

Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019 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 -H, Eligibility Criteria	49	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	1. We request NPCI to make the change in clause : Average annual turn over of Rs. 140Cr as per per audited financial statements in last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) OR Minimum annual turnover of Rs. 125 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018 ) 2. Minimum 25CR storage business in each of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) 3. Bidder is highest CRISIL rating in MSE1 indicates ( "highest Credit Worthness in relation to other MSEs)		No change in the RFP terms
2	4.1 Eligibility Criteria	11	4.1,2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018)	This Storage unit cost may be around 7 crores for two units and the bidder eligibility Criteria required the bidder with 150 Cr per year turnover. Request to set this per-year minimum turnover to 30Cr (which is close to 5 times the order value) We like to participate this RFP with Hitachi AF Storage and request for your kind consideration and a favourable action.		No change in the RFP terms
3	Section 9 - Technical Specifications	32	2, 9	<b>Requirement</b> - The proposed OEM or bidder should have implemented the proposed flash storage system 2 Nos (1DC+1DR active-active site) successfully with replication capability with RPO lesser than 5 minutes The storage should have capability of 3 way replication with zero data loss (Synchronous to Near-DR and Asynchronous to DR i.e. 2 distinct storage arrays at DC & Near-DR without using stretch cluster configuration) / Protocol Support. The storage solution should support FC and iSCSI protocols from day one	Hitachi All flash Storage support for both FC and iSCSI for replication. For a high performance flash storage FC is ideal for usage and replication, in this RFP replication requirement are you going to FCIP routers? Do we need us to include FCIP routers in this quote?		Proposed bidder solution should ensure replication is enabled to meet the NPCI replication requirements
4	Page No 32, Brand	1		* The OEM or bidder should have deployed storages in any two banks in India during the last two years. * The proposing bidder or OEM should have implemented the proposed model successfully.	Request to change this clause, Bidder or OEM should have deployed enterprise class Storage any of two banks in India or top 10 Global banks. OEM / Bidder should have implemented the storage successfully.		No change in the RFP terms
5	Section-4	11	4.1.2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	<b>We request you to consider minimum average annual turnover of Rs. 150 Cr for the last three financial years (i.e., 2015-2016, 2016-2017 &amp; 2017-2018)</b>		No change in the RFP terms
6	Section-1	8		Last date and time for Bid Submission: 05.02.2019, 05.00 pm	Considering OEM dependency for prices & supporting required documentation we request to extend the bid submission date by 7-8 days.		No change in the RFP terms
7	Section 9 - Technical Specifications		Point 3 - Architecture	The storages must support scale-out architecture with minimum 08 controllers, from day one, guaranteeing performance and availability of data.	The Vexata Array delivers enterprise class high-performance (8 million IOPS) and throughput with ultra-low latency (in micro seconds) with just two active-active controllers. We don't need more controllers to achieve this performance. We can get 8 million IOPS (70R/30W) with latency of just 90 us, so the requirements of 8 controllers will not be applicable to us. Please waive the requirement of 8 controllers since our architecture achieves and exceeds the required performance required with just 2 Active-Active controllers.		No change in the RFP terms
8	Section 9 - Technical Specifications		Point 5 - Media	Proposed Storage must support minimum 1,000 disk Drive.	We support much denser high-end SSDs which will fulfil the requirement mentioned in the RFP. Please waive the requirement of 1000 drives for us as the Vexata solution achieves the required capacities (1.5PB and expansion to 3PB of usable capacity) with far fewer number of SSDs.		No change in the RFP terms
9	Section 9 - Technical Specifications		Point 10 - Controller Cache Memory	Minimum Cache of 1 TB should be configured enough to deliver required guaranteed performance from day one and should cater upto capacity of 3PB .	We guarantee high-performance (8 million IOPS) and throughput with ultra-low latency (in micro seconds) with our cache-less Architecture. So our Array doesn't need cache to give better performance. Please waive this requirement for the Vexata solution since our architecture is cache-less and delivers significantly higher performance than traditional flash array architectures.		No change in the RFP terms

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10	4.1 Eligibility Criteria	11	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	Bidder should have average annual turnover of 200crs in the last three financial years ie. 2015-2016, 2016-17 and 2017-18	Bidder should have annual turnover of 125 crs in the last three financial years ie. 2015-2016, 2016-17 and 2017-18	No change in the RFP terms
11	Section 9 - Technical Specifications	33	Point #14 Scalability	As part of scalability up to 3PB, NPCI will procure only additional disks for capacity and not additional controllers/nodes nor additional licenses.	Does NPCI expect the OEM to provide the capacity cost(Per TB Cost alone) for the future scalability without any additional cost of associated hardware like Controller/nodes/licenses etc. ? Request NPCI to clarify.		The description is clear. No change in the RFP
12	Section 1 - Page No:8			By way of Demand Draft/BG:- Rs. 20,00,000/-	Request you to consider By way of Demand Draft:- Rs. 5,00,000/- or Consider MSME Certificate		No change in the RFP terms
13	Section 1 - Page No:8			Bid Processing Fees - 11,800/-	Consider MSME For the Fees Exemption		No change in the RFP terms
14	Bid Validity Period:17,18			Bids shall remain valid for 180days after the date of bid opening prescribed by LIC, in the Activity Schedule.	kindly consider the ,Bids shall remain valid for 120 days after the date of bid opening prescribed by NPCI, in the Activity Schedule.		No change in the RFP terms
15	Bid Submission - Page No:8			05.02.2019 05.00 pm	Kindly consider 2 Weeks of Bid submission after providing response of Bid Queries		No change in the RFP terms
16	Payment Terms: 8.18			Hardware & Software: 20% payment shall be released within 30 days after from the date of delivery of Hardware & software and 80% payment shall be released after successful installation of Hardware & software. The bidder needs to submit correct invoice and successful installation report duly signed by NPCI Officials.	Please Consider Hardware & Software: 60% payment shall be released within 30 days after from the date of delivery of Hardware & software and 40% payment shall be released after successful installation of Hardware & software. The bidder needs to submit correct invoice and successful installation report duly signed by NPCI Officials.		Please refer the corrigendum 1 for revised term
17	Delivery Penalty			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 undelivered value of the goods, without prejudice to any other right or remedy available under purchase order.	Please Consider @0.1% for the delay for delivery upto 1%		No change in the RFP terms
18	SLA			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.	Please consider Penalty of @0.1% for the downtime upto 1% of total project cost.		No change in the RFP terms
19	Technical Annexure			The proposed OEM or bidder should have implemented the proposed flash storage system 2 Nos (1DC+1DR active-active site) successfully with replication capability with RPO lesser than 5 minutes.	The proposed OEM or bidder should have implemented the Similar flash storage system 2 Nos (1DC+1DR active-active site) successfully with replication capability with RPO lesser than 5 minutes.		No change in the RFP terms
20	Consortium	11	4.1 (Point no 2)	In case of a JV / Consortium / Strategic	1.Formula Consortium with associated Partner is not eligible for above mentioned Turnover, current dated Consortium with other than association is accepted by NPCI		The clause is self-explanatory with states the following;"In case of a JV / Consortium / Strategic partnership, <u>the bidder</u> should have reported profits as per above criteria."
21	Consortium	11	4.1 (Point no 2)	partnership, the bidder should have reported profits as per above criteria	2.In case of Consortium which Documents are you require		The clause is self-explanatory with states the following;"In case of a JV / Consortium / Strategic partnership, <u>the bidder</u> should have reported profits as per above criteria."

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22	Annexure H - Eligibility Criteria Compliance	45	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria. a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this. b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	Request to change clause as minimum average turnover of Rs. 100 Cr as per audited financial statements from the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria. a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this. b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.		No change in the RFP terms
23	Section 1 - Bid Schedule and Address EMD/Bid Security	8	14	EMD/Bid Security Rs 20,00,000 (Rupees Twenty Lakhs)	Request for exemption against MSME/NSIC Registration	Or request to Reduce Bid Security Amount as Bid Security of Rs. 2000000/- is high.	No change in the RFP terms
24	Section 1 - Bid Schedule and Address Bid Cost	8	13	Bid Cost Rs.11,800/- (Rs.10,000.00 plus applicable GST@18%) (Bid cost should be in Indian Rupees only)	Request for exemption against MSME/NSIC Registration.		No change in the RFP terms
25	Section 9 - Technical Specifications	32		All Flash Storage 1.5 PB usable space serving 1million IOPS, Latency less than 1 milli second with 4K blocks	We have a solution which is not all flash . We can match the adhoc expectations with our storage solution. Request NPCI to change/modify this clause		No change in the RFP terms
26	Section 9 - Technical Specifications	32		The OEM or bidder should have deployed storages in any two banks in India during the last two years.	Request NPCI to remove the clause for deployment in Banks in India to any 2 customers in India		No change in the RFP terms
27	Annexure H - Eligibility Criteria Compliance	45		The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	Request NPCI to incorporate consolidated Financial results with profitability in atleast 2 of the last 3 years		No change in the RFP terms
28	8.7 Delivery schedule	21		8.7 Delivery schedule Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 6 weeks from the delivery of Hardware & Software	Request NPCI to consider Delivery Period of minimum 8 weeks from date of receipt of PO and necessary documentation received from NPCI		No change in the RFP terms
29	RFP for Flash Storage Final	10	3.1	10. Integration with Switches	Please share the make / model of existing switches and the type of ports - copper / Fibre.		Successful bidder will be provided with the necessary information
30	RFP for Flash Storage Final	10	3.1	17. Systems should be integrated with NPCI Monitoring & Alerting mechanism and should be tested	Please share the details of Existing Monitoring and Alerting System at NPCI with software name and version.		Successful bidder will be provided with the necessary information
31	RFP for Flash Storage Final	10	3.1	17. Systems should be integrated with NPCI Monitoring & Alerting mechanism and should be tested	The existing monitoring and alerting system should be compatible for REST API Integration. Please confirm.		Successful bidder will be provided with the necessary information
32	RFP for Flash Storage Final	10	3.1	21. Complete product's classroom training for 10 NPCI employees on the product administration & troubleshooting	Please confirm from whom is NPCI looking for training to be facilitated - OEM / Bidder		OEM

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33	RFP for Flash Storage Final	10	3.1	21. Complete product's classroom training for 10 NPCI employees on the product administration & troubleshooting	Please let know whether it would be training at bidder/OEM place OR NPCI site and address.		Successful bidder will be provided with the necessary information
34	RFP for Flash Storage Final	10	3.1	21. Complete product's classroom training for 10 NPCI employees on the product administration & troubleshooting	Please confirm if all 10 employees are at Hyderabad site or Chennai site, in case the one-time training to be given at a single site or multiple sites.		Successful bidder will be provided with the necessary information
35	RFP for Flash Storage Final	10	3.1	21. Complete product's classroom training for 10 NPCI employees on the product administration & troubleshooting	Please confirm whether proposed technology certifications for NPCI employees is to be considered or not. If yes, please share the number of employees certification needed.		Successful bidder will be provided with the necessary information
36	RFP for Flash Storage Final	23	8.18	Hardware & Software: 20% payment shall be released within 30 days after from the date of delivery of Hardware & software and 80% payment shall be released after successful installation of Hardware & software.	Request to make as below - Hardware & Software: 80% payment shall be released within 30 days after from the date of delivery of Hardware & software and 20% payment shall be released after successful installation of Hardware & software.		Please refer the corrigendum 1 for revised term
37	RFP for Flash Storage Final	21	8.7	8.7 Delivery schedule Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 6 weeks from the delivery of Hardware & Software	Request to make as below - Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 8 weeks from the delivery of Hardware & Software		No change in the RFP terms
38	RFP for Flash Storage Final	22	8.11	8.11 Warranties Successful Bidder will provide support for warranty period Same Day 4-hour (24X7) Onsite Response (Parts + Labor).	Request Bank to Consider : 8.11 Warranties Successful Bidder will provide support for warranty period Same Day 8-hour (24X7) Onsite Response (Parts + Labor).		No change in the RFP terms
39	RFP for Flash Storage Final	-	-	General	Please share if any onsite resource requirement is there for the RFP tenure of 5 years - (3 Yr + 2 Yr). If yes, please also share the qualification requirement and number of resources required.		Not required
40	Annexure N	54	Annexure N - Commercial Bid (Indicative)	AMC cost should not be less than 8% of the cost of hardware / software	Please advise if 8% is for yearly basis or total 8% for the 4th year & 5th combined		The clause is self-explanatory with states the following; " <u>AMC</u> cost should not be less than 8% of the cost of hardware / software."
41	8.4	20	8.4 Performance 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), as per statutory provisions in force.	Request Bank to reduce the claime period to 3 months after the term of the contract.		No change in the RFP terms
42	AMC	23	AMC	AMC AMC charges shall be paid quarterly in arrears after availing maintenance services.	Request bank to release AMC payment yearly in advance		No change in the RFP terms
43	Section 8 - Terms and Conditions	21	8.7	8.7 Delivery schedule Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 6 weeks from the delivery of Hardware & Software	Request NPCI to consider : 8.7 Delivery schedule Delivery of the Hardware & Software should be within 8 weeks from the date of receipt of Purchase Order & implementation shall be completed within 8 weeks from the delivery of Hardware & Software		No change in the RFP terms
44	Section 3 - Scope of Work	10	23	23. The software & hardware quoted by bidder should not be declared as End of Sale (EOS) by the OEM for two years from the date of installation. In the event of the supplied equipment being declared EOS within the mentioned period, the bidder has to replace the equipment with equipment having equivalent or higher configurations. The software & Hardware quoted by the bidder should not be declared as End of Life/End of support by the OEM during the contract period. The bidder has to replace the equipment with equipment having equivalent or higher configurations.	Request NPCI to consider End of Sale for six months form insatllation. As OEMs as per there global policy may declare end of sale any time. However Product will be supported for contract period. Request Bank to consider: 23. The software & hardware quoted by bidder should not be declared as End of Sale (EOS) by the OEM for <b>Six Months</b> from the date of installation. In the event of the supplied equipment being declared EOS within the mentioned period, the bidder has to replace the equipment with equipment having equivalent or higher configurations. The software & Hardware quoted by the bidder should not be declared as End of Life/End of support by the OEM during the contract period. The bidder has to replace the equipment with equipment having equivalent or higher configurations.		No change in the RFP terms

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45	Section 9 Technical Specifications	32	1	The OEM or bidder should have deployed storages in any two banks in India during the last two years.	Please include presence in leaders quadrant & modify the clause as follows "The OEM or bidder should have deployed storages in any two banks in India during the last two years. <b>The OEM should be present in leaders quadrant of latest gartner report for All Flash Arrays.</b> "	Vendors in the Leaders quadrant have the highest scores for their Ability to Execute and Completeness of Vision. A vendor in the Leaders quadrant has the market share, credibility, and marketing and sales capabilities needed to drive the acceptance of new technologies. These vendors demonstrate a clear understanding of market needs; they are innovators and thought leaders; and they have well-articulated plans that customers and prospects can use when designing their storage infrastructures and strategies. In addition, they have a presence in all three major geographical regions, consistent financial performance and broad platform support.	No change in the RFP terms
46	Section 9 Technical Specifications	32	6	Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) and should be expandable to minimum 3 PB or more, capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time at fully populated capacity	To ensure that linear performance is maintained when capacity is expanded to 3 PB we would recommend to Modify this clause as follows:  Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time . The proposed system should scale to a minimum of 3 PB capacity with sustained <b>2 million IOPS</b> (Read Write Ratio of 70:30) with less than one milli second response time. NPCI will procure only the Disks with shelves for expansion to 3 PB; The Bidder/ OEM should include required Controllers,Cache, Front End -Back End port slots on day 1 to ensure the desired performance is delivered when the system is expanded to 3 PB. The compliance document on this sizing should be accompanied with a letter from the OEM, confirming to this requirement.	Linear Performance of 2X i.e. 2million IOPS should be made mandatory when the capacity is scaled from 1.5 PB to 3PB.	No change in the RFP terms
47	Section 9 Technical Specifications	33	10	Minimum 1TB Cache	Please confirm if 1TB of cache is required on each HA pair ( i.e. 4TB total across 8 controllers) or 1 TB across all the proposed controllers.	As the Capacity and Performance requirements are extremely high we would strongly recommend the system be configured with atleast 4 TB Cache across 8 controllers on day 1 .	No change in the RFP terms
48	Section 9 Technical Specifications	33	11	Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency even in case of controller or node failure	In an Enterprise Class Flash Storage Systems Dedupe & Compression is a default feature; When turned on Space Efficiencies of a minimum 2X is achieved , i.e. 3 PB Effectivespace . As this is an advantage to NPCI request you to modify the clause as follows:Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency with <b>dedupe and compression turned on</b> & also in case of controller or node failure	This is to ensure that all the performance overheads are taken into consideration while delivering the required performance as expected by NPCI and still deliver the space efficiencies that is a basic feature of an Enterprise Class Flash Storage Sytem.	No change in the RFP terms
49	Section 9 Technical Specifications	33	13	Minimum 8 Front end port per controller for host connectivity with minimum 16Gbps throughput Each controller should be configured with fully populated backend and frontend ports	Request you to Modify this as follows  Minimum 8 Front end port per controller for host connectivity with minimum <b>32 Gbps throughput</b> or 16 Front end port per controller for host connectivity with minimum 16 Gbps throughput.  Modify the below clause as this is contradicting to the above ask of ports Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	32 Gbps is a standard feature of an Enterprise Class Flash System; if an OEM is unable to provide this ;2X the number of 16Gbps ports would be required as compared to an OEM with capability of supply of 32 Gbps ports.  Enterprise Class Systems have capability to support in excess of 8/16 ports per controller and hence populating this fully beyond the number of ports asked in the RFP makes our bid commercially unviable. Ideally Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	No Change in the RFP terms, however respective OEM can configure no of ports not less than 8 per controller and sufficient ports to meet desired scalability and performance
50	Section 9 Technical Specifications	33	17	Proposed storage must provide minimum 3 global spares	Please modify this to "Proposed storage must provide minimum 1 global spare for every 30 drives".	This will help NPCI achieve data availability in any type/size of disks provided by the OEM's.  For example, if the solution is designed using 4TB SSD disks for 1.5PB solution, Just 3-Hot spares for 200+ drives would be very less to achieve the purpose of having the data availability. If this is defined as a ratio of 1-Hot spare per 24/30 drives, it would help all OEMs to provide better availability solution for NPCI.	No change in the RFP terms
51	Section 3.1 Scope of Work	10	9	All required FC or other cables (Storage to SAN switch/PDU/Network and vice versa) related to the Storage and SAN switches should be provided and cabling to be done by the OEM/Bidder	Please confirm length of cables required between the proposed storage array and existing SAN switch.		Successful bidder will be provided with the necessary information

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52	General				We request NPCI to Incorporate the said clause"An OEM can partner/can only be represented by a single System Integrator. Similarly a System Integrator cannot partner/represent more than one OEM		It is recommended for one OEM to partner with only one Bidder and vice versa
53	Section 9 - Technical Specifications	32	1	The OEM or bidder should have deployed storages in any two banks in India during the last two years.	Please include presence in leaders quadrant & modify the clause as follows "The OEM or bidder should have deployed storages in any two banks in India during the last two years. <b>The OEM should be present in leaders quadrant of latest gartner report for All Flash Arrays.</b> "	Vendors in the Leaders quadrant have the highest scores for their Ability to Execute and Completeness of Vision. A vendor in the Leaders quadrant has the market share, credibility, and marketing and sales capabilities needed to drive the acceptance of new technologies. These vendors demonstrate a clear understanding of market needs; they are innovators and thought leaders; and they have well-articulated plans that customers and prospects can use when designing their storage infrastructures and strategies. In addition, they have a presence in all three major geographical regions, consistent financial performance and broad platform support.	No change in the RFP terms
54	Section 9 - Technical Specifications	32	6	Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) and should be expandable to minimum 3 PB or more, capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time at fully populated capacity	To ensure that linear performance is maintained when capacity is expanded to 3 PB we would recommend to Modify this clause as follows:  Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time . The proposed system should scale to a minimum of 3 PB capacity with sustained <b>2 million IOPS</b> (Read Write Ratio of 70:30) with less than one milli second response time. NPCI will procure only the Disks with shelves for expansion to 3 PB; The Bidder/ OEM should include required Controllers,Cache, Front End -Back End port slots on day 1 to ensure the desired performance is delivered when the system is expanded to 3 PB. The compliance document on this sizing should be accompanied with a letter from the OEM, confirming to this requirement.	Linear Performance of 2X i.e. 2million IOPS should be made mandatory when the capacity is scaled from 1.5 PB to 3PB.	No change in the RFP terms
55	Section 9 - Technical Specifications	33	10	Minimum 1TB Cache	Please confirm if 1TB of cache is required on each HA pair ( i.e. 4TB total across 8 controllers) or 1 TB across all the proposed controllers.	As the Capacity and Performance requirements are extremely high we would strongly recommend the system be configured with atleast 4 TB Cache across 8 controllers on day 1 .	No change in the RFP terms
56	Section 9 - Technical Specifications	33	11	Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency even in case of controller or node failure	In an Enterprise Class Flash Storage Systems Dedupe & Compression is a default feature; When turned on Space Efficiencies of a minimum 2X is achieved , i.e. 3 PB Effectivespace . As this is an advantage to NPCI request you to modify the clause as follows:Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency with <b>dedupe and compression turned on</b> & also in case of controller or node failure	This is to ensure that all the performance overheads are taken into consideration while delivering the required performance as expected by NPCI and still deliver the space efficiencies that is a basic feature of an Enterprise Class Flash Storage Sytem.	No change in the RFP terms
57	Section 9 - Technical Specifications	33	13	Minimum 8 Front end port per controller for host connectivity with minimum 16Gbps throughput Each controller should be configured with fully populated backend and frontend ports	Request you to Modify this as follows  Minimum 8 Front end port per controller for host connectivity with minimum <b>32 Gbps throughput</b> or 16 Front end port per controller for host connectivity with minimum 16 Gbps throughput.  Modify the below clause as this is contradicting to the above ask of ports Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	32 Gbps is a standard feature of an Enterprise Class Flash System; if an OEM is unable to provide this ;2X the number of 16Gbps ports would be required as compared to an OEM with capability of supply of 32 Gbps ports.  Enterprise Class Systems have capability to support in excess of 8/16 ports per controller and hence populating this fully beyond the number of ports asked in the RFP makes our bid commercially unviable. Ideally Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	No Change in the RFP terms, however respective OEM can configure no of ports not less than 8 per controller and sufficient ports to meet desired scalability and performance
58	Section 9 - Technical Specifications	33	17	Proposed storage must provide minimum 3 global spares	Please modify this to "Proposed storage must provide minimum 1 global spare for every 30 drives".	This will help NPCI achieve data availability in any type/size of disks provided by the OEMs.  For example, if the solution is designed using 4TB SSD disks for 1.5PB solution, Just 3-Hot spares for 200+ drives would be very less to achieve the purpose of having the data availability. If this is defined as a ratio of 1-Hot spare per 24/30 drives, it would help all OEMs to provide better availability solution for NPCI.	No change in the RFP terms

Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019 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
59	Section 3.1 Scope of Work	10	9	All required FC or other cables (Storage to SAN switch/PDU/Network and vice versa) related to the Storage and SAN switches should be provided and cabling to be done by the OEM/Bidder	Please confirm length of cables required between the proposed storage array and existing SAN switch.		Successful bidder will be provided with the necessary information
60	Section 3 - Scope of Work	10	17	Systems should be integrated with NPCI Monitoring & Alerting mechanism and should be tested	What is the current Monitoring system?	Necessary APIs will be provided for integrating with the existing monitoring software. We may not have the expertise on configuration of your existing monitoring software.	Successful bidder will be provided with the necessary information
61	Section 9 - Technical Specifications	32	2	The proposed OEM or bidder should have implemented the proposed flash storage system 2 Nos (1DC+1DR active-active site)successfully with replication capability with RPO lesser than 5 minutes	Our understanding of Active-Active site means both the sites are production sites and the solution should provide bi-directional storage based replication. Please clarify	RPO lesser than 5 minutes is very much possible. However, it primarily depends on the bandwidth between two sites	No change in the RFP terms
62	Section 9 - Technical Specifications	32	2	The storage should have capability of 3 way replication with zero data loss (Synchronous to Near-DR and Asynchronous to DR i.e. 2 distinct storage arrays at DC & Near-DR without using stretch cluster configuration)	Stretched cluster configuration is a proven methodology for Zero data loss solution. Request you to remove the following from the requirement: "without using stretch cluster configuration"		No change in the RFP terms
63	Section 9 - Technical Specifications	32	5	Proposed Storage must support minimum 1,000 disk Drive.	Request you to change the clause to "minimum 700 disk drives" as these would give much higher capacity than prescribed scalability of 3 PB		No change in the RFP terms
64	Section 9 - Technical Specifications	33	17	Proposed storage must provide minimum 3 global spares.	Rquest you to change the requirement to: "Proposed storage must provide minimum 2 Spare drives per controller pair (so total of 8 for four controller pair) "		No change in the RFP terms
65	Section 9 - Technical Specifications	34	20	Proposed OEM or bidder must provide 3 years of comprehensive On-Site support warranty and 2 years of AMC including part replacement / repairs within 4 hours of reporting.	Request you to change the clause to: Proposed OEM or bidder must provide 3 years of comprehensive On-Site support warranty and 2 years of AMC including <b>response</b> within 4 hours of reporting.		No change in the RFP terms
66	Section 9 - Technical Specifications	32	5	<ul style="list-style-type: none"> <li>Proposed storage must support latest SSD drives with various capacities available.</li> <li>Proposed Storage must support minimum 1,000 disk Drive.</li> </ul>	Can we quote 15 TB SSD? System supports 960 GB/1.8 TB/3.8 TB/7.6 TB/15 TB SSDs and 6.4 TB/7TB/14 TB FMDs as well. More than 1000 Drives supported.		No change in the RFP terms
67	Protocol Support	33	9	The storage solution should support FC and iSCSI protocols from day one	Suggest using FC for remote replication. Can NPCI provide their existing FCIP routers for remote replication from DC to DR? We should propose new FCIP routers as required for this set up? Need clarity.		Proposed bidder solution should ensure replication is enabled to meet the NPCI replication requirements
68	Annexure H - Eligibility Criteria Compliance	45	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018).	request you to consider the bidder to have Positive NetWorth for last 3 consecutive financial years with CA certificate		No change in the RFP terms
69	Payment Term	23	8.1	Payment Terms: Hardware & Software: 20% payment shall be released within 30 days after from the date of delivery of Hardware & software and 80% payment shall be released after successful installation of Hardware & software. The bidder needs to submit correct invoice and successful installation report duly signed by NPCI Officials.	Request you to provide alternative Payment clause 80% payment shall be released within 30 days after from the date of delivery of Hardware & software and 20% payment shall be released after successful installation of Hardware & software.		Please refer the corrigendum 1 for revised term



**Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019**  
**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
70	Indemnity	24		<p>Indemnity</p> <p>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.</p>	<p>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.</p> <p>Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising</p>		No change in the RFP terms
71	Termination of contract	27	8.24	<p>For Convenience: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior written 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</p>	<p>For Insolvency: NPCI at any time may terminate the contract by giving 30 days advance written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.</p>		No change in the RFP terms
72					<p>For Non-Performance: NPCI reserves its right to terminate the contract by giving an advance written notice of 30 days to the Bidder 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</p>		No change in the RFP terms
73		27	8.26	Order Cancellation	<p>Comment: Modifications required as under;</p> <p>NPCI reserves its right to cancel the order <b>by giving an advance written notice of 30 days to the Bidder</b> 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;</p> <p>i. Delay in deployment of resources / Certification beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected during deployment and Certification process. 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 conceals or suppresses material information.</p> <p>In case of order cancellation, any payments made by NPCI to the Bidder <b>in advance</b>, (if any) for the particular service would necessarily have to be returned to NPCI <b>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.</b> The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document</p> <p>- mark in red modification suggest by Bidder &amp; - mark in Blue request for Delete suggest by Bidder</p>		No change in the RFP terms



Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019 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
74		30		No Damage of NPCI Property	<p>Comment: Modifications required as under;</p> <p>Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract <b>due to the acts and omissions of the Bidder</b>. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by <b>any personnel of the Bidder</b>, the <b>actual and proven</b> amount of loss/damage <b>so fixed borne</b> by NPCI shall be recovered from Bidder.</p> <p>Below mentioned clause needs to be mentioned: Neither party shall solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation</p> <p><b>- mark in red modification suggest by Bidder &amp; - mark in Blue request for Delete suggest by Bidder</b></p>		No change in the RFP terms
75	Section 9 : Requirement	pt 2 page 32		The proposed OEM or bidder should have implemented the proposed flash storage system in Chennai and hyderabad successfully with replication capacity RPO 5 Min	Please share us connectivity details between DC and DR ( Chennai and hyderabad) bandwidth used between DC and DR		Successful bidder will be provided with the necessary information
76	Section-9/Technical Specs/ Point #14/Scalability	Page no. 33		As part of scalability up to 3PB, NPCI will procure only additional disks for capacity and not additional controllers/nodes nor additional licenses.	Does NPCI expect the OEM to provide the capacity cost(Per TB Cost alone) for the future scalability without any additional cost of associated hardware like Controller/nodes/licenses etc. ? Request NPCI to clarify.		The description is clear. No change in the RFP
77	Section 8.18	Page no. 23		Hardware & Software: 20% payment shall be released within 30 days after from the date of delivery of Hardware & software and 80% payment shall be released after successful installation of Hardware & software. The bidder needs to submit correct invoice and successful installation report duly signed by NPCI Officials.	Request you to consider 80 on delivery and 20% on installation		Please refer the corrigendum 1 for revised term
78	Section 9 Technical Specifications	32	1	The OEM or bidder should have deployed storages in any two banks in India during the last two years.	Please include presence in leaders quadrant & modify the clause as follows "The OEM or bidder should have deployed storages in any two banks in India during the last two years. <b>The OEM should be present in leaders quadrant of latest gartner report for All Flash Arrays.</b> "	Vendors in the Leaders quadrant have the highest scores for their Ability to Execute and Completeness of Vision. A vendor in the Leaders quadrant has the market share, credibility, and marketing and sales capabilities needed to drive the acceptance of new technologies. These vendors demonstrate a clear understanding of market needs; they are innovators and thought leaders; and they have well-articulated plans that customers and prospects can use when designing their storage infrastructures and strategies. In addition, they have a presence in all three major geographical regions, consistent financial performance and broad platform support.	No change in the RFP terms
79	Section 9 Technical Specifications	32	6	Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) and should be expandable to minimum 3 PB or more, capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time at fully populated capacity	<p>To ensure that linear performance is maintained when capacity is expanded to 3 PB we would recommend to Modify this clause as follows:</p> <p>Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time . The proposed system should scale to a minimum of 3 PB capacity with sustained <b>2 million IOPS</b> (Read Write Ratio of 70:30) with less than one milli second response time. NPCI will procure only the Disks with shelves for expansion to 3 PB; The Bidder/ OEM should include required Controllers,Cache, Front End -Back End port slots on day 1 to ensure the desired performance is delivered when the system is expanded to 3 PB. The compliance document on this sizing should be accompanied with a letter from the OEM, confirming to this requirement.</p>	Linear Performance of 2X i.e. 2million IOPS should be made mandatory when the capacity is scaled from 1.5 PB to 3PB.	No change in the RFP terms
80	Section 9 Technical Specifications	33	10	Minimum 1TB Cache	Please confirm if 1TB of cache is required on each HA pair ( i.e. 4TB total across 8 controllers) or 1 TB across all the proposed controllers.	As the Capacity and Performance requirements are extremely high we would strongly recommend the system be configured with atleast 4 TB Cache across 8 controllers on day 1 .	No change in the RFP terms

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S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
81	Section 9 Technical Specifications	33	11	Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency even in case of controller or node failure	In an Enterprise Class Flash Storage Systems Dedupe & Compression is a default feature; When turned on Space Efficiencies of a minimum 2X is achieved , i.e. 3 PB Effectivespace . As this is an advantage to NPCI request you to modify the clause as follows:Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency with <b>dedupe and compression turned on</b> & also in case of controller or node failure	This is to ensure that all the performance overheads are taken into consideration while delivering the required performance as expected by NPCI and still deliver the space efficiencies that is a basic feature of an Enterprise Class Flash Storage Sytem.	No change in the RFP terms
82	Section 9 Technical Specifications	33	13	Minimum 8 Front end port per controller for host connectivity with minimum 16Gbps throughput Each controller should be configured with fully populated backend and frontend ports	Request you to Modify this as follows  Minimum 8 Front end port per controller for host connectivity with minimum <b>32 Gbps throughput</b> or 16 Front end port per controller for host connectivity with minimum 16 Gbps throughput.  Modify the below clause as this is contradicting to the above ask of ports Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	32 Gbps is a standard feature of an Enterprise Class Flash System; if an OEM is unable to provide this ;2X the number of 16Gbps ports would be required as compared to an OEM with capability of supply of 32 Gbps ports.  Enterprise Class Systems have capability to support in excess of 8/16 ports per controller and hence populating this fully beyond the number of ports asked in the RFP makes our bid commercially unviable. Ideally Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	No Change in the RFP terms, however respective OEM can configure no of ports not less than 8 per controller and sufficient ports to meet desired scalability and performance
83	Section 9 Technical Specifications	33	17	Proposed storage must provide minimum 3 global spares	Please modify this to "Proposed storage must provide minimum 1 global spare for every 30 drives".	This will help NPCI achieve data availability in any type/size of disks provided by the OEMs.  For example, if the solution is designed using 4TB SSD disks for 1.5PB solution, Just 3-Hot spares for 200+ drives would be very less to achieve the purpose of having the data availability. If this is defined as a ratio of 1-Hot spare per 24/30 drives, it would help all OEMs to provide better availability solution for NPCI.	No change in the RFP terms
84	Section 3.1 Scope of Work	10	9	All required FC or other cables (Storage to SAN switch/PDU/Network and vice versa) related to the Storage and SAN switches should be provided and cabling to be done by the OEM/Bidder	Please confirm length of cables required between the proposed storage array and existing SAN switch.		Successful bidder will be provided with the necessary information
85	Section 4 Instruction Bidders	11	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	<u><b>Requested to read the clause as:</b></u> The Sole bidder should have average annual turnover of Rs. 120 Cr as per audited financial statements in last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. OR In case of a Consortium the joint reported minimum annual turnover should be of Rs. 120 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	-----	No change in the RFP terms
86	Section 4 Instruction Bidders	11	2	a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.		No change in the RFP terms

Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019 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
87	Section 4 - Instruction Bidders to 11	2		b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.		No change in the RFP terms
88	Section 8 - Terms and Conditions	23	8.18	Payment Terms: Hardware & Software: 20% payment shall be released within 30 days after from the date of delivery of Hardware & software and 80% payment shall be released after successful installation of Hardware & software. The bidder needs to submit correct invoice and successful installation report duly signed by NPCI Officials.	<u>Requested to read the clause as:</u> Payment Terms: Hardware & Software: 80% payment shall be released within 30 days after from the date of delivery of Hardware & software and 20% payment shall be released after successful installation of Hardware & software. The bidder needs to submit correct invoice and successful installation report duly signed by NPCI Officials.	-----	Please refer the corrigendum 1 for revised term
89	Annexure H- Eligibility Criteria Compliance	45	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	<u>Requested to read the clause as:</u> The Sole bidder should have average annual turnover of Rs. 120 Cr as per audited financial statements in last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. OR In case of a Consortium the joint reported minimum annual turnover should be of Rs. 120 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.		No change in the RFP terms
90	Annexure H- Eligibility Criteria Compliance	45	2	a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	-----	No change in the RFP terms
91	Annexure H- Eligibility Criteria Compliance	45	2	b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.		No change in the RFP terms
92	Section 5 - Instruction Bidders to 13	5.7		Earnest Money Deposit (EMD) The Bidder is required to deposit Rs 20, 00,000/- (Rupees Twenty 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 per Bank norms, NPCI Bank's IFSC Code is required for preparing Bank Guarantee. Requested to disclose your IFSC Code for the purpose of EMD preparation	-----	Name of Bank- HDFC Bank; Bank Account no.- 00600530001133; Address - Maneckji Wadia Bldg, Ground Floor, Nanik Motwani Marg, Fort, Mumbai-400 023; IFSC Code - HDFC0000060
93	Section 8 - Terms and Conditions	23	8.14	Penalty on non-adherence to SLAs: 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.	<u>Requested to read the clause as:</u> 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 0.5% 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.	-----	No change in the RFP terms

Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019 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
94	Section 8 - Terms and Conditions	21	8.7	Delivery schedule Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 6 weeks from the delivery of Hardware & Software	<u>Requested to read the clause as:</u> Delivery schedule Delivery of the Hardware & Software should be within 6 -8 weeks from the date of receipt of Purchase Order & implementation shall be completed within 8-12 weeks from the delivery of Hardware & Software	.....	No change in the RFP terms
95	Section 8 - Terms and Conditions	24	8.19	<b>Migration activities for change of location:</b> In case NPCI wishes to shift the devices from one place to another anywhere in the country, adequate support will be made available by the bidder by arranging field engineer for the purpose of dismantling of storage devices supplied by Service provider & hand-over to the concerned Officials or Data Center, pre-shifting inspection, post-shifting inspection, re-installation etc. of all devices supplied by Service provider. All migration related activities to be done after Business / session hours /according to business convenience & the engineer have to be deployed as per the requirements. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will not be responsible or liable for any losses, damages to the items of equipment's, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process. It is the responsibility of field engineer to integrate devices delivered at required location or Data Center & coordinate with NPCI NOC to extend the reachability.	I&C should not include Migration Activity	.....	No change in the RFP terms
96	Section 9 - Technical Specifications	32	1	The OEM or bidder should have deployed storages in any two banks in India during the last two years.	Please include presence in leaders quadrant & modify the clause as follows "The OEM or bidder should have deployed storages in any two banks in India during the last two years. <b>The OEM should be present in leaders quadrant of latest gartner report for All Flash Arrays.</b> "	Vendors in the Leaders quadrant have the highest scores for their Ability to Execute and Completeness of Vision. A vendor in the Leaders quadrant has the market share, credibility, and marketing and sales capabilities needed to drive the acceptance of new technologies. These vendors demonstrate a clear understanding of market needs; they are innovators and thought leaders; and they have well-articulated plans that customers and prospects can use when designing their storage infrastructures and strategies. In addition, they have a presence in all three major geographical regions, consistent financial performance and broad platform support.	No change in the RFP terms
97	Section 9 - Technical Specifications	32	6	Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) and should be expandable to minimum 3 PB or more, capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time at fully populated capacity	To ensure that linear performance is maintained when capacity is expanded to 3 PB we would recommend to Modify this clause as follows:  Proposed storage should provide 1.5 PB (not 1.5PiB) usable capacity post RAID 6 configuration, ( Configured disk size not exceeding 8 TB) capable of delivering sustained 1million IOPS (Read Write Ratio of 70:30) with less than one milli second response time . The proposed system should scale to a minimum of 3 PB capacity with sustained <b>2 million IOPS</b> (Read Write Ratio of 70:30) with less than one milli second response time. NPCI will procure only the Disks with shelves for expansion to 3 PB; The Bidder/ OEM should include required Controllers,Cache, Front End -Back End port slots on day 1 to ensure the desired performance is delivered when the system is expanded to 3 PB. The compliance document on this sizing should be accompanied with a letter from the OEM, confirming to this requirement.	Linear Performance of 2X i.e. 2Million IOPS should be made mandatory when the capacity is scaled from 1.5 PB to 3PB.	No change in the RFP terms
98	Section 9 - Technical Specifications	33	10	Minimum 1TB Cache	Please confirm if 1TB of cache is required on each HA pair ( i.e. 4TB total across 8 controllers) or 1 TB across all the proposed controllers.	As the Capacity and Performance requirements are extremely high we would strongly recommend the system be configured with atleast 4 TB Cache across 8 controllers on day 1 .	No change in the RFP terms

Request for Proposal for supply, installation & maintenance of Flash Storage -NPCI/RFP/2018-19/IT/14 dated 23.01.2019 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
99	Section 9 Technical Specifications	33	11	Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency even in case of controller or node failure	In an Enterprise Class Flash Storage Systems Dedupe & Compression is a default feature; When turned on Space Efficiencies of a minimum 2X is achieved , i.e. 3 PB Effectivespace . As this is an advantage to NPCI request you to modify the clause as follows:Proposed storage must deliver guaranteed performance of 1 million IOPS at less than one milli second latency with <b>dedupe and compression turned on</b> & also in case of controller or node failure	This is to ensure that all the performance overheads are taken into consideration while delivering the required performance as expected by NPCI and still deliver the space efficiencies that is a basic feature of an Enterprise Class Flash Storage Sytem.	No change in the RFP terms
100	Section 9 Technical Specifications	33	13	Minimum 8 Front end port per controller for host connectivity with minimum 16Gbps throughput Each controller should be configured with fully populated backend and frontend ports	Request you to Modify this as follows  Minimum 8 Front end port per controller for host connectivity with minimum <b>32 Gbps throughput</b> or 16 Front end port per controller for host connectivity with minimum 16 Gbps throughput.  Modify the below clause as this is contradicting to the above ask of ports Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	32 Gbps is a standard feature of an Enterprise Class Flash System; if an OEM is unable to provide this ;2X the number of 16Gbps ports would be required as compared to an OEM with capability of supply of 32 Gbps ports.  Enterprise Class Systems have capability to support in excess of 8/16 ports per controller and hence populating this fully beyond the number of ports asked in the RFP makes our bid commercially unviable. Ideally Each controller should be configured with backend and frontend ports fully complying to the capacity and performance ask in the RFP	No Change in the RFP terms, however respective OEM can configure no of ports not less than 8 per controller and sufficient ports to meet desired scalability and performance
101	Section 9 Technical Specifications	33	17	Proposed storage must provide minimum 3 global spares	Please modify this to "Proposed storage must provide minimum 1 global spare for every 30 drives".	This will help NPCI achieve data availability in any type/size of disks provided by the OEM's.  For example, if the solution is designed using 4TB SSD disks for 1.5PB solution, Just 3-Hot spares for 200+ drives would be very less to achieve the purpose of having the data availability. If this is defined as a ratio of 1-Hot spare per 24/30 drives, it would help all OEMs to provide better availability solution for NPCI.	No change in the RFP terms
102	Section 3.1 Scope of Work	10	9	All required FC or other cables (Storage to SAN switch/PDU/Network and vice versa) related to the Storage and SAN switches should be provided and cabling to be done by the OEM/Bidder	Please confirm length of cables required between the proposed storage array and existing SAN switch.		Successful bidder will be provided with the necessary information
103	4.1 Eligibility Criteria	11	2	The bidder should have reported minimum annual turnover of Rs. 150 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	We request to you kindly change the clause as "The bidder should have reported minimum annual turnover of Rs. 75 Cr as per audited financial statements in each of the last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria."		No change in the RFP terms
104	Bid Schedule and Address	8	13,14	Bid Cost :- Rs.11,800/- (Rs.10,000.00 plus applicable GST@18%) (Bid cost should be in Indian Rupees only) EMD/Bid Security :- Rs20,00,000 (Rupees Twenty Lakhs)	We are registered Under NSIC AND MSME. The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises. So we are requesting you to please exempt us from EMD & Tender Fees		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.
105	Earnest Money Deposit	13	5.7	The Bidder is required to deposit Rs 20,00,000/-,in the form of DD or Pay order	We request NPCI to reduce the EMD amount to Rs 10,00,000/-		No change in the RFP terms
106	Instruction to bidders	11	2	The bidder should have a minimum annual turnover of Rs 150 Cr as per audited financial statement in each of last 3 financial years	We request NPCI to change the Turnover eligibility criteria to Rs 60 Cr in each of the Last 3 Financial years		No change in the RFP terms
107	Payment Terms	23	8.18	20% of the payment will be released within 30 days after from the date of the delivery of the Hardware & Software & 80% payment shall be relese after sucessful installation	We request NPCI to make 80% Payment to be relese within 30 days after from the date of delivery of Hardware & Software & 20% payment shall be relese after sucessful installation		Please refer the corrigendum 1 for revised term