

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTENANCE OF STORAGE, RFP-NPCI/RFP/2019-20/IT/23 dated 10.12.2019

(REPLIES TO CONSOLIDATED LIST OF PRE-BID QUERIES)

Sr.No	Document Reference No.	Page No.	Clause No.	Description in RFP	Clarification sought	Additional remarks (if any)	NPCI Response
1	RFP for supply, installation & maintenance of storage	14	5.7	Earnest Money Deposit (EMD)	Please consider for EMD fees exemption as per government policies for MSE.	We have registered with NSIC.	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.
2	RFP for supply, installation & maintenance of storage	12	4.1	Bidder shall be minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction.	Please Clarify this point in detail.		This clause is self explanatory. Bidders should have minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction.
3	RFP for supply, installation & maintenance of storage	19	7.3	Comprehensiveness of the documents & detailed Project Management Plan for each modules and their support	Please clarify on project plan for each modules because there is no modules in RFP.	Please Clarify this point in detail.	Technical Details of Storages will be evaluated during Technical Evaluation
4	RFP for supply, installation & maintenance of storage	11	3.1.12	System Acceptance Test	Please clarify in detail. what are the parameters required for this test?		At the end of Successful Installation, evaluation will be done on the output with relevant to desired IOPs, Performance, Scalability
5	RFP for supply, installation & maintenance of storage	11	3.1.13	System Performance Test	Please clarify in detail. what are the parameters required for this test?		At the end of Successful Installation, evaluation will be done on the output with relevant to desired IOPs, Performance, Scalability
6	RFP for supply, installation & maintenance of storage	11	3.1.14	IOMeter Test for validating IOPS requested	Please clarify IOMeter testing is done by bidder or it will be done by customer for auditing. Please Confirm.		Will be done by bidders during deployment as part of UAT Testing
7	RFP for supply, installation & maintenance of storage	11	3.1.17	Systems should be integrated with NPCI Monitoring & Alerting mechanism and should be tested	Please share the existing NPCI monitoring tool details.		NPCI do have a CA - Monitoring tool deployed for system Monitoring. The Storage should be integrated with CA tool for generating alerts on availability / Non availability & performance of the storage
8	RFP for supply, installation & maintenance of storage	11	3.1.16	Replication Setup & Testing Failover and UAT	Please share the detail of replication services required by you and what is the bandwidth between these location where the replication happen?		Controller failover will be tested during UAT Testing. Replication is not applicable
9	RFP for supply, installation & maintenance of storage	11	3.1.20	Complete product's classroom training for 10 NPCI employees on the product administration & troubleshooting	Please share the no. of days of training required and what will be the location and accommodation is given by whom?	Please Clarify this point in detail.	Class room training for 10 Peoples on the administrative level is required. Accommodation will be taken care by NPCI (Location will be preferably Chennai / Hyderabad)
10	RFP for supply, installation & maintenance of storage	22	8.7	Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 2 weeks from the delivery of Hardware & Software.	Please amend the delivery of hardware and software should be within 6 weeks to 8 weeks because this is the enterprise class storage so it takes atleast 8 weeks to deliver. Also for implementation please allow within 4 weeks from the delivery of Hardware & Software.	Please Amend it.	No change in the RFP terms
11	RFP for supply, installation & maintenance of storage	22	8.11	Successful Bidder will depute an experienced engineer as and when required to visit the site and advise the user / NPCI about various methods to ensure proper functioning of the system. Successful Bidder will provide support for warranty period Same Day 4-hour (24x7) Onsite Response Warranty includes part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days.	Please amend on this point 4 hour CTR to 6 hour CTR.	This OEM specific point because all OEM are not having 4 Hour CTR.	No change in the RFP terms

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12	RFP for supply, installation & maintenance of storage	31	9.1-Requirement	Array with 630TB (600 TB NLSAS + 30 TB SSD) usable Space for Chennai & Hyderabad locations, (630TB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Arrays successfully.	Please share in detail of sizing of raid 6 configuration which is required to achieve 600 TB in NL-SAS and 30 TB in SSD drives with hot spare configuration	Please clarify How many drives are required in a single raid 6 group along with hot spare. Ex: 12 drives in raid 6 with one hot spare.	As per the OEM's best recommendation
13	RFP for supply, installation & maintenance of storage	31	9.2-Compatibility.	The Proposed Array should be fully compatible with current NPCI SAN Fabric (Brocade).	Please share the model /serial number of Brocade SAN Switches and scope of work of SAN switches what are jobs are required on SAN Switches?		Only Storage Installation is required. Zoning will be done by NPCI.
14	RFP for supply, installation & maintenance of storage	31	9.4-Disk & Media	1.Offered Array should be configured with 8 TB NLSAS d	Only 8TB is acceptable? Or 10 TB / 12TB NL SAS Drive are available, hence recommended,		Only 8TB
15	RFP for supply, installation & maintenance of storage	31	9.4-Disk & Media	2. Offered Array should be configured with required SSD disk to meet the required capacity (30 TB).	Can we suggest and 20% in SSD and 80% in NL SAS for a better fromance. Also Tiering can be enabled. Also Recommended to use the Encryption enabled SSD Drive		No change in the RFP terms
16	RFP for supply, installation & maintenance of storage	31	9.6-Cache	The proposed Array 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	Recommended to restrict the controller cache at 128GB per controller. To bring all the proposed solution with same offering.		No change in the RFP terms
17	RFP for supply, installation & maintenance of storage	31	9.7-Connecting Ports	Storage Solution must have 128 GB of total FC connectivity for complete solution across all controllers & required ports for backend connectivity, also redundant 10G/25G ports for replication on each ontroller.	It also depends on the exisiting SAN Switch, Would like to know 16 or 32 GB FC Port available		NPCI environment SAN Switch will support 16/32 Gbps
18	RFP for supply, installation & maintenance of storage	31	9.11-O/S Support	It should support, multiple Operating Systems connecting to it, including of Windows, Linux, ESX etc.	Kindly provide the exact versions		Details will be shared to the successful bidder
19	RFP for supply, installation & maintenance of storage	32	9.20-Alerting	Array system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution	wanted to know the SIEM solution Vendor details		Details will be shared to the successful bidder
20	RFP for supply, installation & maintenance of storage		Generic	Storage Migration	Please share the details of any data migration is required or not? If yes, then please share the details.		No storage migration is required
21	RFP for supply, installation & maintenance of storage		Generic	Storage Scope	Please share in detail scope of storage, how many LUNS has been created or where it will be mounted and what configuration is required?	Please share in detail scope what has to be done on both the storage.	Details will be shared to the successful bidder
22	RFP for supply, installation & maintenance of storage	31	9.4	2. Offered Array should be configured with required SSD disk to meet the required capacity (30 TB).	RAID specification for 30TB SSD usable space to be specified.		RAID 6
23	RFP for supply, installation & maintenance of storage	31	9.7	Storage Solution must have 128 GB of total FC connectivity for complete solution across all controllers & required ports for backend connectivity, also redundant 10G/25G ports for replication on each controller.	Need clarity on number of ports and port type required.		No change in the RFP terms
24	RFP for supply, installation & maintenance of storage	14	5.9	Selected Bidder fails to accept the order within five days from the date of receipt of the order.	The terms and consitions of the PO shall be discussed with the selected vendor and then time shall be provided to the vendor to accept them		No change in the RFP terms

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25	RFP for supply, installation & maintenance of storage	21	8.4	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 3 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.	The timeline to provide the performance bank guarantee shall be 30 days from the date of signing the mutually agreed contract. Secondly the claim period is requested to be reduced to 3 month from the current period of 12 months as mentioned		Please refer the corrigendum-1
26	RFP for supply, installation & maintenance of storage	18	7	The technical and commercial scoring of the bid is explained in this section however it is not stated how much weightage is given to technical and commercial scores	Clarity on this point will help the bidders		Please refer the section-7 bid evaluation.
27	RFP for supply, installation & maintenance of storage	23	8.12	The successful bidder shall provide comprehensive on-site maintenance of the hardware / software with back to back support with the OEM, for a period of 5 years.	Does NPCI expect the resource to be deployed on-site at your DC & DR? If yes then what are the SLAs for that resource and the payment terms for the resource deployment to be clarified		No requirement on resource deployment at Onsite
28	RFP for supply, installation & maintenance of storage	21	8.4	PBG may be invoked in case of violation of any of the Terms and Conditions of this Purchase Order and also in case of deficiency of the services provided by successful bidder.	No cure period if offered, we request for a cure period of 30 days before this clause is applicable		Please refer the corrigendum-1
29	RFP for supply, installation & maintenance of storage	24	8.18	Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official	The period for payment shall be revised to 30 days from the date of invoice. Clarification is requested on the payments terms for the AMC prices for 5 years		No change in the RFP terms
30	RFP for supply, installation & maintenance of storage	26	8.24	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 three (3) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder.	The extension of the contract shall be based on mutually agreed T & Cs including the price		No change in the RFP terms
31	RFP for supply, installation & maintenance of storage	27	8.26	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 RFP does not state any early termination fees. No cure period is provided to the vendor for non-performance & the vendor has no right to suspend or terminate for non-payment or NPCI's breach.		Terminating for convenience avoids the hassle of documenting the contract breaches, providing notice and cure periods, and arguing over ambiguities. Hence we suggest no change in the clause.
32	RFP for supply, installation & maintenance of storage		Technical Compliance	Regulatory Compliance - it should be compliant with PCI DSS standard	The PCI DSS Standard is for External devices (outside the Data Center). The proposed storage will be kept within the Data Center and doesn't interact with external devices/network directly. Hence PCI DSS standard compliance doesn't apply to the proposed storage. Please remove/clarify / modify this point		PCIDSS Applicable as per regulatory compliance and equipment deployment/architecture
33	RFP for supply, installation & maintenance of storage	-	Disk & Media	1. Offered Array should be configured with 8 TB NL-SAS drives	Can NPCI make this 8TB NL-SAS drives or higher.		Only 8TB
34	RFP for supply, installation & maintenance of storage	21	8.4	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 3 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.	Requesting to reduce the claim period from 12 (twelve) months to 3 (three) months.		Please refer the corrigendum-1

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35	RFP for supply, installation & maintenance of storage	31	9.4	1.Offered Array should be configured with 8 TB NLSAS d	Can we propose with 12TB NLSAS option as well?		Only 8TB
36	RFP for supply, installation & maintenance of storage	31	9.4	2. Offered Array should be configured with required SSD disk to meet the required capacity (30 TB).	30TB SSD, Since PCI DSS Compliance asked for , is drives required with hardware inscription ?		No change in the RFP terms
37	RFP for supply, installation & maintenance of storage	31	9.6	The proposed Array 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	Suggest you to please specify controller Cache 128/256GB total with dual controller and controller Scalable up to 8 Controller with 3PB Scalable in Future.		No change in the RFP terms
38	RFP for supply, installation & maintenance of storage	43	Eligibility Criteria	The bidder should have reported minimum annual turnover of Rs.5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	Request you to give relaxation on 5% PAT and pls amend the clause as " The bidder should have reported minimum annual turnover of Rs. 5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profit after tax as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).	Our turn over is more than 1000Cr and 5% PAT is not possible to get being SI	No change in the RFP terms
39	RFP for supply, installation & maintenance of storage		Disk & Media	1. Offered Array should be configured with 8 TB NL-SAS drives. 2. Offered Array should be configured with required SSD disk to meet the required capacity (30 TB). 3. Proposed solution should be scalable to minimum 3.0 PB usable.	Request NPCI to make this 8TB NL-SAS drives or higher.		No change in the RFP terms
40	RFP for supply, installation & maintenance of storage		Regulatory Compliance	it should be compliant with PCI DSS standard	Not Applicable on the proposed Storage system.The PCI DSS Standard is for External devices (outside the Data Center). The proposed storage will be kept within the Data Center and doesn't interact with external devices/network directly. Hence, this PCI DSS Standard compliance doesn't apply to the proposed storage./ Requesting NPCI to remove/modify & clarify this point.		PCIDSS Applicable as per regulatory compliance and equipment deployment/architecture
41	RFP for supply, installation & maintenance of storage	31	Disk & Media	1.Offered Array should be configured with 8 TB NLSAS d	Mandatory	Only 8TB is acceptable? Or 10 TB / 12TB NL SAS Drive are available, hence recommended,	Only 8TB
42	RFP for supply, installation & maintenance of storage	31	9	2. Offered Array should be configured with required SSD disk to meet the required capacity (30 TB).	Mandatory	Can we suggest and 20% in SSD and 80% in NL SAS for a better fromance. Also Tiering can be enabled. Also Recommended to use the Encryption enabled SSD Drive	No change in the RFP terms

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43	RFP for supply, installation & maintenance of storage	31	Cache	The proposed Array 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	Mandatory	Recommended to restrict the controller cache at 128GB per controller. To bring all the proposed solution with same offering.	No change in the RFP terms
44	RFP for supply, installation & maintenance of storage	31	Connecting Ports	Storage Solution must have 128 GB of total FC connectivity for complete solution across all controllers & required ports for backend connectivity, also redundant 10G/25G ports for replication on each controller.	Mandatory	It also depends on the existing SAN Switch, Would like to know 16 or 32 GB FC Port available	No change in the RFP terms
45	RFP for supply, installation & maintenance of storage	31	O/S Support	It should support, multiple Operating Systems connecting to it, including of Windows, Linux, ESX etc.	Mandatory	Kindly provide the exact versions	Details will be shared to the successful bidder
46	RFP for supply, installation & maintenance of storage	32	9.Alerting	Array system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution	Mandatory	wanted to know the SIEM solution Vendor details	Details will be shared to the successful bidder
47	RFP for supply, installation & maintenance of storage	12	4.1	The bidder should have reported minimum annual turnover of Rs.5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP). a. In case the bidder 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 bidder 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 bidder 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 bidder 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.		The bidder should have reported minimum annual turnover of Rs.5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP). a. In case the bidder 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 bidder 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	No change in the RFP terms
48	RFP for supply, installation & maintenance of storage	22	8.11	In case of Disk failure the faulty disk will be maintained /destroyed by NPCI.	Will NPCI retain the disk drives for destroying it		Retained by NPCI

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49	RFP for supply, installation & maintenance of storage	32	Section 9	3 Years, Comprehensive, On-Site Support Warranty including part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w 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. 4th & 5th Year AMC, should also be supported as per above mentioned conditions	In the price bid format Annexure N, upfront 5 years warranty is requested. Do we have to quote 5 years or 3 years + 2 Years AMC. Note: 5 years upfront warranty works out optimal compared to separate AMC charges		There is 5 years upfront warranty. Please refer the corrigendum-1
50	RFP for supply, installation & maintenance of storage	11	3.1.23	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.	EOS (End of Sale) depends on variables like component availability, technology refresh and other factors thus beyond control with 2 years time frame. We request that the clause must be amended to read as "Proposed product must not be EOS (End of Sale/Support) at the time of bidding and must be supported by OEM for 7 years from the date of bidding". This can be included in the MAF.		Product must not be EOS (Sale & Support) at the time of bidding
51	RFP for supply, installation & maintenance of storage	11	3.1.19	Carry out installation job with customer requirements	Kindly highlight if there is any migration activity involved or not.		No storage migration is required
52	RFP for supply, installation & maintenance of storage	46	Section 11/ Clause 1	Array with 630TB (600 TB NLSAS + 30 TB SSD) usable Space for Chennai & Hyderabad locations, (630TB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Arrays successfully.	We propose to include the "OEM" in the implementation criteria. "The proposed bidder/OEM should have implemented the proposed Arrays successfully"		Bidder / OEM
53	RFP for supply, installation & maintenance of storage	19	7.3	OEM BFSI Reference in India	We have multiple BFSI references in both PSU and private banks. However most of them are in NDA. Since this section carries a scoring, is there a minimum threshold for marking		It is a part of technical evaluation marks
54	RFP for supply, installation & maintenance of storage	19	7.3	Clarity of requirements specified in RFP	Kindly elaborate the "Clarity of requirements specified in RFP"		Will be evaluated during the Technical Evaluation
55	RFP for supply, installation & maintenance of storage	20	7.3	Delivery of similar engagement with BFSI and backend support	Kindly elaborate the "Clarity of requirements specified in RFP"		Will be evaluated during the Technical Evaluation
56	RFP for supply, installation & maintenance of storage	22	8.11	Warranty includes part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days	we request the that the replacement/repairs be done since the problem has been identified. Since without identification we can not replace the faulty parts only at problem reporting		Replacement or repairs of Faulty parts to be done within 4 Hrs of Fault Identification
57	RFP for supply, installation & maintenance of storage	31	9	Storage Solution must have 128 GB of total FC connectivity for complete solution across all controllers & required ports for backend connectivity, also redundant 10G/25G ports for replication on each controller.	FC ports come in Gb/s and not GB/s. Kindly clarify, 128 "GB" or is it Gbits. GB will require different configuration		Gb/s is Ok

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58	RFP for supply, installation & maintenance of storage	11	3.1.23	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.	EOS (End of Sale) depends on variables like component availability, technology refresh and other factors thus beyond control with 2 years time frame. We request that the clause must be amended to read as "Proposed product must not be EOS (End of Sale/Support) at the time of bidding and must be supported by OEM for 7 years from the date of bidding". This can be included in the MAF.		Product must not be EOS (Sale & Support) at the time of bidding
59	RFP for supply, installation & maintenance of storage	11	3.1.19	Carry out installation job with customer requirements	Kindly highlight if there is any migration activity involved or not.		No storage migration is required
60	RFP for supply, installation & maintenance of storage	12	4.1	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits as per audited financial statements in all 3 financial years (years shall be changed according to date of release of RFP).		No change in the RFP terms
61	RFP for supply, installation & maintenance of storage	12	4.4	Bidder shall be minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction	OEM shall be minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction		No change in the RFP terms
62	RFP for supply, installation & maintenance of storage	19	7.3	OEM BFSI Reference in India	We have multiple BFSI references in both PSU and private banks. However most of them are in NDA. Since this section carries a scoring, is there a minimum threshold for marking		It is a part of technical evaluation marks
63	RFP for supply, installation & maintenance of storage	19	7.3	Clarity of requirements specified in RFP	Kindly elaborate the "Clarity of requirements specified in RFP"		Will be evaluated during the Technical Evaluation
64	RFP for supply, installation & maintenance of storage	20	7.3	Delivery of similar engagement with BFSI and backend support	Kindly elaborate the "Clarity of requirements specified in RFP"		Will be evaluated during the Technical Evaluation
65	RFP for supply, installation & maintenance of storage	22	8.11	Warranty includes part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days	we request the that the replacement/repairs be done since the problem has been identified. Since without identification we can not replace the faulty parts only at problem reporting		Replacement or repairs of Faulty parts to be done within 4 Hrs of Fault Identification
66	RFP for supply, installation & maintenance of storage	22	8.11	In case of Disk failure the faulty disk will be maintained /destroyed by NPCI.	Will NPCI retain the disk drives for destroying it		Retained by NPCI
67	RFP for supply, installation & maintenance of storage	31	7	Storage Solution must have 128 GB of total FC connectivity for complete solution across all controllers & required ports for backend connectivity, also redundant 10G/25G ports for replication on each controller.	FC ports come in Gb/s and not GB/s. Kindly clarify, 128 "GB" or is it Gbits. GB will require different configuration		Gb/s is Ok

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68	RFP for supply, installation & maintenance of storage	32	9.19	3 Years, Comprehensive, On-Site Support Warranty including part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w 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. 4th & 5th Year AMC, should also be supported as per above mentioned conditions	In the price bid format Annexure N, upfront 5 years warranty is requested. Do we have to quote 5 years or 3 years + 2 Years AMC. Note: 5 years upfront warranty works out optimal compared to separate AMC charges		No change in the RFP terms
69	RFP for supply, installation & maintenance of storage	32	9.2	Array system should support SNMP, email alerting mechanism and the alerts should be visible on dashboard, and it should get integrated with SIEM solution,	Please specify existing SIEM solution & email solution		Details will be shared to the successful bidder
70	RFP for supply, installation & maintenance of storage	46	Section 11/ Clause 1	Array with 630TB (600 TB NLSAS + 30 TB SSD) usable Space for Chennai & Hyderabad locations, (630TB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Arrays successfully.	We propose to include the "OEM" in the implementation criteria. "The proposed bidder/OEM should have implemented the proposed Arrays successfully"		Bidder / OEM
71	RFP for supply, installation & maintenance of storage			1. 3pb scalability can be achieved with 4 controllers with online upgrade. We can provide 630TB with 2 controller and 2lac total IOPS. Will it be okay to propose 2 controller for present requirement and upgrade to 4 controllers to reach 3pb usable. The model proposed will still remain same.			No change in the RFP terms
72	RFP for supply, installation & maintenance of storage			2. The array proposed support FC and ISCSI. The RFP doesn't explicitly says on ISCSI ports. It is mandatory to propose ISCSI ports. If yes how many and port speed.			No change in the RFP terms
73	RFP for supply, installation & maintenance of storage	8	14	Bid Security : Rs 5,00,000/- (Rs. Five lakhs only)	Request you to share NPCI bank IFSC Code for Bank Guarantee 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
74	RFP for supply, installation & maintenance of storage	8	7	Last date and time for Bid Submission : 20.12.2016	Since 16.12.2019 is the last date of receiving pre-bid queries, request you to please extend the bid submission date for at least 2 weeks from the date of pre-bid queries response, so that OEM can provide documents (after internal legal approval) as per published corrigendum.		The last date of bid submission is extended. Please refer the corrigendum-1
75	RFP for supply, installation & maintenance of storage	12	4.1.2	The bidder should have reported minimum annual turnover of Rs.5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	Request you to amend the clause as below: The bidder should have reported minimum annual turnover of Rs.50 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should be a profitable company as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).		No change in the RFP terms

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTENANCE OF STORAGE, RFP-NPCI/RFP/2019-20/IT/23 dated 10.12.2019

(REPLIES TO CONSOLIDATED LIST OF PRE-BID QUERIES)

Sr.No	Document Reference No.	Page No.	Clause No.	Description in RFP	Clarification sought	Additional remarks (if any)	NPCI Response
76	RFP for supply, installation & maintenance of storage	50	Table A	Array with 630TB (600 TB NLSAS + 30 TB SSD) usable Space for Chennai & Hyderabad locations, (630TB usable space, should be calculated after RAID 6 and without deduplication & compression) out of which 30TB of SSDs, remaining 600TB will be calculated using NL SAS Disk with 5 years upfront warranty.	As per tender warranty is 3 years and AMC is for another 2 years i.e 4th Year and 5th Years. So, please confirm whether in commercial bid bidder will quote 5 yr warranty (3 yr warranty + 4th Yr AMC+ 5th Yr AMC) or is it a typo error? We assume that AMC rate is 8% per annum. Please also amend AMC payment as 100% yearly advance as all OEMs take it in advance from partners.		There is 5 years upfront warranty. Please refer the corrigendum-1
77	RFP for supply, installation & maintenance of storage	22	8.11	In case of Disk failure the faulty disk will be maintained /destroyed by NPCI.	Will NPCI retain the disk drives for destroying it		Retained by NPCI
78	RFP for supply, installation & maintenance of storage	32	Section 9	3 Years, Comprehensive, On-Site Support Warranty including part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w 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. 4th & 5th Year AMC, should also be supported as per above mentioned conditions	In the price bid format Annexure N, upfront 5 years warranty is requested. Do we have to quote 5 years or 3 years + 2 Years AMC. Note: 5 years upfront warranty works out optimal compared to separate AMC charges		There is 5 years upfront warranty. Please refer the corrigendum-1
79	RFP for supply, installation & maintenance of storage	11	3.1.23	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.	EOS (End of Sale) depends on variables like component availability, technology refresh and other factors thus beyond control with 2 years time frame. We request that the clause must be amended to read as "Proposed product must not be EOS (End of Sale/Support) at the time of bidding and must be supported by OEM for 7 years from the date of bidding". This can be included in the MAF.		No change in the RFP terms
80	RFP for supply, installation & maintenance of storage	11	3.1.19	Carry out installation job with customer requirements	Kindly highlight if there is any migration activity involved or not.		No storage migration is required
81	RFP for supply, installation & maintenance of storage	46	Section 11/ Clause 1	Array with 630TB (600 TB NLSAS + 30 TB SSD) usable Space for Chennai & Hyderabad locations, (630TB usable space, should be calculated after RAID 6 and without deduplication & compression). The proposed bidder should have implemented the proposed Arrays successfully.	We propose to include the "OEM" in the implementation criteria. "The proposed bidder/OEM should have implemented the proposed Arrays successfully"		Bidder / OEM
82	RFP for supply, installation & maintenance of storage	19	7.3	OEM BFSI Reference in India	We have multiple BFSI references in both PSU and private banks. However most of them are in NDA. Since this section carries a scoring, is there a minimum threshold for marking		It is a part of technical evaluation marks
83	RFP for supply, installation & maintenance of storage	19	7.3	Clarity of requirements specified in RFP	Kindly elaborate the "Clarity of requirements specified in RFP"		Will be discussed during the Technical Presentation
84	RFP for supply, installation & maintenance of storage	20	7.3	Delivery of similar engagement with BFSI and backend support	Kindly elaborate the "Clarity of requirements specified in RFP"		Will be discussed during the Technical Presentation
85	RFP for supply, installation & maintenance of storage	22	8.11	Warranty includes part replacement /repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days	we request the that the replacement/repairs be done since the problem has been identified. Since without identification we can not replace the faulty parts only at problem reporting		No change in the RFP terms

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTENANCE OF STORAGE, RFP-NPCI/RFP/2019-20/IT/23 dated 10.12.2019

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86	RFP for supply, installation & maintenance of storage	31	9	Storage Solution must have 128 GB of total FC connectivity for complete solution across all controllers & required ports for backend connectivity, also redundant 10G/25G ports for replication on each controller.	FC ports come in Gb/s and not GB/s. Kindly clarify, 128 "GB" or is it Gbits. GB will require different configuration		Gb/s is Ok
87	RFP for supply, installation & maintenance of storage	22	8.7	Delivery of the Hardware & Software should be within 6 weeks from the date of receipt of Purchase Order & implementation shall be completed within 2 weeks from the delivery of Hardware & Software.	Delivery of the Hardware & Software should be within 8 weeks from the date of receipt of Purchase Order & implementation shall be completed within 3-4 weeks from the delivery of Hardware & Software.		No change in the RFP terms
88	RFP for supply, installation & maintenance of storage	9	2.3	Cost of the RFP:Non-refundable amount of Rs. 11,800.00 (Rs Ten thousand plus GST@18%) in envelope A, payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.	Cost of RFP exemption against MSME certificate		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.
89	RFP for supply, installation & maintenance of storage	14	5.7	Earnest Money Deposit (EMD) 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.	EMD exemption against MSME certificate		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.
90	RFP for supply, installation & maintenance of storage	55	8.4	Performance Bank Guarantee: Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 3 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG),	Performance Bank Guarantee: Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 3 years, with a claim period of 3 (three) months from the date of expiry of the validity period of the Bank Guarantee (BG),		Please refer the corrigendum-1
91	RFP for supply, installation & maintenance of storage	22	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	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 @ 0.1% 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		No change in the RFP terms
92	RFP for supply, installation & maintenance of storage				. 3pb scalability can be achieved with 4 controllers online upgrade. We can provide 630TB with 2 controller and 2lac total iops. Will is be okay to propose 2 controller for present requirement and upgrade to 4 controllers to reach 3pb usable. The moded proposed will still remain same		No change in the RFP terms
93	RFP for supply, installation & maintenance of storage				The array proposed support FC and ISCSI. The RFP doesn't explicitly says on ISCSI ports.It is mandatory to propose ISCSI ports. If yes how many and port speed.		No change in the RFP terms

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94	RFP for supply, installation & maintenance of storage	13	3.4	The bidder should have reported minimum annual turnover of Rs.5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	Please change "The bidder should have reported minimum annual turnover of Rs.5 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported +Ve profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).		No change in the RFP terms
95	RFP for supply, installation & maintenance of storage	-	Regulatory Compliance		it should be compliant with PCI DSS standard	Not Applicable on the proposed Storage system. The PCI DSS Standard is for External devices (outside the Data Center). The proposed storage will be kept within the Data Center and doesn't interact with external devices/network directly. Hence, this PCI DSS Standard compliance doesn't apply to the proposed storage. Requesting NPCI to remove/modify & clarify this point.	PCIDSS Applicable as per regulatory compliance and equipment deployment/architecture
96	RFP for supply, installation & maintenance of storage		Disk & Media	1. Offered Array should be configured with 8 TB NL-SAS drives. 2. Offered Array should be configured with required SSD disk to meet the required capacity (30 TB). 3. Proposed solution should be scalable to minimum 3.0 PB usable.	Mandatory	Request NPCI to make this 8TB NL-SAS drives or higher.	No change in the RFP terms