivity over FC/IP. The archival storage must have inbuilt support for REST, CIFS, NFS, S3, HTTPS, SWIFT as object access protocols and should not require any third party software/hardware to perform ingest & retrieval.	The archival hardware should suppport additional protocals for data access	No change in RFP

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
				Consolidated list of Replies to Pre-bid Queries			
91	Archival Hardware-Capacity	61	13	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The proposed Array/Appliance must be configured with 1PB usable capacity after RAID 6 Configuration in a single deduplication pool for better efficiency, usable capacity is calculated without compression and deduplication. The same appliance should be scalable to 3PB usable space by tiering the data to the proposed archival storage		No change in RFP
92	Archival Hardware-Scalability & Upgrade	61	14	Proposed Array/Appliance system should be scalable to minimum 3PB usable space, with proposed disk and raid configuration, calculation is without deduplication and compression.	Please remove this specification - duplicate of above spec		No change in RFP
93	Archival Hardware-Licensing	61	15	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Snapshot/Cloning, VTL, Encryption, Replication etc.	Thin Provisioning, tiering, cloning etc. are functions of general pupose storage only and hence should be removed. In backup environments, functionilies such as VTL for tape emulation (for NDMP backups over SAN), encryption for security of data and replication are used and hence the given modification is requested	No change in RFP
94	Archival Hardware-Availability	61	16	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN to be calculated on an annual basis.	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN/Appliance to be calculated on an annual basis.		No change in RFP
95	Archival Hardware-Performance Monitoring Tool	62	21	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to disk I/O, volume utilization, bandwidth, response time etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to throughput, disk I/O, volume utilization, bandwidth, etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems		No change in RFP
96	Section-8 Terms & Conditions	24	8.19 Migration activities for change of locations	Migration activities for change of locations	Bidder request to clarify whether this activity will be part of same scope or has to be considered as a separate scope of work as change request		No change in RFP
97	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	Backup & Archival Software - Backup/Archival Type Backup and archival solution must support multi tenancy feature for creation of Card & Non-card data zones (Multiple Data zone support to ensure data is maintained in segregated manner)	Bidder request to elaborate more on multi tenancy feature for creation of Card & Non-Card zones		Data stored should be compatible to PCIDSS and should be maintained in multiple zones for card / non card data
98	Section-9 Technical Specifications	34	11. Data Migration	Backup & Archival Software - Data Migration OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Bidder request the details of existing Backup softwares and Tapes (Count and Type)		Current solutions are HP DP/ Symantec / IBM Tivoli / Networker,etc

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
99	Section-9 Technical	35	2. Backup Hardware	Backup Hardware : 1PB disk capacity with 25TB/hour throughput at two locations i.e Chennai & Hyderabad	Bidder request details of the backup types (Database/Applications) for 25TB/hour throughput at two locations i.e. Chennai & Hyderabad		No change in RFP
100	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Bidder suggests that both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
101	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Bidder requests for more clarity on the LDAP	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
102	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Bidder requests NPCI to change this clause as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
103	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Bidder requests for more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
104	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	Bidder requests to consider that the offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	OEM supports integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadrant of Gartner report. For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
105	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Bidder requests for more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
106	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder suggests that the proposed solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
107	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Bidder requests for deletion of this clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
108	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	Bidder requests that the proposed Array / appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP
109	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder requests to change the clause to Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
110	Section-8 Terms & Conditions	23	8.18 Payment Terms:	a) 20 % of the hardware cost will be paid on delivery of hardware. b) 80 % of the hardware and software cost will be paid after acceptance of the solution.	Request you to kindly make the payment terms 40% on Delivery of Hardware & Software. 60% of the hardware and software cost will be paid after acceptance of the solution.		Please refer the corrigindum 1 for revised term
111	Section-8 Terms & Conditions	24	8.7 Delivery schedule	The components shall be delivered within 4-6 weeks of acceptance of the Purchase Order	Request you to kindly make 6 to 8 weeks of acceptance of the Purchase Order		No change in RFP
112	Section-9 Technical Specifications	36	7	it must have minimum of 4x16 GB FC port on each controller for SAN connectivity, & required ports for backend connectivity, also redundant 10G ports for replication on each controller.	Request to modify the point as "it must have minimum of 4x32 GB FC port on each controller for SAN connectivity, & required ports for backend connectivity, also redundant 10G ports for replication on each controller."		No change in RFP
113	Section-9 Technical	35	9. Performance	The proposed Array/Appliance should support 25 TB/hour throughput with 70:30 Read/Write ratio for 64Kb Block size with response time of <=10ms.	Request to modify to "The proposed Array/Appliance should support 30 TB/hour throughput (natively at controller level without considering dedupe/compression at source) with 30:70 Read/Write ratio for 64Kb Block size with response time of <=10ms.		The proposed Array/Appliance should support 25 TB/hour throughput with 30:70 Read/Write ratio for 64Kb Block size with response time of <=10ms.
114	Section-9 Technical Specifications	36	23. Regulatory Compliance	it should be compliant with PCI DSS standard	Request to modify the point as "solution should be compliant with PCI DSS standard"		The proposed solution (software & hardware) should be compliant with PCI DSS standards
115	Section-9 Technical Specifications	37	7. Connecting Ports	it must have minimum of 4x16 GB FC port on each controller for SAN connectivity, & required ports for backend connectivity, also redundant 10G ports for replication on each controller.	Request to modify the point as "it must have minimum of 4x32 GB FC port on each controller for SAN connectivity, & required ports for backend connectivity, also redundant 10G ports for replication on each controller."		No change in RFP
116	Section-9 Technical Specifications	37	9. Performance	The proposed Array/Appliance should not compromise on performance, and it should support ample tgroughput and multiple streams.	Request to modify to "The proposed Array/Appliance should support 30 TB/hour throughput (natively at controller level without considering dedupe/compression at source) with 30:70 Read/Write ratio for 64Kb Block size with response time of <=10ms.		No change in RFP
117	Section-9 Technical Specifications	39	23. Regulatory Compliance	it should be compliant with PCI DSS standard	Request to modify the point as "solution should be compliant with PCI DSS standard"		The proposed solution (software & hardware) should be compliant with PCI DSS standards

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118	Annexure-K, Technical Compliance	53	2. Capacity	* 2 PB archival and backup for switch log data (1 PB at each site)		Please remove this specification from the backup software specifications so that any OEM doesn't count this capacity for software licensing. The software licensing depends on the frontend data which is only 500TB at each site.	No change in RFP
119	Annexure-K, Technical Compliance	53	2. Capacity	* 1 PB backup for application & database (500 TB at each site)	* 1 PB backup for application & database (500 TB at each site). Necessary capacity licenses to be offered to backup the data to primary backup hardware and thereafter archive the data for long term retention on archival storage.		No change in RFP
120	Annexure-K, Technical Compliance	53	3. Data Efficiency	The software must provide inbuilt dedupe, compression and encryption feature to integrate with various disk storage.	The **solution** must provide **inbuilt/integrated** dedupe, compression and encryption feature to integrate with **offered backup** storage.		software/solution acceptable
121	Annexure-K, Technical Compliance	53	3. Data Efficiency	Software must provide dedupe capability at source and target level.	**Solution** must provide dedupe capability at source and target level.		software/solution acceptable
122	Annexure-K, Technical Compliance	53	4. Encryption	The software must be able to Compress and Encrypt data at the Client-side and should be available even when utilizing de-duplication.	The **solution** must be able to Compress and Encrypt data at the Client-side and should be available even when utilizing de-duplication.		software/solution acceptable
123	Annexure-K, Technical Compliance	53	6. Backup/ Archival Ty	Proposed software solution should provide application log archival for long term retention along with backup copy before deleting the original file from application server.	Proposed software solution should provide application log archival for long term retention along with backup copy by tiering the deduplicated backup copies to archive storage		software/solution acceptable
124	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup software must be able to auto discover and dynamically configure them for data protection	Backup software must be able to auto discover **virtual machines based on attributes such as name, VM tag etc.** and dynamically configure them for data protection	Included additional specs for Vmv	Auto discovery of Both VMs and Physical environment should be supported
125	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup software solution must support IPV4 and IPV6 addressing system.	Backup software**/Solution** solution must support IPV4 and IPV6 addressing system.		software/solution acceptable
126	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Proposed software must have inbuilt capability to archive logs automatically based on file attributes to defined disk target device. The solution must work with different array vendors like HPE, NetApp, HDS, Dell-EMC etc.	Proposed software**/solution** must have inbuilt capability to archive logs automatically based on file attributes to defined disk target device**/appliance.** The solution must work with different array vendors like HPE, NetApp, HDS, Dell-EMC etc.		software/solution acceptable
127	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Support for SAN based backup should also be present	Offered solution should be offered with both LAN and SAN based backup capabilities for servers and NAS data (over NDMP)		No change in RFP
128	Annexure-K, Technical Compliance	54	6. Backup/ Archival Ty	Backup and archival software must have capability restoring logs to NPCI syslog server.	Backup and archival software**/Solution** must have capability restoring logs to NPCI syslog server.		software/solution acceptable

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
129	Annexure-K, Technical Compliance	54	6. Backup/ Archival T	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Backup software must support single table / point in time restore restoration through GUI/CLI in MySQL, Oracle and PostgreSQL.	While Oracle's single table recovery and PIT recovery are available with most OEMs using GUI, MySQL granular recovery using GUI is a proprietary specification for a single OEM. Also PostGres granular recovery is not available through GUI with any OEM and has to be done using CLI database level commands.	No change in RFP
130	Annexure-K, Technical Compliance	54	6. Backup/ Archival T	The proposed solution must support file data archival for inactive data on various platform (Windows, Linux and Unix) based on parameters like age, access /modified time, disk quota etc. with seamless access.	Please remove this specification from the backup software specifications as this is a proprietary spec		No change in RFP
131	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	Proposed software solution should have capability to integrate with VMware tools to archive idle/non utilized VMs.	Please remove this specification from the backup software specifications as this is a proprietary spec		No change in RFP
132	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Please remove this specification as it only corresponds to one OEM's capabilities. Other OEMs don't require deduplication metadata to be stored with the media server.		No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
133	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	The solution should provide web based e-discovery mechanism to search relevant file across archival setup with legal hold functionality.	The solution should provide web based e-discovery mechanism to search relevant file across backup and archival setup to quickly search and recover the data	Please remove Legal Hold Capability as it is an archival software specification and is proprietary for a specific OEM	No change in RFP
134	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	The software must support advance search based on dates, time, full text and patterns etc.	The software must support advance search based on dates, time, full text and patterns etc. and also able to recover the data to original / alternate path from the same search console	Search without actionable outcomes is useless, hence we request to add the capability of recovery as well along with search	No change in RFP
135	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software should integrate with different hypervisors managers to backup different platforms including VMware, Hyper-V, Oracle Virtual machine, Citrix Xen. Image level backups with graular recovery should be offered along with change bloc tracking for backup & recovery for VMWare hypervisor.	Suggested additional specifications for existing VMWare environments for better efficiency	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
136	Annexure-K, Technical Compliance	55	7. Back-up Support for Physical, Virtual Envoirnment	Backup software must support Auto discovery to provide list of available storage, Virtual Machines, database instances in a backup console.	Backup software must support Auto discovery to provide list of proposed storage**/appliance**, Virtual Machines/database instances in a backup console.		Auto discovery of Both VMs and Physical environment should be supported
137	Backup & Archival Software -Backup Support for Physical, Virtual environment		7		Backup software should provide support for instance access of at least 10 or more Vmware virtual machines from the proposed backup target/appliance	Additional points recommended	No change in RFP

				Request for Proposal for deployment and implementation of Disk based Backup & Archival solution -NPCI/RFP/2017-18/IT/12			
				Consolidated list of Replies to Pre-bid Queries			
S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
138	Backup & Archival Software -Backup Support for Physical, Virtual environment		7		Backup software should integrate with VMWare vSphere console to provide monitoring and management capabilities so that even the Virtualization admins can run backups and recovery when required based on the policies setup by the backup administrator	Additional points recommended	No change in RFP
139	Backup & Archival Software -Backup Support for Physical, Virtual environment		7		Backup software should provide role based web recovery console for Virtual Machine administrator, so that they can recover files within the Virtual machines based on the rights they have	Additional points recommended	No change in RFP
140	Annexure-K, Technical Compliance	55	8. Backup Support for Analytics System	The offered data protection should support big data (Hadoop). Software must have inbuilt intelligence to integrate with master node journal for parallel file system to perform backup only through primary dataset.	The offered data protection **solution** should support backup of HDFS datalake using native Hadoop capabilities and store the data in the native format for easy access		Proposed solution should be able to Backup Hadoop data and should support HDFS filesystem
141	Annexure-K, Technical Compliance	56	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Encryption of the stored data should be performed **using at least AES 256-bit or equivalent** encryption algorithms for enhanced security.	Additional specs recommended	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
142	Backup Hardware-Architecture	57	3. Archietcture	it should have latest, dual redundant & hot swappable controllers for high-availability and load balancing.	it should support dual redundant & hot swappable controllers for high-availability		No change in RFP
143	Backup Hardware-Global Hot Spare	57	5	Proposed Array/Appliance should support global hot spare or hot space for disk failure with No Single Point of Failure and should support all hot swappable components.	Proposed Array/Appliance should support hot spare disk for each RAID group (maximum 15:1 ratio or better) with No Single Point of Failure and should support all hot swappable components.	While it's time consuming to rebuild RAID with Large Size disks (4TB or more), Hot Spare disks provide a faster rebuild times for each RAID group configured in the system. For better fault tolerance and performance, it's recommended to create smaller RAID groups and also have a hot spare disk for each RAID group.	No change in RFP
144	Backup Hardware-Cache	57	6	The proposed Array/Appliance should be configured with maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	The proposed Array/Appliance should be configured with maximum supported Cache/RAM to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	While general purpose Arrays use Cache for read and write performance, purpose built backup appliances using inline deduplication within compute and Random Access Memory for driving performance. We recommend to provide options for RAM / cache in the proposed solution	No change in RFP

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145	Backup Hardware-Raid Support	57	8	Industry standard RAID array supporting 10, 0, 1, 5 and 6 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools.	Industry standard RAID array supporting **10/ 0/1/5/6** or better levels. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools/File system across the complete capacity while maintaining global deduplication	While general purpose Arrays support a mix of RAID configurations, purpose built backup appliances are built natively with dual disk failure tolerance (RAID6). We request NPCI to allow either of the RAID configuration which can maintain the necessary performance and fault tolerance. Moreover, while multiple RAID groups must be created to enhance fault tolerance by isolating failures, the systems should support a continuous data placement across the total capacity while maintaining global deduplication across the complete capacity to reduce storage space.	No change in RFP
146	Backup Hardware-Performance	57	9	The proposed Array/Appliance should support 25 TB/hour throughput with 70:30 Read/Write ratio for 64Kb Block size with response time of <=10ms.	The proposed Array/Appliance should support minimum 50 TB/hour throughput	Backups and Recovery are sequential workloads and should only be measured in terms of throughput. While read/write ratio and latency is a function of general purpose SAN storage for random access patterns.	The proposed Array/Appliance should support 25 TB/hour throughput with 30:70 Read/Write ratio for 64Kb Block size with response time of <=10ms.
147	Backup Hardware-Protocol support	58	12	The Array/Appliance solution should support FC and iSCSI protocols	The Array/Appliance solution should support **connectivity over FC/IP**		No change in RFP
148	Backup Hardware-Capacity	58	13	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The proposed Array/Appliance must be configured with 1PB usable capacity after RAID 6 Configuration in a single deduplication pool for better efficiency, usable capacity is calculated without compression and deduplication. The same appliance should be scalable to 3PB usable space by tiering the data to the proposed archival storage		No change in RFP
149	Backup Hardware-Scalability & Upgrade	58	14	Proposed Array/Appliance system should be scalable to minimum 3PB usable space, with proposed disk and raid configuration, calculation is without deduplication and compression.	Please remove this specification - duplicate of above spec		No change in RFP

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150	Backup Hardware-Licensing	58	15	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Snapshot/Cloning, VTL, Encryption, Replication etc.	Thin Provisioning, tiering, cloning etc. are functions of general pupose storage only and hence should be removed. In backup environments, functionilies such as VTL for tape emulation (for NDMP backups over SAN), encryption for security of data and replication are used and hence the given modification is requested	No change in RFP
151	Backup Hardware-Availability	58	16	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN to be calculated on an annual basis.	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN/Appliance to be calculated on an annual basis.		No change in RFP
152	Backup Hardware-Performance Monitoring Tool	59	21	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to disk I/O, volume utilization, bandwidth, response time etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to throughput, disk I/O, volume utilization, bandwidth, etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems		No change in RFP
153	Archival Hardware-Architecture	60	3	it should have latest, dual redundant & hot swappable controllers for high-availability and load balancing.	It should support dual redundant & hot swappable controllers for high-availability. The archival hardware should be fully distributed and scale-out architecture		No change in RFP
154	Archival Hardware-Global Hot Spare	60	5	Proposed Array/Appliance should support global hot spare or hot space for disk failure with No Single Point of Failure and should support all hot swappable components.	Proposed Array/Appliance should support hot spare disk for each RAID group (maximum 15:1 ratio or better) with No Single Point of Failure and should support all hot swappable components.	While it's time consuming to rebuild RAID with Large Size disks (4TB or more), Hot Spare disks provide a faster rebuild times for each RAID group configured in the system. For better fault tolerance and performance, it's recommended to create smaller RAID groups and also have a hot spare disk for each RAID group.	No change in RFP
155	Archival Hardware-Cache			The proposed Array/Appliance should be configured with maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	The proposed Array/Appliance should be configured with maximum supported Cache/RAM to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	While general purpose Arrays use Cache for read and write performance, purpose built backup appliances using inline deduplication within compute and Random Access Memory for driving performance. We recommend to provide options for RAM / cache in the proposed solution	No change in RFP

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156	Archival Hardware-Raid Support	61	8	Industry standard RAID array supporting 10, 0, 1, 5 and 6 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools.	Industry standard RAID array supporting **10/ 0/1/5/6** or better levels. The Array/Appliance array should allow online expansion of existing RAID Groups/ Disk Pools/File system across the complete capacity while maintaining global deduplication	While general purpose Arrays support a mix of RAID configurations, purpose built backup appliances are built natively with dual disk failure tolerance (RAID6). We request NPCI to allow either of the RAID configuration which can maintain the necessary performance and fault tolerance. Moreover, while multiple RAID groups must be created to enhance fault tolerance by isolating failures, the systems should support a continuous data placement across the total capacity while maintaining global deduplication across the complete capacity to reduce storage space.	No change in RFP
157	Archival Hardware-Protocol support	61	12	The Array/Appliance solution should support FC and iSCSI protocols	The Array/Appliance solution should support connectivity over FC/IP. The archival storage must have inbuilt support for REST, CIFS, NFS, S3, HTTPS, SWIFT as object access protocols and should not require any third party software/hardware to perform ingest & retrieval.	The archival hardware should suppport additional protocals for data access	No change in RFP
158	Archival Hardware-Capacity	61	13	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The proposed Array/Appliance must be configured with 1PB usable capacity after RAID 6 Configuration in a single deduplication pool for better efficiency, usable capacity is calculated without compression and deduplication. The same appliance should be scalable to 3PB usable space by tiering the data to the proposed archival storage		No change in RFP
159	Archival Hardware-Scalability & Upgrade	61	14	Proposed Array/Appliance system should be scalable to minimum 3PB usable space, with proposed disk and raid configuration, calculation is without deduplication and compression.	Please remove this specification - duplicate of above spec		No change in RFP
160	Archival Hardware-Licensing	61	15	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Snapshot/Cloning, VTL, Encryption, Replication etc.	Thin Provisioning, tiering, cloning etc. are functions of general pupose storage only and hence should be removed. In backup environments, functionilies such as VTL for tape emulation (for NDMP backups over SAN), encryption for security of data and replication are used and hence the given modification is requested	No change in RFP

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161	Archival Hardware-Availability	61	16	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN to be calculated on an annual basis.	The Array/Appliance should be able to provide availability parameter of 99.9999 % from the date of acceptance of the SAN/Appliance to be calculated on an annual basis.		No change in RFP
162	Archival Hardware-Performance Monitoring Tool	62	21	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to disk I/O, volume utilization, bandwidth, response time etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems	Array/Appliance system should be provided with the performance management and monitoring software and the same should be able to generate performance reports with respect to throughput, disk I/O, volume utilization, bandwidth, etc. The proposed Array/Appliance should support GUI and CLI based management. The license for entire capacity to be included and minimum 180 days of historical performance data should be available. It should get integrated with NPCI Monitoring Systems		No change in RFP
163	Annexure " O"	63		Client reference	Bidder / OEM Client reference can be submitted		No change in RFP
164	8.12 Support (AMC) Annexure N - Commercial Bid (Indicative)	22& 66	8.12 & Annexure N	Cost of AMC should not be less than 8% of the solution cost. VS AMC cost should not be less than 10% of the cost of hardware / software	Please clarify AMC % .		Please refer the clause 8.12 Support(AMC). Please refer the corrigindum 1 for revised term of AMC
165	Section-8 Terms & Conditions	22	8.10 Penalty for default in delivery	8.10 Penalty for default in delivery If the Bidder does not deliver the Goods as per the above delivery period, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty @ 0.5% of the total value of the Purchase Order for each week's delay subject to a maximum of 5% of the total value of the Purchase Order, without prejudice to any other right or remedy available under purchase order	We request that penalty for default in delivery shall be calculated on the value of delayed goods not on the entire purchase order. "NPCI shall impose a penalty @ 0.5% of the total value of the delayed goods for each week's delay subject to a maximum of 5% of the total value of the Delayed Goods."		No variation in the terms of RFP would be possible.
166	Section-8 Terms & Conditions	23	8.18 Payment Terms:	Payment Schedule a) 20 % of the hardware cost will be paid on delivery of hardware b) 80 % of the hardware and software cost will be paid after acceptance of the solution.	We request below payment terms: a) **80** % of the hardware cost will be paid on delivery of hardware b) **20** % of the hardware and software cost will be paid after acceptance of the solution.		Please refer the corrigindum 1 for revised term
167	Section-8 Terms & Conditions	23	8.18 Payment Terms:	80 % of the hardware and software cost will be paid after **acceptance** of the solution.	Please define acceptance criteria & timeline. In case of any delay from NPCI in accepting the solution , It shall be considered deemed accepted within 15 days of installation & payment shall be released.		Please refer the corrigindum 1 for revised term
168	Annexure N - Commercial Bid (Indicative)	66		Table C: UPGRADE COST	what will be the payment terms for table C.		The upgradation cost would be use for enhacement of the system if required. The payment terms as per the clause 8.18

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169	Section-8 Terms & Conditions	27	8.26 Order Cancellation	In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	We request NPCI to confirm that bidder will not be liable to make any refund towards products already delivered and services already accepted. NPCI has already asked for penalty & performance bank guarantee hence bidder Bidder will not be liable to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder.		No variation in the terms of RFP would be possible.
170				warranties	Since Bidder is not an OEM,warranties will be passed as received from OEM. Request to consider warranty from the date of delivery		warranty would be 3 years from the date of installation.
171	Section-8 Terms & Conditions	20	8.6 Key Deliverables	Software- 500 TB Backup & 1PB Archival Software License	It would be beneficial commercially if NPCI can clarify how much of data will be backed up from central storage and how much from individual servers, request to kindly provide the split and existing inventory of systems/storage that will be backed up		No change in RFP
172	Section-8 Terms & Conditions	22	8.11 Warranties	The services manageability should be governed by the SLA terms and conditions	What are the SLA terms in case of Incidents Priority 1, 2, 3 etc in terms of response and resolution times		No change in RFP
173	Section-8 Terms & Conditions	22	8.13 Service Level Requirements (SLA)	The storage should be able to provide availability parameter of 99.9999 % per quarter from the date of acceptance of the Hardware & Software to be calculated on an annual basis. a) The basic system not operative partly or fully either due to break down or maintenance work carried out by the vendor. b) Any software component supplied by the vendor is inoperative which renders the entire system useless for the user in executing on-line applications. At the end of every year, performance of the vendor would be evaluated based on the total accumulated downtime occurred during the year.	Kindly clarify that availability SLA only applies to storage and not backup software. Also since maintenance downtime is not calculated as part of this please clarify point a) as it also speaks about maintenance downtime, if the system is partially available it should not be treated as downtime. Any issues with backup software will be calculated based on SLA with the backup vendor and should not be part of this calculation.		No change in RFP
174	Section-8 Terms & Conditions	23	8.13 Device SLAs	4 hour resolution of software issues. It is the responsibility of Bidder to coordinate with OEM to provide replacement.	The software issues will involve unknown bugs that might cause issues. The resolution of such issues might take more time. Request to limit this to known and recorded issues issues only.		No change in RFP
175	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	Backup of the complete infrastructure should not exceed the backup window of 8hrs	Depends on the network/SAN throughput. Kindly clarify on the connectivity method and amount of data to be backed up		No change in RFP
176	Section-9 Technical Specifications	34	11. Data Migration	OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Kindly clarify on the type of current tapes and amount of data on those tapes. What is the current backup software used?		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker

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177	Section-9 Technical Specifications	34	13. Servers Requirement	Bidder/OEM will provide required servers and other components to support and deploy above solution, without compromising the performance.	Will backup servers be in HA for DC as well as DR?		The aapplications in NPCI are distributed across locations & all locations to be treated as DC
178	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Are we referring to the backup solution dashboard? Backup solution should provide a mechanism to expose the alert and NPCI needs to integrate this with SIEM solution		Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
179	General	NA	NA	NA	Rack space and power to be provided by NPCI?		Rack space and power requirement needs to be specified by OEM/Bidder in the Bid and it will be provided by NPCI.
180	General	NA	NA	NA	SAN and Network connectivity switches to be provided by NPCI?		Yes
181	8.11 Warranties			The successful bidder shall provide comprehensive on-site comprehensive warranty for 3 years, including part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied Software from OEM 24 x 7 x 365 days. Proactive Array/Appliance monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete. The services manageability should be governed by the SLA terms and conditions Bidder shall also update necessary OS, Patches and should support the hardware and the software for the period of five years from the date of commissioning and/ or acceptance of the entire system, whichever is later. Any defective equipment /software supplied by successful shall be replaced as per the SLA terms, including all incidental cost like transport costs, etc. without any further cost to NPCI The upgrades, new releases (Minor/major) versions, bug fixes etc. for the hardware and system software will be supplied to NPCI at no extra cost, with the necessary documentation during contract period. All upgraded components warranty should be co-terminus with the Controller Warranty.	Please confirm that all warranties in respect of the products, shall be subject to the warranty terms and conditions from the OEMs		Please refer the clause 8.11 warranties

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182	8.21 Indemnity			The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty, etc. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.	The above para makes the list of circumstances for indemnification very exhaustive. The same should be very specific and as such we request deletion of the word "etc." from the sentence.		No variation in the terms of RFP would be possible.
183	8.22 Bidders Liability			The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order.	Please confirm that the above sentence means that the Bidder's aggregate liability under this RFP in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the purchase order, in respect of which or under which the cause of action arises.		No variation in the terms of RFP would be possible.
184				The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	In respect of the above clause, we request that the contract executed pursuant to the bid should define "gross misconduct" and "gross negligence", to avoid any future confusion.		No variation in the terms of RFP would be possible.

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185	8.23 Obligations of the Bidder Standard of Performance:			The Bidder shall perform the services and carry out their obligations with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment materials and methods. The Bidder shall always act in respect of any matter relating to this Contract or to the services as faithful advisor to NPCI and shall at all times support and safeguard NPCI's legitimate interests in any dealings with third parties. Prohibition of Conflicting Activities: The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under this RFP.	Please clarify what you mean by - "Prohibition of Conflicting Activities: The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under this RFP.". Does NPCI mean exclusivity of the contract? Kindly note, Bidder cannot agree to exclusivity clauses, considering the nature of services provided by the Bidder.	No change in RFP	
186	8.24 Exit option and contract re-negotiation			a) NPCI reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause 8.26 herein under b) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to NPCI at NPCI's locations. c) Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the final bid / the contract. The Bidder should perform a reverse transition mechanism to NPCI or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to NPCI or to an alternative 3rd party / vendor nominated by NPCI. Where NPCI elects to transfer the responsibility for service delivery to a number of vendors, NPCI will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services. d) The reverse transition services to be provided by the Bidder shall include the following: 1. The Bidder shall suitably and adequately train NPCI or its designated team for fully and effectively manning, operating the supplied Devices. 2. Bidder shall provide adequate documentation	Any transition plan will be worked out mutually by both Parties and the period of such transition will be determined by the Bidder.		No variation in the terms of RFP would be possible.

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187	8.25 Extension of Contract			The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the Bidder, to the satisfaction of and as decided by the NPCI up to a period of five (5) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources. NPCI has right to place repeat order to the bidder for any resources mentioned in the Contract. The contract shall be co-terminus with the Purchase orders issued unless extended by NPCI.	We request modification to indicate that any extension of term of contract will be at mutually agreed price.		No variation in the terms of RFP would be possible.
188	8.26 Order Cancellation			NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone; i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.	Any termination for non-performance or default should take place after the Bidder has been provided notice of 30 days in writing mentioning such default and in case such default is not cured or remedied within such notice period, then the Contract or Work Oder may be terminated		No variation in the terms of RFP would be possible.
189				In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	We request deleting the above arbitrary clause. Bidder cannot agree to repay the original amount.		No variation in the terms of RFP would be possible.

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
190	8.27 Termination of Purchase Order/Contract For Convenience			NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination. For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).	Any termination for non-performance or default should take place after the Bidder has been provided notice of 30 days in writing mentioning such default and in case such default is not cured or remedied within such notice period, then the Contract or Purchase Order may be terminated.		No variation in the terms of RFP would be possible.
191	8.28 Effect of Termination			The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment. • Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services • The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NPCI, continue to provide facility to NPCI at no less favorable terms than those contained in this RFP. In case NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI. • NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder. • NPCI may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination	We request modifying the above clause as follows: "NPCI shall make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies NPCI may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party prior to such termination."		No variation in the terms of RFP would be possible.

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
192	8.32 Legal Compliances			The Bidder confirms to NPCI that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts. The Bidder shall allow NPCI as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder. Bidder indemnifies and shall keep NPCI indemnified from any of such claims/ losses/ damages and demands by any of its personnel, if any, raised on NPCI raised on NPCI.	Any audit or inspection in respect of the above, shall be done only with prior written notice and shall be subject to confidentiality obligations upon NPCI, its personnel, inspectors, auditors.		No variation in the terms of RFP would be possible.
193	8.33 Intellectual Property Rights:			All rights, title and interest of NPCI in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of NPCI and Bidder shall not be entitled to use the same without the express prior written consent of NPCI. Nothing in this RFP including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in this RFP, this clause shall survive indefinitely, even after termination of this Purchase Order.	We request that any IPR developed during the period of the contract shall vest on the Bidder and NPCI shall have the perpetual, non-transferable, royalty free license in respect of such IPR.		No variation in the terms of RFP would be possible.
194	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Backup Software should support split mirror backups with all major array vendors like HPE 3Par, IBM, Dell-EMC, HDS, NetApp for application consistent copy.	Please share the make/model of existing storage arrays.		Generic Specification
195	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must be able to auto discover and dynamically configure them for data protection	Is it required for VMs or also for physical servers. Auto discovery of storage volume is required in VMs so that any new VMs can be protected within default backup policy.Backup software must be able to auto discover VMs and dynamically configure them for data protection		Auto discovery of Both VMs and Physical environment should be supported

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
196				Implementation timelines	Please share the implementation timelines		Not defined in the RFP
197	Section-9 Technical	35	4. Disk & Media	1. Offered Array/Appliance must be configured with 4/6/8 TB NL-SAS drives.	Request to modify to "1. Offered Array/Appliance must be configured with 4/6/8/**10** TB NL-SAS drives."		Offered Array/Appliance must be configured with 4/6/8 or Higher capacity NL SAS drives
198	Section-9 Technical Specifications	36	6	The proposed Array/Appliance should be configured with maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	Request to modify the point as "The proposed Array/Appliance should be configured with minimum 128GB, maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss."		No change in RFP
199	Section-9 Technical Specifications	37	4. Disk & Media	1. Offered Array/Appliance must be configured with 4/6/8 TB NL-SAS drives.	Request to modify to "1. Offered Array/Appliance must be configured with 4/6/8/10 TB NL-SAS drives."		Offered Array/Appliance must be configured with 4/6/8 or higher capacity NL SAS drives
200	Section-9 Technical Specifications	37	6. Cache	The proposed Array/Appliance should be configured with maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss.	Request to modify the point as "The proposed Array/Appliance should be configured with minimum 128GB, maximum supported Cache to support the array for its full capacity. Must have either Cache battery backup or better technology for fully automatic de-stage of cache to disks/ SD-Card during power failure to prevent possible data loss."		No change in RFP
201	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	The solution should provide web based e-discovery mechanism to search relevant file across archival setup with legal hold functionality	The ask is for a legal hold, is this specification with regards to compliance to Indian Company act or SEBI norms ? if not can we provide a search functionality		No change in RFP
202	Section-9 Technical Specifications	34	08. Backup Support for Analytics System	The offered data protection should support big data (Hadoop). Software must have inbuilt intelligence to integrate with master node journal for parallel file system to perform backup only through primary dataset	Is there a mandate to have Hadoop specific agent based integration or just a client agent will do for the backup ?		Proposed solution should be able to Backup Hadoop data and should support HDFS filesystem
203	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Ideally encryption is with industry standard level of minimum 256 Bit strength with Encrypted communication over network is the standard norm. kindly specify the three different algorithms . As this favours only a specific vendor. Please clarify		Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
204	Section-9 Technical Specifications	34	11. Data Migration	OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Please provide details of data to be migrated		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
205	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
206	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Need more clarity on the LDAP.	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
207	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Need to change as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
208	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Need more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
209	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	We support integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadarnt of Gartner report...For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
210	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Need more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
211	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	The solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
212	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Request to delete the clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
213	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The Proposed Array / Appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to amend the clause	No change in RFP
214	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
215				warranties	Since Bidder is not an OEM,warranties will be passed as received from OEM. Request to consider warranty from the date of delivery		warranty would be 3 years from the date of installation.

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				Request for Proposal for deployment and implementation of Disk based Backup & Archival solution -NPCI/RFP/2017-18/IT/12			
				Consolidated list of Replies to Pre-bid Queries			
216				The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	In respect of the above clause, we request that the contract executed pursuant to the bid should define "gross misconduct" and "gross negligence", to avoid any future confusion.		No variation in the terms of RFP would be possible.
217				In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	We request deleting the above arbitrary clause. Bidder cannot agree to repay the original amount.		No variation in the terms of RFP would be possible.
218	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Backup Software should support split mirror backups with all major array vendors like HPE 3Par, IBM, Dell-EMC, HDS, NetApp for application consistent copy.	Please share the make/model of existing storage arrays.		VMAX 100 / VNXe 1600 / SC 9000 4020 / HPE 20850 / Unity 400 / VNX 5300 5500 5600 / IBM V7000 / Vexata VX100 / etc
219	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must be able to auto discover and dynamically configure them for data protection	Is it required for VMs or also for physical servers. Auto discovery of storage volume is required in VMs so that any new VMs can be protected within default backup policy.Backup software must be able to auto discover VMs and dynamically configure them for data protection		Auto discovery of Both VMs and Physical environment should be supported
220				Implementation timelines	Please share the implementation timelines		Not defined in the RFP
221	Earnest Money Deposit	13	5.7	The Bidder is required to deposit Rs 5, 00,000/- (Rupees Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2.	We request the EMD to be relaxed in case the bidder has MSME (Udyoog Aadhar Certificate)		At the outset, we would like to thank you for showing your interest in responding to our RFP.\n\nWe would like to inform you that National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.
222	Section-8 Terms & Conditions	23	8.18 Payment Terms:	a) 20 % of the hardware cost will be paid on delivery of hardware. B) 80 % of the hardware and software cost will be paid after acceptance of the solution	We request the Payment Terms to be: a) 100% of payment for Hardware & Licenses to be relesed on Delivery b) 100% of implementation cost to be relesed after sucessful implementation		Please refer the corrigindum 1 for revised term

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
223	Backup Hardware	57	1. Requirement	Array/Appliance with 1PB usable Space for two locations i.e Chennai & Hyderabad, (1 PB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully with replication capability between sites.	We request the clause changed to Array/Appliance with 1PB usable Space for two locations i.e Chennai & Hyderabad, (1 PB usable space, should be calculated after RAID 6 and without deduplication & compression). **The proposed bidder/OEM should have implemented** the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully with replication capability between sites.		No change in RFP
224	Archival Hardware	60	1	Array/Appliance with 2PB usable Space for two locations i.e Chennai & Hyderabad, (2 PB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully in BFSI segment, with replication capability between sites .	We request the clause changed to Array/Appliance with 2PB usable Space for two locations i.e Chennai & Hyderabad, (2 PB usable space, should be calculated after RAID 6 and without deduplication & compression). **The proposed bidder/OEM should have implemented** the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully in BFSI segment, with replication capability between sites .		The implementation can be performed by either OEM or bidder.
225	Section-8 Terms & Conditions	24	8.19 Migration activities for change of locations	Migration activities for change of locations	Bidder request to clarify whether this activity will be part of same scope or has to be considered as a separate scope of work as change request		No change in RFP
226	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	Backup & Archival Software - Backup/Archival Type Backup and archival solution must support multi tenancy feature for creation of Card & Non-card data zones (Multiple Data zone support to ensure data is maintained in segregated manner)	Bidder request to elaborate more on multi tenancy feature for creation of Card & Non-Card zones		Data stored should be compatible to PCIDSS and should be maintained in multiple zones for card / non card data
227	Section-9 Technical Specifications	34	11. Data Migration	Backup & Archival Software - Data Migration OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Bidder request the details of existing Backup softwares and Tapes (Count and Type)		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
228	Section-9 Technical	35	2. Backup Hardware	Backup Hardware : 1PB disk capacity with 25TB/hour throughput at two locations i.e Chennai & Hyderabad	Bidder request details of the backup types (Database/Applications) for 25TB/hour throughput at two locations i.e. Chennai & Hyderabad		No change in RFP
229	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Backup Software should support split mirror backups with all major array vendors like HPE 3Par, IBM, Dell-EMC, HDS, NetApp for application consistent copy.	Please share the make/model of existing storage arrays.	As applicable	VMAX 100 / VNXe 1600 / SC 9000 4020 / HPE 20850 / Unity 400 / VNX 5300 5500 5600 / IBM V7000 / Vexata VX100 / etc
230	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Bidder requests for more clarity on the LDAP	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
231	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	Backup Software must support GUI with centralized management / Single interface for management of all backup and archival activities. The backup software must support email alert mechanism	There are very few vendors who provide single console. Hence request to allow separate console for backup and archival	Backup Software must support GUI interface for management of all backup and archival activities. The backup and archival software must support email alert mechanism	No change in RFP

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
232	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Bidder requests for more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
233	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder suggests that the proposed solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
234	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Bidder requests for deletion of this clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
235	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	Bidder requests that the proposed Array / appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP
236	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder requests to change the clause to Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
237	Section-9 Technical	35	2. Backup Hardware	Array/Appliance with 1PB usable Space for two locations i.e Chennai & Hyderabad, (1 PB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully with replication capability between sites.	We request the clause should Amend to : Array/Appliance with 1PB usable Space for two locations i.e Chennai & Hyderabad, (1 PB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed **bidder/OEM** should have implemented the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully with replication capability between sites.	It is difficult to have the same bidder and same brand combination repeatable for every opportunity in market. Moreover, such critical systems get implemented directly by OEMs.	No change in RFP
238	Section-9 Technical	35	2. Backup Hardware	Offered Array/Appliance must be configured with 4/6/8 TB NL-SAS drives.	We request the clause should Amend to : Offered Array/Appliance must be configured with **4/6/8/10 TB** NL-SAS drives.	Every Vendor will have different Drive supportibilty across their product line, this will allow all eligible OEM to give the Optimised solution w.r.t. Power,cooling, Floor Space as per their proposed Solution.	Offered Array/Appliance must be configured with 4/6/8 or Higher capacity NL SAS drives

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				Consolidated list of Replies to Pre-bid Queries			
239	Section-9 Technical Specifications	36	15. **Licensing**	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	We request the clause should Amend to : All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance **either with Backup Hardware or backup Software.** This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	Every Vendor will have different solution architecture addressing the ask objective. All the required or necessary licenses can be provided either by the Backup Hardware or backup Software to avoid duplication of the same.	The implementation can be performed by either OEM or bidder.
240	Section-9 Technical Specifications	37	1. Requirement	Array/Appliance with 2PB usable Space for two locations i.e Chennai & Hyderabad, (2 PB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully in BFSI segment, with replication capability between sites .	We request the clause should Amend to : Array/Appliance with 2PB usable Space for two locations i.e Chennai & Hyderabad, (2 PB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed **bidder/OEM** should have implemented the proposed Array/Appliance 2 Nos (1DC+1DR) System successfully in BFSI segment, with replication capability between sites .	It is difficult to have the same bidder and same brand combination repeatable for every opportunity in market. Moreover, such critical systems get implemented directly by OEMs.	The implementation can be performed by either OEM or bidder.
241	Section-9 Technical Specifications	37	4. Disk & Media	Offered Array/Appliance must be configured with 4/6/8 TB NL-SAS drives.	We request the clause should Amend to : Offered Array/Appliance must be configured with **4/6/8/10 TB** NL-SAS drives.	Every Vendor will have different Drive supportibilty across their product line, this will allow all eligible OEM to give the Optimised solution w.r.t. Power,cooling, Floor Space as per their proposed Solution.	Offered Array/Appliance must be configured with 4/6/8 or Higher capacity NL SAS drives
242	Section-9 Technical Specifications	38	15. Licensing	All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance. This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	We request the clause should Amend to : All the required or necessary licenses must be perpetual and should be provided for the entire capacity of the Array/Appliance **either with Backup Hardware or backup Software.** This should include licenses for Management and monitoring module and all the Array/Appliance features such as Thin provisioning, Snapshot, Tiering, Cloning, Sync and Async Replication etc. in case of further capacity upgrade, NPCI should not incur additional license cost.	Every Vendor will have different solution architecture addressing the ask objective. All the required or necessary licenses can be provided either by the Backup Hardware or backup Software to avoid duplication of the same.	No change in RFP
243	Sec 8 Terms and Conditions-Pt:8.12 & Pg-66 Table C	22 & 66	Terms and Conditions Pt:8.12 & Pg-66 Table C	**Pg-22:** Cost of AMC should not be less than 8% of the solution cost. **Pg-66 :** AMC cost should not be less than 10% of the cost of hardware / software	Pls Clarify	Pls Clarify	Please refer the clause 8.12 Support(AMC). Please refer the corrigindum 1 for revised term of AMC
244	Annexure K - Technical Compliance	6	Backup/Archival Type	The solution should provide web based e-discovery mechanism to search relevant file across archival setup with legal hold functionality	The ask is for a legal hold, is this specification with regards to compliance to Indian Company act or SEBI norms ? if not can we provide a search functionality		No change in RFP
245	Annexure K - Technical Compliance	8	Backup support for Analytics System	The offered data protection should support big data (Hadoop). Software must have inbuilt intelligence to integrate with master node journal for parallel file system to perform backup only through primary dataset	Is there a mandate to have Hadoop specific agent based integration or just a client agent will do for the backup ?		Proposed solution should be able to Backup Hadoop data and should support HDFS filesystem

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				Consolidated list of Replies to Pre-bid Queries			
246	Annexure K - Technical Compliance	10	Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Ideally encryption is with industry standard level of minimum 256 Bit strength with Encrypted communication over network is the standard norm. kindly specify the three different algorithms . As this favours only a specific vendor. Please clarify		Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
247	Section-9 Technical Specifications	34	11. Data Migration	OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Please provide details of data to be migrated		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
248	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
249	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Need more clarity on the LDAP.	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
250	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Need to change as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
251	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Need more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
252	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	We support integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadarnt of Gartner report...For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
253	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Need more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
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				Consolidated list of Replies to Pre-bid Queries			
254	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	The solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
255	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Request to delete the clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
256	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The Proposed Array / Appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP
257	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
258	Section-8 Terms & Conditions	23	8.18 Payment Terms:	20 % of the hardware cost will be paid on delivery of hardware.	We Request NPCI to release 40% against delivery and remaining against acceptance of solution.		Please refer the corrigindum 1 for revised term
259	Section-8 Terms & Conditions	21	**8.7 Delivery Schedule**	The components shall be delivered within 4-6 weeks of acceptance of the Purchase Order.	The components shall be delivered within 8 weeks of acceptance of the Purchase Order.		No change in RFP
260	Section-8 Terms & Conditions	24	8.19 Migration activities for change of locations	Migration activities for change of locations	Bidder request to clarify whether this activity will be part of same scope or has to be considered as a separate scope of work as change request		No change in RFP
261	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	Backup & Archival Software - Backup/Archival Type Backup and archival solution must support multi tenancy feature for creation of Card & Non-card data zones (Multiple Data zone support to ensure data is maintained in segregated manner)	Bidder request to elaborate more on multi tenancy feature for creation of Card & Non-Card zones		Data stored should be compatible to PCIDSS and should be maintained in multiple zones for card / non card data
262	Section-9 Technical Specifications	34	11. Data Migration	Backup & Archival Software - Data Migration OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Bidder request the details of existing Backup softwares and Tapes (Count and Type)		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
263	Section-9 Technical	35	2. Backup Hardware	Backup Hardware : 1PB disk capacity with 25TB/hour throughput at two locations i.e Chennai & Hyderabad	Bidder request details of the backup types (Database/Applications) for 25TB/hour throughput at two locations i.e. Chennai & Hyderabad		No change in RFP

Consolidated list of Replies to Pre-bid Queries

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264	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Bidder suggests that both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
265	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Bidder requests for more clarity on the LDAP	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
266	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Bidder requests NPCI to change this clause as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
267	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Bidder requests for more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
268	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	Bidder requests to consider that the offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	OEM supports integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadrant of Gartner report. For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
269	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Bidder requests for more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
270	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder suggests that the proposed solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
271	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Bidder requests for deletion of this clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
272	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	Bidder requests that the proposed Array / appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP

				Request for Proposal for deployment and implementation of Disk based Backup & Archival solution -NPCI/RFP/2017-18/IT/12			
				Consolidated list of Replies to Pre-bid Queries			
S.No	**Document Reference**	**Page No**	**Clause No**	**Description in RFP**	**Clarification Sought**	**Additional Remarks (if any)**	**NPCI Response**
273	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Bidder requests to change the clause to Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
274	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
275	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Need more clarity on the LDAP.	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
276	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Need to change as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
277	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Need more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
278	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	We support integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadarnt of Gartner report...For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
279	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Need more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported

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280	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	The solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
281	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Request to delete the clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
282	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The Proposed Array / Appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP
283	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
284	Annexure-K, Technical Compliance	55	6. Backup/ Archival T	Backup software must be able to auto discover and dynamically configure them for data protection	Need clarity on this	request to specfiy the types of data for autodiscovery (Vmware ,Hyper-v , Databases like oracle,MS -sql ..etc)	Auto discovery of Both VMs and Physical environment should be supported
285	Section-8 Terms & Conditions	23	8.18 Payment Terms:	a) 20 % of the hardware cost will be paid on delivery of hardware RFP for deployment and implementation of Disk based Backup & Archival solution b) 80 % of the hardware and software cost will be paid after acceptance of the solution.	We request NPCI to change the payment terms a) 80 % of the hardware cost will be paid on delivery of hardware RFP for deployment and implementation of Disk based Backup & Archival solution b) 20 % of the hardware and software cost will be paid after acceptance of the solution.		Please refer the corrigindum 1 for revised term
286	**Additional Query**				We are a MSME certified organization. Govt/PSU/Bank/Financial Institutions exempt us from paying EMD and Bid cost. Request NPCI to consider the same and exempt us from paying.		At the outset, we would like to thank you for showing your interest in responding to our RFP.

We would like to inform you that National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI. |

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287	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
288	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Need more clarity on the LDAP.	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
289	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Need to change as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
290	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Need more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
291	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	We support integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadarnt of Gartner report...For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
292	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Need more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported
293	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	The solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
294	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Request to delete the clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
295	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The Proposed Array / Appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to ammend the clause	No change in RFP

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				Consolidated list of Replies to Pre-bid Queries			
296	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
297	Section-9 Technical Specifications	32	6. Back-Up & Archival Type	Seamless access of data from the Backup setup to the archival setup should be configured. The Setup should have a single management of both Backup & Archival setups	Both Backup & Archival solution should be be from the same OEM. The Management of both Archival & Backup can be from 1 or more Management consoles.	As backup and Archival are two different products, hence we request to ammend the clause.	No change in RFP
298	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software should have capability to integrate with our LDAP and must support user management capabilities.	Need more clarity on the LDAP.	We need the details of LDAP. Hence need clarifications on the same	AD & OpenLDAP are currently used
299	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Backup software must support single table restoration through GUI in MySQL, Oracle and PostgreSQL.	Need to change as Backup Software should support Database level restore through GUI for MySQL, Oracle and PostgreSQL.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	No change in RFP
300	Section-9 Technical Specifications	33	6. Backup/ Archival Type	Proposed solution should be able to restore deduped data from backup disk storage even if metadata is corrupted or not available in Media Server.	Need more Clarity on the said Clause.	We support this clause through our BMR feature as per our understanding. Hence needed more clarity.	No failure in Data restoration from Backup is acceptable. The solution provided by the OEM/Bidder should ensure same is taken care either from Backup disk storage / BMR feature / any other means
301	Section-9 Technical Specifications	33	7. Back-up Support for Physical, Virtual Envoirnment	The offered software must integrate with different hypervisors managers to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	The offered software must integrate with different hypervisors managers or by installing agents in the Guest Machines to backup different platforms including RHEV, VMware, Hyper-V, Oracle Virtual machine, Citrix Xen.	We support integration with Hypservisor Managers for all the leading Virtualization software who are listed in the leaders quadarnt of Gartner report...For other software backup can be accomplished by installing the agents. Hence we request to ammend the clause.	The offered solution by the OEM should be able to Backup data from Physical and all hypervisors , either directly through the integration with Hypervisor or through any client agent installed on the system
302	Section-9 Technical Specifications	34	10. Data Security	Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Need more clarifications .	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we seek more clarifications on the same.	Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported

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303	Section-9 Technical Specifications	34	16. Alerting	The solution should support email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	The solution should support email alerting mechanism.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system monitoring dashboard should be available for displaying all alerts. The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
304	Section-9 Technical	35	4. Disk & Media	Proposed array should have capability to support higher capacity disk also, in case of future upgrade.	Request to delete the clause	We propose an appliance . Hence we request to delete the clause.	No change in RFP
305	Section-9 Technical Specifications	36	13. Capacity	The proposed Array/Appliance must be scalable to 3 PB usable capacity after RAID 6 Configuration, usable capacity is calculated without compression and deduplication	The Proposed Array / Appliance must be scalable to 3 PB usabale either horizontally or vertically .	We propose an appliance . Hence we request to amend the clause	No change in RFP
306	Section-9 Technical Specifications	36	20. Alerting	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Array/Appliance system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard.	It is a Single OEM Centric Clause. Only supported by one OEM. Hence we request to ammend the clause.	Backup & Archival system should support SNMP monitoring.The solution should have the capability to push reports through email alerts through the configured smtp server.The solution should be integrated with SIEM solution to ensure compliance is tracked centrally in NPCI
307	Section-8 Terms & Conditions	23	8.18 Payment Terms:	a. 20 % of the hardware cost will be paid on delivery of hardware b. 80 % of the hardware and software cost will be paid after acceptance of the solution.	a. 80 % of the hardware cost will be paid on delivery of hardware b. 20 % of the hardware and software cost will be paid after acceptance of the solution.		Please refer the corrigindum 1 for revised term
308				The Bidder should have minimum annual turnover of INR 50 Crores during the three financial years (one of which shall be the latest financial year, though unaudited) whether it is a cumulative of Rs 50 Cr's or each year Rs: 50 Cr's.	If it is an each year of Rs 50 Cr's we request you to amend Rs 40 Crores each year.		No change in RFP
309	Backup/Archival Type			The solution should provide web based e-discovery mechanism to search relevant file across archival setup with legal hold functionality	The ask is for a legal hold, is this specification with regards to compliance to Indian Company act or SEBI norms ? if not can we provide a search functionality		No change in RFP
310	Backup support for Analytics System			The offered data protection should support big data (Hadoop). Software must have inbuilt intelligence to integrate with master node journal for parallel file system to perform backup only through primary dataset	Is there a mandate to have Hadoop specific agent based integration or just a client agent will do for the backup ?		Proposed solution should be able to Backup Hadoop data and should support HDFS filesystem
311	Data Security			Encryption of the stored data should be performed using at least three or more encryption algorithms for enhanced security.	Ideally encryption is with industry standard level of minimum 256 Bit strength with Encrypted communication over network is the standard norm. kindly specify the three different algorithms . As this favours only a specific vendor. Please clarify		Proposed solution should ensure data is maintained in encrypted format as per PCIDSS standards with multiple encryption algorithms minimum 3 supported

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					Consolidated list of Replies to Pre-bid Queries		
312	Data Migration			OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	Please provide details of data to be migrated		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
313		4		The bidder should not be currently blacklisted by any bank / institution in India or abroad.	The bidder should not be currently blacklisted by any **Govt of India** bank / institution in India or abroad.		No change in RFP
314	Acceptance Procedure	8.3	3.1	▪ Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance. ▪ Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.	▪ Within 5 working days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance. ▪ Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.		No variation in the terms of RFP would be possible.
315	Taxes & Duties	8.5		All taxes deductible at source, if any, shall be deducted at as per then prevailing rates at the time of release of payments. Prices shall be exclusive of all taxes, duties, charges and levies of State or Central Governments as applicable. Octroi, if any, shall be reimbursed to Bidder by NPCI at actual on production of original receipt. The bidder shall meet the requirements of applicable Goods & Services Tax (GST).	All taxes deductible at source, if any, shall be deducted at as per then prevailing rates at the time of release of payments. Prices shall be exclusive of all taxes, duties, charges and levies of State or Central Governments as applicable. Octroi, if any, shall be reimbursed to Bidder by NPCI at actual on production of original receipt. The bidder NPCI shall meet the requirements of applicable Goods & Services Tax (GST). Any change in statutory taxes, duties and levies shall be borne by the customer on sufficient documentary proof is submitted by the Wipro.		No variation in the terms of RFP would be possible.
316	Penalty for default in delivery	8.10.	4.1	If the Bidder does not deliver the Goods as per the above delivery period, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty @ 0.5% of the total value of the Purchase Order for each week's delay subject to a maximum of 5% of the total value of the Purchase Order, without prejudice to any other right or remedy available under purchase order.In case of delay in compliance with the order beyond 10 days of the stipulated time period, NPCI will have the right to cancel the order.	If the Bidder does not deliver the Goods as per the above delivery period, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty @ 0.5% 0.25 % of the total value of the Purchase Order for each week's delay subject to a maximum of 5% 3 % of the total undelivered value of the goods, without prejudice to any other right or remedy available under purchase order. In case of delay in compliance with the order beyond 10 days of the stipulated time period, NPCI will have the right to cancel the order. Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination by NPCI , the Bidder shall be paid for the: 1. goods delivered 2. services rendered		No variation in the terms of RFP would be possible.
317	Service Level Requirements	8.13	4	The storage should be able to provide availability parameter of 99.9999 % per quarter from the date of acceptance of the Hardware & Software to be calculated on an annual basis. For the purpose of this clause, "Downtime Percentage" shall mean, unavailable time minus time for scheduled maintenance divided by total time available. Available/Unavailable Time will be calculated based on total time scheduled for running the system, which is 7 days / week and 24 hours /day at present. "Unavailable Time" is the time involved while any of the following shall take place and continues	The maximum penalty should be upto 3 % of the maintance value .		No variation in the terms of RFP would be possible.

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
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318			5.7	Any defective Storage equipment /software supplied by Bidder shall be replaced as per the SLA terms, including all incidental cost like transport costs, etc. The upgrades, new releases(Minor/major) versions, bug fixes etc. for the components will be supplied to NPCI at no extra cost, with the necessary documentation during contract period.	Any defective Storage equipment /software supplied by Bidder shall be replaced as per the SLA terms, including all incidental cost like transport costs, etc. The upgrades, new releases(Minor/major) versions, bug fixes etc. for the components will be supplied to NPCI at ~~no~~an extra cost, with the necessary documentation during contract period.		No variation in the terms of RFP would be possible.
319	Penalty on non-adherence to SLAs	8.14	5.9	For the purpose of such evaluation, annual cumulative downtime beyond 0.001% (i.e. downtime beyond 5.26 minutes) for storage would attract a penalty of 1% of the total cost of the Hardware, for each and every instance of downtime, subject to a maximum annual penalty of 5% of the total cost of the hardware.	For the purpose of such evaluation, annual cumulative downtime beyond 0.001% (i.e. downtime beyond 5.26 minutes) for storage would attract a penalty of ~~1%~~0.25 %-of the total cost of the Hardware, for each and every instance of downtime, subject to a maximum annual penalty of ~~5%~~3 %-of the total cost of the hardware.		No variation in the terms of RFP would be possible.
320	Repeat Order	8.16	5.10	NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 6 months from the date of 1st Purchase Order.	NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 6 months from the date of 1st Purchase Order .Further it is to be noted that:1.Change should be restricted to +/-10% maximum of the quantity quoted as per RFP. 2. Bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.		No variation in the terms of RFP would be possible.
321	Payment Terms	8.18	5.11	a) 20 % of the hardware cost will be paid on delivery of hardware. b) 80 % of the hardware and software cost will be paid after acceptance of the solution. AMC AMC charges shall be paid quarterly in arrears. In case the successful bidder desires to get payment of AMC charges in advance, Bank Guarantee equivalent to the value of the AMC charges for the respective year, with action period of 12 months, shall be submitted before 14 days of commencement of the period of maintenance.	a) ~~20~~80 % of the hardware cost will be paid on delivery of hardware. b) ~~80 %~~ 20 % of the hardware and software cost will be paid after acceptance of the solution. AMC AMC charges shall be paid quarterly in advance ~~arrears~~. In case the successful bidder desires to get payment of AMC charges in advance, Bank Guarantee equivalent to the value of the AMC charges for the respective year, with action period of 12 months, shall be submitted before 14 days of commencement of the period of maintenance.		No change in RFP
322	AMC	8.18	8.3	Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official The Recurring Service Charges will be paid quarterly in arrears after submission of necessary invoice and submission of quarterly reports including SLA and after deduction of penalties if any. b) For the purpose of payment, the end of the quarter will be June, Sept, Dec and March. c) The quarterly bills for the solution should be submitted to NPCI within 10 days of the last day of the relevant quarter. d) Invoice shall contain all details regarding PAN & registration number for service tax, VAT etc.	Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official The a) Recurring Service Charges will be paid quarterly in ~~arrears~~advance after submission of necessary invoice and submission of quarterly reports including SLA and after deduction of penalties if any. b) For the purpose of payment, the end of the quarter will be June, Sept, Dec and March. c) The quarterly bills for the solution should be submitted to NPCI within 10 days of the last day of the relevant quarter. d) Invoice shall contain all details regarding PAN & registration number for service tax, VAT etc.		No variation in the terms of RFP would be possible.

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323	Indemnity	8.21	8.4	As per RFP	The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all **third party** claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), ~~relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder,~~ employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, ~~breach of warranty~~, etc. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.	Extremely Critical for Wipro	No variation in the terms of RFP would be possible.
324	Bidder's Liability	8.22	8.5	The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	The selected Bidder will be liable for all the deliverables. **Notwithstanding anything to the contrary,** ~~T~~the Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to **25% of** the **annual** value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. **Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.**	Extremely Critical for Wipro	No variation in the terms of RFP would be possible.

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325	Extension of Contract	8.25	8.7	The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the Bidder, to the satisfaction of and as decided by the NPCI up to a period of five (5) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources.	The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the Bidder, to the satisfaction of and as decided by the NPCI up to a period of five (5) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources. Further it is to be noted that:1.Change should be restricted to +/-10% maximum of the quantity quoted as per RFP. 2. Bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.		No variation in the terms of RFP would be possible.
326	Order Cancellation	8.26	8.9	NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone; i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone; i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination by customer, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by customer as per		No change in RFP

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327	Termination of Purchase Order/Contract	8.27	8.10.	For Convenience: NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder"s performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination.	For Convenience: NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder"s performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination.In the event of termination by customer, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	Extremely Critical for Wipro	No variation in the terms of RFP would be possible.
328	For Non-Performance	8.27	8.11	NPCI reserves its right to terminate the contract in the event of Bidder"s repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).	NPCI reserves its right to terminate the contract in the event of Bidder"s repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination by customer, the Bidder shall be paid for the: 1. goods delivered 2. services rendered		No variation in the terms of RFP would be possible.
329			8.12	NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.	NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder. .Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination by customer, the Bidder shall be paid for the: 1. goods delivered 2. services rendered		No variation in the terms of RFP would be possible.
330		Annexure B		We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.	We undertake to comply with the terms and conditions of the bid document **as read together with the terms and conditions of this RFP**. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.		No variation in the terms of RFP would be possible.

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331		Annexure D	8.13	I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for Request for Proposal for deployment and implementation of disk based Backup & Archival solution - RFP No. NPCI/RFP/2017-18/IT/12 dated 13.03.2018. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.	I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for Request for Proposal for deployment and implementation of disk based Backup & Archival solution - RFP No. NPCI/RFP/2017-18/IT/12 dated 13.03.2018. I hereby declare that my company ~~has not been~~ **is not currently** debarred/black listed by any Government / Semi Government ~~/ Private organizations~~ in India ~~/ abroad~~. I further certify that I am competent officer and duly authorized by my company to make this declaration.		No variation in the terms of RFP would be possible.
332		Annexure E		I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for Request for Proposal for deployment and implementation of disk based Backup & Archival solution - RFP No. NPCI/RFP/2017-18/IT/12 dated 13.03.2018. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.	I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for Request for Proposal for deployment and implementation of disk based Backup & Archival solution - RFP No. NPCI/RFP/2017-18/IT/12 dated 13.03.2018 **as read together with the deviations to the same submitted with the bid documents**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.		No variation in the terms of RFP would be possible.
333	Intellectual Protection		8.14	Clause not present in RFP	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.		No addition in the terms of RFP would be possible.
334	SNR		8.16	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continious period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continious site not readiness for 30 days, same will be borne by the customer		No addition in the terms of RFP would be possible.
335	Risk and Title		8.17	Clause not present in RFP	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer		No addition in the terms of RFP would be possible.
336	Saving Clause		8.18	Clause not present in RFP	Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.		No addition in the terms of RFP would be possible.
337	Deemed Acceptance		8.18	Clause not present in RFP	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.		No addition in the terms of RFP would be possible.

				Consolidated list of Replies to Pre-bid Queries			
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338	Pass Through Warranty		8.19	Clause not present in RFP	Wipro shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Wipro shall not provide any additional warranties and indemnities with respect such products.		No addition in the terms of RFP would be possible.
339	Non Hire Clause		8.21	Clause not present in RFP	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.		No addition in the terms of RFP would be possible.
340	Change Order		8.22	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.		No addition in the terms of RFP would be possible.
341	Termination for default		f	Clause not present in RFP	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.		No addition in the terms of RFP would be possible.
342	Additional Hardware		8.25	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.		No addition in the terms of RFP would be possible.
343	Upgrades/Enhancements		8.26	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.		No addition in the terms of RFP would be possible.
344	Penalty Cap		8.27	Clause not present in RFP	Nothing withstanding anything contained here, including annexures etc, the maximum aggregate penalty against the bidder for all claims, by which ever name so called, shall be limited to 3% of the respective SOW/PO and shall be in lieu of all available remedies. Also, Wipro does not agree to any form of risk purchase.		No addition in the terms of RFP would be possible.

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345	Arbitration		8.27		If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be Bangalore, India.		No addition in the terms of RFP would be possible.
346	Backup & Archival Software	32	6	Backup Software should support split mirror backups with all major array vendors like HPE 3Par, IBM, Dell-EMC, HDS, NetApp for application consistent copy.	Please share the make/model of existing storage arrays.	As applicable	VMAX 100 / VNXe 1600 / SC 9000 4020 / HPE 20850 / Unity 400 / VNX 5300 5500 5600 / IBM V7000 / Vexata VX100 / etc
347	Backup & Archival Software	33	6	Backup software must be able to auto discover and dynamically configure them for data protection	Is it required for VMs or also for physical servers. Auto discovery of storage volume is required in VMs so that any new VMs can be protected within default backup policy.	Backup software must be able to auto discover VMs and dynamically configure them for data protection	Auto discovery of Both VMs and Physical environment should be supported
348	4.1 Eligibility Criteria	11	2	The Bidder should have minimum annual turnover of INR 50 Crores during the three financial years (one of which shall be the latest financial year, though unaudited). In case of a JV / Consortium / Strategic partnership, the Principal Bidder should have reported profits as per above criteria.	**Request NPCI to change clause as per below:** The Bidder should have minimum annual turnover of INR 250 Crores during the three financial years (one of which shall be the latest financial year, though unaudited). In case of a JV / Consortium / Strategic partnership, the Principal Bidder should have reported profits as per above criteria.		No variation in the terms of RFP would be possible.
349	Section 9 - Technical Specifications	34	11	OEM/Vendor will migrate all Backup data from existing Tapes to the proposed solution	How much backup data from existing tapes to migrate on proposed solution.		Data of Backup to be migrated is approximately 100 TB spread across 2000 Tapes (inclusive of LTO4,5&6). Current Backup solutions used in NPCI are HPDP,IBM Tivoli, Netvault & Networker
350	Section 3 – Scope of Work	10	3.1	Scope of Work	Request NPCI to share scope in detail		Scope is clearly defined
351	Section 9 - Technical Specifications	32	1	Current IT environment of NPCI is 600 Virtual Machines, 400 Physical Host and multiple database including Oracle, MSSQL, MySQL, PostgreSQL, DB2 across both Chennai and Hyderabad Data Centers.	Request NPCI to share complete breakup of data.		Data will be shared post
352	Section 9 - Technical Specifications	33	7	Backup of the complete infrastructure should not exceed the backup window of 8hrs	Please clarify, How much data to be backed up daily/Weekly.		Data will be backed up with the license limits
353				General Query	Please clarify, do bidder needs to be consider SAN & 10G switch in proposed solution at DC & DR site.		The Switches will be part of the NPCI infrastructure & need not be considered by the bidder