Pre-Bid Corrigendum

Sr. No.	RFP Section	Existing Clause	Revised / New Clause
1	General	New Clause	**The offered solution as a whole must be configured to deliver 2 TB/hr throughput**
2	General Specifications for Backup D2D Storage / Appliance	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of **25GbE ports and 2 nos of 40GbE ports**.	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports along with 2 nos. of 10GbE ports, and 2 nos of 25 GbE (or higher) ports
3	General Specifications for Backup D2D Storage / Appliance	10. The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. **The storage should have the capability of VTL function as well**	10. The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity.
4	General Specifications for Backup D2D Storage / Appliance	21. It should also have built-in **REST API and Webhooks** support for management, administration and reporting on backup solution via custom applications.	21. It shall compulsorily have **built-in REST API support** for management, administration and reporting on backup solution via custom applications. **Optionally, it may also provide Webhooks support.**
5	General and Technical Specifications for Backup Software & M365 backup	2. The proposed software shall be offered with license on capacity basis for **250 TB net usable**. There should be no limit on the number of VMs/physical hardware. Licenses should be perpetual in nature	2. The proposed software shall be offered with license either on capacity basis for **250 TB net usable (Without any limit on the number of VMs/physical hardware) or**

		with support for entire project period i.e., for 5 years after the sign off date. The license consumption must start from the date of the procurement of the license.	**instance-based license for 500 VMs or 500 physical instances** with unlimited capacity or no capping on backup. Licenses should be perpetual in nature with support for entire project period i.e., for 5 years after the sign off date. The license consumption **should not start before the date of the delivery of the license.**
6	General and Technical Specifications for Backup Software & M365 backup	6. It should offer **Global Management Console across sites**	6. It should offer **a single Console to manage entire backup operations across the platforms from single window across sites (DC and DR)**
7	General and Technical Specifications for Backup Software & M365 backup	8. It should also have built-in **REST API and Webhooks** support for management, administration and reporting on backup solution via custom applications.	8. It shall compulsorily have **built-in REST API** support for management, administration and reporting on backup solution via custom applications. **Optionally, it may also provide Webhooks support.**
8	General and Technical Specifications for Backup Software & M365 backup	33. The proposed software should have a security dashboard with cybersecurity solution that includes: (a) Machine-learning-based prevention mechanism to prevent against cyber threats. (b) behaviour analysis for ransomware detection and protection with encryption rollback. **(c) Category-based application control and whitelisting.**	33. The proposed software should have a security dashboard with cybersecurity solution that includes: (a) Machine-learning-based prevention mechanism to prevent against cyber threats. (b) Behaviour analysis for ransomware detection and protection with encryption rollback. (c) Ransomware protection and Malware detection functionality

		(d) Peripheral device control and much more. (e) Anti-ransomware, Anti-exploits, Anti-Malware functionality. (f) Alert mechanism in the event of detection of any anomaly.	(d) Alert mechanism in the event of detection of any anomaly
9	Technical Specifications for Tape Library and Drives	1. The Automated Robotic Rack Mount Physical Tape Library must be provided with minimum Four (04) LTO9 FC tape drives separately DC and minimum Two (02) tape drives for DR with **a minimum of 48 slots per module** with a Redundant Hot hot-swappable power Supply. All the slots and drives should be seamlessly accessible by the Same Robotics.	1. The Automated Robotic Rack Mount Physical Tape Library must be provided with minimum Four (04) LTO9 FC tape drives separately at DC and minimum Two (02) tape drives at DR **with a minimum of 12 slots per module totalling to a minimum of 48 slots at DC and a minimum of 24 slots at DR** with a Redundant Hot hot-swappable power Supply. All the slots and drives should be seamlessly accessible by the same Robotics.
10	Technical Specifications for Tape Library and Drives	10. The tape library and drive shall have the feature of scale up **and scale out**	10. The tape library and drive shall have the feature of scale up
11	Archival Immutable NAS Storage Specification	Archival **Immutable NAS Storage** Specification	Archival **Immutable Storage** Specification
12	Archival Immutable Storage Specification	1. (c) Proposed storage must have inline **deduplication, compression**, encryption, immutability, and replication functionality. Should not depend on any third-party solution to achieve any of this functionality.	1. (c) Proposed storage must have inline **deduplication/ compression,** encryption, immutability, and replication functionality. Should not depend on any third-party solution to achieve any of this functionality.
13	Archival Immutable Storage Specification	1. Immutable scale up and **Scale-out NAS** Storage	1. Immutable scale up and **Scale-out Object Storage**

14	Archival Immutable Storage Specification	1. (e) The data protection capability should allow to storage of various versions of data without much overhead on actual storage capacity. i.e., it should support native **deduplicated snapshot** functionality.	1. (e) The data protection capability should allow to storage of various versions of data without much overhead on actual storage capacity. i.e., it should support native **deduplicated / compressed** snapshot functionality.
15	Archival Immutable Storage Specification	3. (c) The proposed storage should support variable-length **deduplication, compression**, continuous data protection, encryption, and real-time replication.	3. (c) The proposed storage should support variable-**length deduplication / compression,** continuous data protection, encryption, and real-time replication.
16	Archival Immutable Storage Specification	9. (b) Proposed storage must support RF2/RF3 configuration and raidless architecture. If the proposed storage does not support raidless architecture and uses RAID-based architecture, then it should be configured with 2 disk failures per RAID pool and per RAID pool **maximum disk should not be more than 12 disks**. Additional HotSpare disk to be considered to tolerate multiple disk failures.	9. (b) Proposed storage must support RF2/RF3 configuration and raidless architecture. If the proposed storage does not support raidless architecture and uses RAID-based architecture, then it should be configured with 2 disk failures per RAID pool and per RAID pool **minimum count of disk should be 12 disks.** Additional HotSpare disk to be considered to tolerate multiple disk failures.
17	Minimum Eligibility Criteria	4. The Bidder should have experience of successfully implementing **at least two projects of the proposed Backup Solution** in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of **FY2020-21, 2021-22 and 2022-23**.	4. The Bidder should have experience of successfully implementing at **least two projects of the Backup Solution (Backup Software)** in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22, 2022-23 **and 2023-24 of which one solution**

		(This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	**(backup software) should be the proposed one for the current RFP.** (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted
18	Page 34 and 35 of the SLA	Delivery of Software and Hardware- **Within 6 weeks of award of contract** Implementation of the Project at DC- Within 6 weeks of delivery and acceptance of hardware and license Implementation of the project at DR- Within 2 weeks of implementation of the solution at DC site	Delivery of Software and Hardware- **Within 10 weeks of award of contract** Implementation of the Project at DC- Within 6 weeks of delivery and acceptance of hardware and license Implementation of the project at DR- Within 2 weeks of implementation of the solution at DC site
19	Minimum Eligibility Criteria	8. Bidder should have personnel in its permanent employment having OEM certifications for the **backup solution / technology** proposed by the bidder in its bid.	8. Bidder should have personnel in its permanent employment having OEM certifications for the **backup software** proposed by the bidder in its bid.
20	Price Breakup Format	4. Tapes 70 for DC and 10 for DR **along with cleaning media tapes**	4. Tapes 70 for DC and 10 for DR
21	Service Level Agreement	Page 34	Page 34

		S.No. 1 Software shall cater to both DC and DR for all the backups on capacity-based license of **250 TB on** a scalable model	S. No. 1 Software shall cater to both DC and DR for all the backups on capacity-based license of either **250 TB or 500 VMs/physical instances** on a scalable model
22	Price Breakup Format	S. No. 1 Backup Software License – **250 Tb**	S. No. 1 Backup Software License – **250 Tb or 500 VMs or 500 physical instances**
23	General	New Clause	**In case of exhaustion of either 250TB or 500 VMs/ physical instances of backup licenses during the 5-year support period, additional backup licenses may be procured from the successful bidder in the bundles of 50 TB or 100 VMs / physical instances at the proportionate cost as quoted in this bid. Accordingly, the rates for backup licenses as quoted by the successful bidder shall remain valid for the entire project period.**

Pre-Bid Queries and Replies

General Specifications for Backup D2D Storage/ Appliance			
Sr. No.	**Clause**	**Query**	**Reply**
1	1. 250 TB net usable capacity for DC and 150 TB net usable capacity for DR should be configured on combination of enterprise class SATA or NLSAS or SSD scalable to minimum 500 TB net usable capacity using dual parity/dual disk failure protection. The net usable capacity is defined as the Net storage capacity available after deducting the penalties imposed by storage infrastructure requirements, disk and array formatting, RAID penalties etc.	1) Can you outline the specific configuration details required to ensure a net usable capacity of 500 TB across the DC and DR sites? 2) Could you please verify the proportion (ratio) of SATA / NLSAS and SSD storage required for DC side storage of 250 TB and same for DR site storage of 150 TB?	Please refer clause 1 and 14 of General Specifications for Backup D2D Storage / Appliance
2	2. The system should have minimum 128 GB cache memory across the two controllers with an ability to protect data on cache if there is a controller failure or power outage. The cache on the storage should have 72 hrs or more battery backup (OR) should have destaging capability to either flash/disk. All controllers/Nodes shall be configured in Symmetric Active-Active mode, where all the volumes and LUN's shall be active from all the controllers, should support RAID6 or equivalent with automatic failover. Failure of any controller should not affect the path availability and working connectivity between storage system and devices	Request to Change The system should have minimum 128 GB cache/ memory across the ~~two~~ controllers with an ability to protect data on cache if there is a controller failure or power outage. The cache on the storage should have 72 hrs or more battery backup (OR) should have destaging capability to either flash/disk. All controllers/Nodes shall be configured in Symmetric ~~Active-Active mode~~, where all the volumes and LUNs shall be active from all the controllers, should support RAID6 or equivalent with automatic failover. Failure of any controller should not affect the path	No Change

		availability and working connectivity between storage system and devices	
3	2. The system should have minimum 128 GB cache memory across the two controllers with an ability to protect data on cache if there is a controller failure or power outage. The cache on the storage should have 72 hrs or more battery backup (OR) should have destaging capability to either flash/disk. All controllers/Nodes shall be configured in Symmetric Active-Active mode, where all the volumes and LUN's shall be active from all the controllers, should support RAID6 or equivalent with automatic failover. Failure of any controller should not affect the path availability and working connectivity between storage system and devices	The restaging capability is a feature designed to optimize data storage and access performance, while the concept of a degraded state is related to the resilience and reliability of the storage system in the face of hardware failures. Hence, this point can be modified with the addition of " The cache on the storage should have 72 hrs or more battery backup (OR) should have destaging capability to either flash/disk (OR) cache protected/degraded state. Modified Point can be as: The system should have minimum 128 GB cache memory across the two controllers with an ability to protect data on cache if there is a controller failure or power outage. The cache on the storage should have 72 hrs or more battery backup (OR) should have destaging capability to either flash/disk (OR) cache protected/degraded state. All controllers/Nodes shall be configured in Symmetric Active-Active mode, where all the volumes and LUNs shall be active from all the controllers, should support RAID6 or equivalent with automatic failover. Failure of any controller should not affect the path availability and working connectivity between storage system and devices	No Change

4	2. The system should have minimum 128 GB cache memory across the two controllers with an ability to protect data on cache if there is a controller failure or power outage. The cache on the storage should have 72 hrs or more battery backup (OR) should have destaging capability to either flash/disk. All controllers/Nodes shall be configured in Symmetric Active-Active mode, where all the volumes and LUN's shall be active from all the controllers, should support RAID6 or equivalent with automatic failover. Failure of any controller should not affect the path availability and working connectivity between storage system and devices	This is vendor specific clause; can this be removed?	No Change
5	4. System should be configured with FCP & iSCSI protocols. Any hardware/software required for this functionality shall be supplied along with it in No Single Point of Failure mode.	1) Could you please clarify whether the system needs to be configured to support both FCP and iSCSI protocols? 2) Should any necessary hardware or software for enabling this functionality be provided, ensuring there is no single point of failure?	**1.** Support for both FCP and ISCSI protocols and other required protocols **2.** Bidder has to supply required software, hardware and any other components for the solution.
6	6. The storage/ appliance system should not have single point of failure. It must include dual controllers running in an active-active mode with automatic failover to each other in case if one controller fails, power supply, Cooling fan, network ports.	Request to Change The storage/ appliance system should not have single point of failure. It must include ~~dual controllers running in an active-active mode with automatic failover to each other in case if one controller fails~~, Dual power supply, Cooling fan, network ports.	No Change

7	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports and 2 nos of 40GbE ports.	Please share usage of each type of ports requested (4 x 16Gbps/ 4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports and 2 nos of 40GbE ports.)	Please refer clause 2 of the Corrigendum
8	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports and 2 nos of 40GbE ports.	Request to amend the clause to relax 40 Gbe ports as 40Gbe is only supported by Appliance based solution or server-based solutions. Most of all Storage based Backup solution OEM don't support this port type. For storage 32 GB FC or 25 Gig iSCSI is support and NABARD team could still achieve this throughput by configuring 2 ports of 25 Gig versus one port of 40 Gig Hence request to amend the clause as "The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports/ 2 nos of 25GbE ports and 2 nos of 40GbE ports or sufficient 25 Gig/10 gig ports to achieve equivalent throughput of 40 Gbe."	Please refer clause 2 of the Corrigendum
9	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports and 2 nos of 40GbE ports.	Network card 25gb or 40 gb both populated on appliance technically it's not possible, data transmission 25 GB its sufficient	Please refer clause 2 of the Corrigendum
10	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC	The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps	Please refer clause 2 of the Corrigendum

	ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports and 2 nos of 40GbE ports.	FC ports and 2 nos. of 10GbE ports, or 2 nos of 25GbE ports ~~and~~ or 2 nos of 40GbE ports.	
11	7. The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports and 2 nos of 40GbE ports.	The point has a specific ask for 40GbE port which probably will be qualified for few Storage vendors but will not be applicable for vendors who will spec Purpose built backup appliance. Instead, this ask can be replaced with support for aggregated b/w of 100Gbps that will allow the participation of other vendors. Additionally, there is ask for backup throughput with 2 TB/hr which can be fulfilled excluding 40GbE port requirement. Modified Point can be as: "The proposed storage/ appliance system should have minimum, 2 numbers of 12 Gbps backend SAS ports, 4 x 16Gbps/4 x 32 Gbps FC ports and 2 nos. of 10GbE ports, 2 nos of 25GbE ports or support for aggregated b/w of 100Gbps."	Please refer clause 2 of the Corrigendum
12	10. The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. The storage should have the capability of VTL function as well	The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. ~~The storage should have the capability of VTL function as well~~	Please refer clause 3 of the Corrigendum
13	10. The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. The storage	Request to amend the clause to remove VTL as it is only supported by OEM who supply traditional appliance-based architecture. Storage based backup solutions doesn't have feature of VTL hence Request to amend the	Please refer clause 3 of the Corrigendum

	should have the capability of VTL function as well	clause as " The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. The storage should have the capability of VTL function as well"	
14	10. The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. The storage should have the capability of VTL function as well	What use case are we targeting by allowing D2D appliance to act as VTL? As there is an already a requirement for Physical Tape Library. There will be an impact on performance and latency if you are considering VTL as a first backup storage target compared to the traditional storage or appliance. Instead VTL should be seen as a replacement of physical tape library for secondary copy/archival/immutable copy and so this point can be modified as "integration with VTL". Modified Point can be as: "The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. The storage should have the capability to integrate with VTL as well"	Please refer clause 3 of the Corrigendum
15	10. The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity. The storage	If VTL function is required, then we have to factor additional media server and if VTL factor then not possible to use like features functionality of appliance	Please refer clause 3 of the Corrigendum

	should have the capability of VTL function as well		
16		Please allow the below specification to be considered for Purpose Built Backup Appliance 1) The Disk based backup appliance must support heterogeneous server operating systems such as IBM AIX, HP-UX, Solaris, MS Windows, Linux, IBM System Z via NFSv3, CIFS, Fibre Channel VTL (Virtual Tape Library. It must support OST protocol (Open Storage Technology) on OEM supported versions of Windows, Linux, HPUX, Solaris, AIX, etc. 2) The Purpose Build Backup Appliance must be proposed for 250 TB net usable capacity for DC and 150 TB net usable capacity for DR 3) Offered purpose build backup appliance must be able to integrate with industry leading backup software i.e.,Veritas, Dell, Commvault, Veeam, etc. 4) The Backup Appliance must natively support LAN, SAN &. NDMP based backups simultaneously. 5) Must be offered with 10Gb/25 Gb Ethernet (Optical or Copper), and 16 Gbps FC HBA. 6) The appliance must support multiple protocols: VTL, OST, NFSv3/v4, CIFS and NDMP	Please refer to the RFP and Pre-bid queries replies and corrigendum

		7) Must support Inline and Global data duplication technology (without excluding any file/part thereof) at block level using variable block length technology 8) The appliance must support a mix of IPv4 and IPv6 for both ingest and replication. 9) Must provide centralized management for multiple backup appliances across multiple locations for ease of management. 10) Must have the ability to perform different backup, restore and replication jobs simultaneously. 11) The Backup Appliance must support a minimum of 30TB/hrs 12) Support for industry-leading platforms like Windows/Linux operating system supporting Windows, RHEL, SLES, AIX, Solaris, VMware, MS Hyper-V, AHV, KVM, Nutanix, Oracle, OVS, MS SQL, MySQL, PostgreSQL DB, Maria DB, M365/O365 exchange online, OneDrive, SharePoint, Teams, Desktop/Laptops backups and other platforms. 13) Five-year warranty and onsite next-business-day support from the date of sign off should be included. 14) The storage shall have the feature of scale up and scale out to support growing backup requirements in the future.	

		15) The storage shall not become End of Life/End of Support for a period of 7 years from the sign off date. 16) The storage should be provided with on-site hardware support and should be entitled to get unlimited bug fixes or upgrades during the contract period. 17) The vendor should provide support to the bank's team for VAPT points whenever needed during the tenure of the support. 18) It should also have built-in REST API and Webhooks support for management, administration and reporting on backup solution via custom applications. 19) The proposed appliance should have functionality like deduplication, compression, encryption, replication etc. 20) Solution should have the feature of air-gap capability (logical or physical) 21) The proposed storage should support proactive hardware & software corruption for data integrity check and self-healing.	
17	20. The vendor should provide support to the bank's team for VAPT points whenever needed during the tenure of the support.	Need a clarification on the support required by bank with regards to VAPT. Please note our product undergo penetration testing by an independent third-party firm frequently. Internally, our Product Security Group (PSG) conducts scans as part of the release of a new product version as well. In addition to managing schedules for	Please refer clause 20 of General Specifications for Backup D2D Storage/ Appliance

		penetration testing and internal vulnerability scans, PSG also maintains the Veritas Application Security Assurance Program (ASAP) to ensure each product follows a secure development lifecycle. I hope these processes should help the bank get the required support from VAPT perspective.	
18	21. It should also have built-in REST API and Webhooks support for management, administration and reporting on backup solution via custom applications.	Webhooks and REST API both serves the use case of notifying an events or alerts (e.g., related to backup failure, integration with monitoring tools etc). Hence, we request you to modify the statement as "REST API or Webhooks". Modified Point can be as: It should also have built-in REST API or Webhooks support for management, administration and reporting on backup solution via custom applications.	Please refer clause 4 of the Corrigendum
19	22. The proposed appliance should have functionality like deduplication, compression, encryption, replication etc.	Commvault does deduplication, compression, encryption & replication without depending on underlying storage platform. Proposed backup software is storage agnostic.	Please refer clause 22 of General Specifications for Backup D2D Storage/ Appliance
General and Technical Specifications for Backup Software & M365 backup			
1		M365 5500 User have only mailbox data or SharePoint drop box data also	Please refer clause 30 of General and Technical Specifications for Backup Software & M365 backup
2		Cloud data 1st copy want to back up on the cloud or backup directly on premise. If first backup on the cloud, then separate tenant on	The intent is to have offline backup on NABARD's SDDC directly from Microsoft Cloud without any third-

		cloud oem has to consider or nabard will provide	party intervention. For further clarification, please refer clause 30 of the General and Technical Specifications for Backup Software & M365 backup
3		Archival storage purpose only for 2nd copy of data or any other workload also run?	Shall be decided in consultation with the with the successful bidder
4	2. The proposed software shall be offered with license on capacity basis for 250 TB net usable. There should be no limit on the number of VMs/physical hardware. Licenses should be perpetual in nature with support for entire project period i.e., for 5 years after the sign off date. The license consumption must start from the date of the procurement of the license.	Request NABARD to consider both capacity-based licenses or instance-based licenses. If bidder is quoting instance-based licenses, then bidder needs to quote 500 VM or Physical instances licenses with UNLIMITED Capacity or no capping on Backup. 500 VM count is derived from below calculation. 250 TB / 500 GB per VM size = 512 VMs.	Please refer clause 5 of the Corrigendum
5	2. The proposed software shall be offered with license on capacity basis for 250 TB net usable. There should be no limit on the number of VMs/physical hardware. Licenses should be perpetual in nature with support for entire project period i.e., for 5 years after the sign off date. The license consumption must start from the date of the procurement of the license.	As most of the global Software companies (Microsoft, Red Hat, VMware, Salesforce & other) have moved their licensing policy from Perpetual to Subscription, we would request NABARD to consider both Perpetual & Subscription based licenses to be quoted for the following products: - 1. Physical or Virtual Machines. 2. M365 Backup as a Service (SaaS Model). 3. Kubernetes Container Backup & DR.	Please refer clause 5 of the Corrigendum

6	6. It should offer Global Management Console across sites	Would request you to elaborate on the said clause and brief us on the key ask requirement of Global management console. This clause seems to be proprietary in nature and offered by single OEM and hence request NABARD to remove the said clause.	Please refer clause 6 of the Corrigendum
7	6. It should offer Global Management Console across sites	Would request NABARD to share the detailed scope of work or the deliverables on the Global Management Console.	Please refer clause 6 of the Corrigendum
8	8. It should also have built-in REST API and Webhooks support for management, administration and reporting on backup solution via custom applications.	Webhooks and REST API both serves the use case of notifying an events or alerts (e.g., related to backup failure, integration with monitoring tools etc). Hence, we request you to modify the statement as "REST API or Webhooks". Modified Point can be as: It should also have built-in REST API or Webhooks support for management, administration and reporting on backup solution via custom applications.	Please refer clause 7 of the Corrigendum
9	11. Five-year 24x7 OEM support should be included. This should include upgrades, updates, patches, bug-fixes, RMA, Ticketing system/VAPT resolution etc.	Need a clarification on the support required by bank with regards to VAPT. Please note our product undergo penetration testing by an independent third-party firm frequently. Internally, our Product Security Group (PSG) conducts scans as part of the release of a new product version as well. In addition to managing schedules for penetration testing and internal vulnerability	Please refer clause 11 of General and Technical Specifications for Backup Software & M365 Backup

		scans, PSG also maintains the Veritas Application Security Assurance Program (ASAP) to ensure each product follows a secure development lifecycle. I hope these processes should help the bank get the required support from VAPT perspective.	
10	12. Proposed solution should support backup of various platforms like Windows, RHEL, SLES, AIX, Solaris, VMware, MS Hyper-V, Nutanix, Oracle, MS SQL, MySQL, PostgreSQL DB, Maria DB, M365/O365 exchange online, OneDrive, SharePoint, Teams, Desktop/Laptops backups and should provide integrated view of backup, archival, restore and replication through a single console	Single console clause Specifical towards support one OEM	No Change
11	12. Proposed solution should support backup of various platforms like Windows, RHEL, SLES, AIX, Solaris, VMware, MS Hyper-V, Nutanix, Oracle, MS SQL, MySQL, PostgreSQL DB, Maria DB, M365/O365 exchange online, OneDrive, SharePoint, Teams, Desktop/Laptops backups and should provide integrated view of backup, archival, restore and replication through a single console	Backup Software for Physical machines or virtual machines, M365 and Kubernetes are separate software product licenses offerings in nature and having integrated view through a single console is not available at the moment but it's there in the roadmap. Hence would request NABARD team to remove 'Integrated view through a single console' from the technical specification sheet. Also request NABARD to rephrase said clause as follows: - "Should provide integrated view of backup, archival / long retention copy, restore and replication through a single console"	No change

12	13. Proposed solution must integrate with different hypervisors to backup VMs including Hyper-V, VMware, RHEV, Oracle Virtual machine, OVS, Citrix Xen, KVM, AHV, Nutanix etc. The Backup Solution must support cross hypervisor restore functionality (VM conversion) e.g., Restore Hyper-V VM to VMware etc.	"Proposed solution must Support with different hypervisors to backup VMs including Hyper-V, VMware, RHEV, Oracle Virtual machine, OVS, Citrix Xen, KVM, AHV, Nutanix etc. The Backup Solution must support cross hypervisor restore functionality (VM conversion) e.g., Restore Hyper-V VM to VMware etc."	No Change
13	14. The proposed backup software should work with various hardware OEMs to provide functionality like deduplication, compression, encryption, Bare Metal Backup, replication, DB backup etc.	Windows platforms are more vulnerable to external threats compared to Linux, hence most BFSI customers prefers deployment on Linux. Therefore, from a deployment perspective, the backup software should support deployment both on Linux and Windows. Hence, we request you to modify this point. Modification can be as: The proposed backup software should work with various hardware OEMs to provide functionality like deduplication, compression, encryption, Bare Metal Backup, replication, DB backup etc. and should support heterogenous platform for deployment like Windows and Linux	No Change
14	20. The offered software must support complete integration of Server Backup, Virtual Machine Backup, catalog backup, Desktop / Laptop Backup, Archival and Replication Solution with a single Console to manage all the solutions	Single console clause Specifical towards support one OEM	No Change

15	21. Proposed software should include archival feature of File, DB, VM's Image, Email, SharePoint etc to move historical data based on file attributes for long term retention.	would request NABARD to rephrase the said clause as following: - "Proposed software should include archival / long term retention' feature of File, DB, VM's Image, Email, SharePoint etc to move historical data based on file attributes for long term retention.	No Change
16	22. Proposed software should include support for different Kubernetes distributions viz. OpenShift, OpenStack, VMware Tanzu, and cloud Kubernetes service viz. Azure AKS, AWS EKS & Google GKE backup etc within same graphical console. It should provide backup of block storage, PV claims, PV, secrets, etcd and config file. Software shall provide all the Cloud backup like Azure, AWS, GCP etc in the proposed solution without any additional cost.	Kubernetes licensing works on protecting of number of worker nodes and hence would request NABARD to share the deployed or to be deployed worker nodes count. Would also request NABARD to share their deployed or to be deployed Container environment details with us: - 1. Kubernetes Distros and its version? 2. Database? 3. Object Storage? 4. nos of cluster and application? 5. nos of master and worker nodes deployed? 6. Application are stateless or stateful	Shall be shared with the successful bidder
17	25. Proposed backup software must support unlimited number of physical systems, virtual machines, database instance, tape drive etc.	Our licensing policy is on Operating System instance count and would request NABARD to consider count of 500 instances with unlimited capacity. We offer universal license for protecting Physical machines, Virtual Machines, DB, TL etc. with UN-Limited Capacity / NO capping on the Backup copies data.	Please refer clause 5 of the Corrigendum

18	29. If Solution requires any Backup Servers as part of solution, Bidder should provide required servers in HA mode along with required operating system, database licenses etc. Bidder to share public link or declaration from Backup Software / Appliance OEM that proposed backup server configuration is in line with Bank's requirements	Hope HA mode referred here in the clause is Active-Passive mode only?	Please refer clause 29 of General and Technical Specifications for Backup Software & M365 backup
19	30. The software shall provide features of SaaS based backup like M365 backup on the bank's premise without any ingress/egress charge. The no of users for which M365 backup (Outlook, SharePoint, Teams, OneDrive etc) shall be carried out is 5500. License count shall start from the data of procurement of the license. Support for licenses shall be for the entire project period i.e., 5 years after the sign off date	M365 Backup as a service is a SaaS (Software as a Service) hosted in MS Azure Cloud and the SaaS provides: • as M365 is Subscription user-based licenses from Microsoft and so as M365 BaaS is also Subscription user-based licenses. •Unlimited Storage per user with Configurable retention (Default 7 Years) with daily backups. • Client portal access to self-manage backups and restores. • Microsoft 365 Off-site Backup Service. • Backup of all Email, Contacts, Calendars, and Tasks. • Backup of all files and documents in SharePoint, Teams, and OneDrive.	The intent is to have offline backup on NABARD's SDDC directly from Microsoft Cloud without any third-party intervention. For further clarification, please refer clause 30 of General and Technical Specifications for Backup Software & M365 backup.
20	30. The software shall provide features of SaaS based backup like M365 backup on the bank's premise without any ingress/egress charge. The no of users for which M365 backup (Outlook, SharePoint, Teams, OneDrive etc) shall be carried out is 5500. License count shall start	1. Please confirm the m365 apps which are to be backed-up. 2. Request you to share capacity utilization (FETB) per users across all M365 apps for 5500 users which are to be backed-up	The intent is to have offline backup on NABARD's SDDC directly from Microsoft Cloud without any third-party intervention. For further clarification, please refer clause 30 of

	from the data of procurement of the license. Support for licenses shall be for the entire project period i.e., 5 years after the sign off date	3. We also need to know annual growth of Data per user (5500 users). 4. Need clarification on License count shall start from the data of procurement of the license. 5. We are one of the preferred Microsoft partners for M365 Data protection and would recommend to have first copy on dedicated Azure tenant (our/OEM hosted) to ensure data security, airgap, immutable cloud storage and subsequent copy can be either on-premises or different cloud (like AWS). Request you to consider the option of providing you the first copy on cloud and second on-prem or an alternate cloud.	General and Technical Specifications for Backup Software & M365 backup.
21	33. The proposed software should have a security dashboard with cybersecurity solution that includes: (a) Machine-learning-based prevention mechanism to prevent against cyber threats. (b) behaviour analysis for ransomware detection and protection with encryption rollback. (c) Category-based application control and whitelisting. (d) Peripheral device control and much more. (e) Anti-ransomware, Anti-exploits, Anti-Malware functionality. (f) Alert mechanism in the event of detection of any anomaly.	Need clarification on expectation from a backup software OEM point of view. What are we expecting when we ask: "protection with Encryption roll back, Anti-ransomware, Anti-exploits, Peripheral device control"? These features are to be fulfilled by network security software, which normally acts as the frontline defence. Meanwhile, backups serve as the last line of defence, ensuring data integrity and data protection for which we can offer defence mechanism which includes Backup software with inbuilt capabilities of doing anomaly	Please refer clause 8 of the Corrigendum

		detection and malware scanning to identify threats, secure communication with support for external certificates and compliant to TLS1.2, with encryption of backup data in-flight and at rest, along with appliances which are immutable and indelible, using which we can create an airgap architecture to provide cyber resiliency against ransomware. We also offer integration with SIEM/SOAR tools. Modification can be as: "The proposed software / solution should have a dashboard which includes/showcases: (a) Machine-learning-based prevention mechanism to prevent against cyber threats. (b) behaviour analysis for ransomware detection. (c) Category-based application control and whitelisting. (d) Anti-Malware functionality. (e) Alert mechanism in the event of detection of any anomaly (f) Zero Trust Architecture (g) Airgap Solution (h) Encryption (AES256) (i) Secure communications (TLS1.2) (j) FIPS 140-2 Compliant	
22	35. The proposed backup solution should support the disaster recovery mechanism of critical Windows/Linux workloads.	We request bank to elaborate the requirement.	Please refer clause 35 of General and Technical Specifications for Backup Software & M365 backup

23	36. The proposed backup solution should have Integrated block-level replication capability to replicate the backup sets from the backup server at one site to the backup server on another site. In case of failures, it should be able to resume the replication from the point of failure.	The proposed backup solution should have Integrated block-level replication / Backup copy capability to replicate the backup sets from the backup server at one site to the backup server on another site. In case of failures, it should be able to resume the replication from the point of failure.	No change
24	39. The backup software shall have the feature of immutability.	Solution should be immutability or immutability provide by hardware nor for software.	No Change
25	39. The backup software shall have the feature of immutability.	Immutability feature is a storage feature. Hence it should be moved to D2D storage specifications. Our solution gets well integrated with our own and most of the 3rd party immutable storage. Request you to move this point to D2D Appliance specifications.	No Change
26	44. Solution should have the feature of air-gap capability (logical or physical)	We request bank to clarify if a separate storage separated by an air-gap is same as the Archival NAS storage mentioned in the RFP	Please refer clause 44 of General and Technical Specifications for Backup Software & M365 backup
Technical Specifications for Tape Library and Drives			
1	1. The Automated Robotic Rack Mount Physical Tape Library must be provided with minimum Four (04) LTO9 FC tape drives separately DC and minimum Two (02) tape drives for DR with a minimum of 48 slots per module with a Redundant Hot hot-swappable power Supply. All the slots and drives should be seamlessly accessible by the Same Robotics.	Can we position Solution of Tape Library along with One additional enclosure. We don't have a Tape Library with 48 Slots. This 48 Slots are compiled for specific OEM.	Please refer clause 9 of the Corrigendum

2	1. The Automated Robotic Rack Mount Physical Tape Library must be provided with minimum Four (04) LTO9 FC tape drives separately DC and minimum Two (02) tape drives for DR with a minimum of 48 slots per module with a Redundant Hot hot-swappable power Supply. All the slots and drives should be seamlessly accessible by the Same Robotics.	1) We understand that NABARD requires a backup tape library, specifically a 48-slot LTO 9 FC tape library, with a quantity of 4 for the Data Centre site and a quantity of 2 for the Disaster Recovery site. Is this understanding correct? 2) Compliance requirement number 3 specifies the need for 70 tape cartridges. You have proposed the use of 4 tape drives, each with 48 slots, totalling 192 available slots for tape cartridges. I find this sizing consideration to be quite high. Could you provide more details on the reasoning behind this choice?	Please refer clause 9 of the Corrigendum
3	1. The Automated Robotic Rack Mount Physical Tape Library must be provided with minimum Four (04) LTO9 FC tape drives separately DC and minimum Two (02) tape drives for DR with a minimum of 48 slots per module with a Redundant Hot hot-swappable power Supply. All the slots and drives should be seamlessly accessible by the Same Robotics.	We request bank to clarify if the tape drives should be dual ported (connect to both SAN switches) or single ported	All the tape drives shall be dual ported.
4	3. The Bidder must initially supply new ReWritable 70 LTO9 Data Cartridges for DC and 10 LTO9 Data Cartridges for DR, Barcode label with each tape library and cartridge.	What would be the Capacity you are planning on DC and DR Site. LTO9 Capacity is 18TB at native.	Please refer clause 3 of the technical specifications for Tape Library and Drives
5	7. The offered tape library must support an encryption solution and the encrypted keys should be managed by the Tape library.	Requesting the Bank to Please change to … The offered tape library must support an encryption solution and the encrypted keys	Bidder may use either methodology to achieve the desired result of encryption/decryption of tapes and its data.

		should be managed by the Tape library (Library Managed Encryption-LME) or The Industry Standards Application Managed Encryption-AME). Justification: Both AME and LME are Encryption Standards for Key Management, while LME is Vendor Centric and Locked with the Specific Tape Library H/W and offers very limited Tokens. While AME is better is Industry Standards, Granular and Hardware Agnostic.	
6	7. The offered tape library must support an encryption solution and the encrypted keys should be managed by the Tape library.	We request bank to allow use of a KMS solution deployed, running and in use at bank	Bidder has to provide all the required components of the solution
7	9. The TL must be Certified by the BIS STANDARDS (Valid Certificate to be attached). 5 YEARS warranty and support with back-to-back from OEM shall be provided from the date of sign off. Besides, the device shall not reach EOL/EOS within 7 years from the date of go-live.	What is the tentative go-live date of this complete project. Positioned Tape Library will not be End of Support within 7 years from date of invoice can be given	No Change
8	10. The tape library and drive shall have the feature of scale up and scale out	Can you please help to understand what the understanding from Scale out feature. IT can be scale up by adding the enclosures.	Please refer clause 10 of the Corrigendum
9	10. The tape library and drive shall have the feature of scale up and scale out	Requesting the Bank to please change to (For All OEM To Comply): The tape library and drive shall have the feature of scale up to 500+ Slots & 40 LTO Drives. (Remove Scale Out)	Please refer clause 10 of the Corrigendum

		Tape Library are Scale up and Not Scale out. "Scale Out" are used for the LARGE 45U EXPENSIVE HORIZONTAL STACKING TAPE LIBRARIES used in Very large Installation and LARGE Petabytes, which is Restricted to only couple of OEMs. Hence Please change to Scale Up to 500 Slots & 40 Drives, so that all Major OEM can participate.	
Archival Immutable NAS Storage Specification			
1	1. (a) The proposed storage should have an object-based scale-out storage architecture. Integration with applications should be plug-and-play.	Please clarify if Bidders can propose Object Storage along with S3 protocol	Please refer clause 1.(a) of the Technical Specifications of Archival Immutable Storage along with Clause 11 and 13 of the Corrigendum
2	1. (a) The proposed storage should have an object-based scale-out storage architecture. Integration with applications should be plug-and-play.	The proposed NAS storage should support a scale-out storage architecture and object storage protocols.	Please refer clause 1.(a) of the Technical Specifications of Archival Immutable Storage along with Clause 11 and 13 of the Corrigendum
3	1. (a) The proposed storage should have an object-based scale-out storage architecture. Integration with applications should be plug-and-play.	Request to amend the clause to remove Object word as it is ambiguous and not supported by all NAS Storage OEM hence Request to amend the clause as "The proposed storage should have ~~an object-based~~ scale-out storage architecture. Integration with applications should be plug-and-play."	Please refer clause 1.(a) of the Technical Specifications of Archival Immutable Storage along with Clause 11 and 13 of the Corrigendum
4	1. (c) Proposed storage must have inline deduplication, compression, encryption, immutability, and replication functionality. Should not depend on any third-party solution to achieve any of this functionality.	Please clarify if we propose Object Storage as a solution, deduplication is not required as Backup will be deduplicated at Software end and on D2D appliance.	Please refer clause 12 of the Corrigendum

		Requesting you to relax this point and allow Bidder to propose the required solution	
5	1. (c) Proposed storage must have inline deduplication, compression, encryption, immutability, and replication functionality. Should not depend on any third-party solution to achieve any of this functionality.	Commvault does deduplication, compression, encryption & replication without depending on underlying storage platform. Commvault is storage agnostic.	Please refer clause 12 of the Corrigendum
6	1. (c) Proposed storage must have inline deduplication, compression, encryption, immutability, and replication functionality. Should not depend on any third-party solution to achieve any of this functionality.	Proposed storage must support inline deduplication, compression/encryption, immutability and replication functionality. Should not depend on any third-party solution to achieve any of this functionality	Please refer clause 12 of the Corrigendum
7	1. (c) Proposed storage must have inline deduplication, compression, encryption, immutability, and replication functionality. Should not depend on any third-party solution to achieve any of this functionality.	Request to Change Proposed storage/solution must have inline deduplication, compression, encryption, immutability and replication functionality. Should not depend on any third-party solution to achieve any of this functionality. Reason: The data will be dedup and compressed at the source side. Object store will have the capability to store deduplicated, encrypted data from backup solution	Please refer clause 12 of the Corrigendum
8	1. (e) The data protection capability should allow to storage of various versions of data without much overhead on actual storage capacity. i.e., it should support native deduplicated snapshot functionality.	Please clarify why solution should support native deduplicated snapshot functionality if this storage solution is only to save immutable copies from the D2D appliance. Requesting you to relax this point and allow Bidder to propose the required solution	Please refer clause 14 of the Corrigendum

9	1. (g) Proposed storage should have integration with an active directory, role-based access control, and multi-factor authentication.	Proposed storage should have integration with an active directory, role-based access control/multi-factor authentication	No Change
10	1. (h) The proposed storage should have preinstalled OS, hardened Linux OS, dedicated Index drives, performance drives, and capacity drives.	Request to Change The proposed storage should have preinstalled OS, ~~hardened Linux OS~~, dedicated Index drives, performance drives, and capacity drives.	No Change
11	1. (h) The proposed storage should have preinstalled OS, hardened Linux OS, dedicated Index drives, performance drives, and capacity drives.	We request bank to relax the clause "dedicated index drives" because different OEM have different architecture.	No Change
12	3. (c) The proposed storage should support variable-length deduplication, compression, continuous data protection, encryption, and real-time replication.	Requesting you to relax deduplication option, Because the date will be deduplicated at the source and at the D2D storage	Please refer Clause 15 of the Corrigendum
13	3. (c) The proposed storage should support variable-length deduplication, compression, continuous data protection, encryption, and real-time replication.	Request to remove this point. Because the date will be deduplicated at the source and at the D2D storage	Please refer Clause 15 of the Corrigendum
14	3. (c) The proposed storage should support variable-length deduplication, compression, continuous data protection, encryption, and real-time replication.	The proposed storage should support deduplication, compression, continuous data protection/encryption, and replication.	Please refer Clause 15 of the Corrigendum
15	3. (c) The proposed storage should support variable-length deduplication, compression, continuous data protection, encryption, and real-time replication.	Commvault does deduplication, compression, encryption & replication without depending on underlying storage platform. Commvault is storage agnostic.	Please refer Clause 15 of the Corrigendum

16	5. (a) The proposed storage should have in-built continuous data protection functionality to ensure data is not altered, modified or deleted under any circumstances.	Data recovery should be easy and provide quick recovery of files and folders from any data corruption, deletion.	No Change
17	6. (a) The proposed solution should have a built-in replication mechanism to protect data across the sites.	We understand, there will be no backup happening at the DR site. Only air-gap data from primary site will be replicated to the DR site. Kindly confirm or clarify.	Please refer to clause 6. (a) of Archival Immutable Storage Specification
18	7. (c) Proposed storage must have multi-factor authentication.	We request bank to clarify if MFA is to be provided or an existing MFA is to be integrated. 1) If new MFA is to be provided, please provide detailed specifications to be met. 2) If existing MFA is to be integrated, we request bank to provide details of the MFA currently in use.	All the required hardware, software and licenses shall be provided by the vendor.
19	8. (a) The proposed storage should have a minimum of 4 x 10Gb/25Gb Copper and SFP along with 4 x 16/32 Gbps connectivity.	Requesting to clarify why we need 16/32 Gbps connectivity if the ask is for NAS storage. Requesting you to allow bidders to propose the solution.	Please refer to clause 8. (a) of Archival Immutable Storage Specification along with Clause 11 and 13 of the Corrigendum
20	8. (a) The proposed storage should have a minimum of 4 x 10Gb/25Gb Copper and SFP along with 4 x 16/32 Gbps connectivity.	Copper ports are not supported by all storage OEM hence request to amend the clause for maximum participation as "The proposed storage should have a minimum of 4 x 10Gb/25Gb Copper ~~and~~ or SFP along with 4 x 16/32 Gbps connectivity."	Please refer to clause 8. (a) of Archival Immutable Storage Specification along with Clause 11 and 13 of the Corrigendum

21	8. (a) The proposed storage should have a minimum of 4 x 10Gb/25Gb Copper and SFP along with 4 x 16/32 Gbps connectivity.	The proposed storage should have a minimum of 4 x 10Gb/25Gb Copper and SFP or with 4 x 16/32 Gbps connectivity	Please refer to clause 8. (a) of Archival Immutable Storage Specification along with Clause 11 and 13 of the Corrigendum
22	8. (a) The proposed storage should have a minimum of 4 x 10Gb/25Gb Copper and SFP along with 4 x 16/32 Gbps connectivity.	We request bank to elaborate the requirement of FC ports and to which equipment these FC ports be connected.	Please refer to clause 8. (a) of Archival Immutable Storage Specification along with Clause 11 and 13 of the Corrigendum
23	9. (a) The proposed storage must have 200 TB net capacity at DC and 150 TB net capacity at DR after RF2/RF3/Raid architecture without deduplication/compression.	1) Can you outline the specific configuration details required to ensure a net capacity of 200 TB across the DC and 150 TB net capacity DR sites? 2) Are there any specific performance or reliability requirements associated with the RF2/RF3/Raid architecture to ensure the desired net capacities are consistently maintained at both the Data Center and Disaster Recovery locations?	Please refer to Clause 9. (a) of Archival Immutable Storage Specification
24	9. (b) Proposed storage must support RF2/RF3 configuration and raidless architecture. If the proposed storage does not support raidless architecture and uses RAID-based architecture, then it should be configured with 2 disk failures per RAID pool and per RAID pool maximum disk should not be more than 12 disks. Additional HotSpare disk to be considered to tolerate multiple disk failures.	Request to Change Proposed storage must support RF2/RF3/Raid configuration ~~and raidless architecture~~. If the proposed storage does not support raidless architecture and uses RAID-based architecture, then it should be configured with 2 disk failures per RAID pool and per RAID pool maximum disk should not be more than ~~12~~ 24 disks. Additional HotSpare disk to be considered to tolerate multiple disk failures.	Please refer Clause 16 of the Corrigendum

Detailed Scope of Work			
1	Configuration	Please share the existing backup software version	Shall be shared with the successful bidder
2	Configuration 2. Bidder must ensure that latest stable version of backup software is installed.	Please clarify if any backup data migration to be done from existing set-up to new installed set-up. (Please share the details like Backup Data Size, Tapes qty, Tape model)	No migration of existing backup is required
3	Installation 2. Pre-requisites must include required rack space, power, colling, weight and cables etc. details to safety rackmount the equipment in NABARD DC.	We would request you to confirm, if the mentioned prerequisites will be arranged by NABARD.	NABARD shall be providing rack space, power and cooling only.
4	Installation 3. Bidder must arrange their engineer as per banks approved time and location to perform rack-mounting of any physical equipment's.	Could you please clarify "the engineer" as mentioned in the clause, duration applicable for the entire contract period or specifically limited to the implementation phase?	Engineer shall be made available during implementation phase and RMA (if required) for the mentioned purposes.
5	Installation 6. Bidder must ensure that Hardware Remote Management license to be provided for the complete project active subscription.	Could you please provide information on the number of RDP licenses that will be required for the project?	Solution should include all necessary licences for managing hardware, NABARD shall not provide any licences required for managing solution and Hardware (including IPMI, ILO etc.)
6	Installation 6. Bidder must ensure that Hardware Remote Management license to be provided for the complete project active subscription.	Please clarify if the Hardware Remote Management has to be done by Bidders remotely or this will be monitored by Customer insite team	Solution should include all necessary licences for managing hardware, NABARD shall not provide any licences required for managing solution and Hardware (including IPMI, ILO etc.)

7	Supply 4. There should be SPOC provided from bidder's side for coordination with bank for entire project.	We would request you to confirm, whether it required an on-site dedicated person as SPOC?	Preferably Onsite
8	Handover and Training 1. Bidder must provide project knowledge transfer to bank's operations team. 5. Bidder shall provide training to bank officials at the time of handover.	We kindly request that you provide us with the details regarding the training required. Specifically, we would appreciate information regarding the source of the training (OEM or Bidder), the anticipated duration, topics to be covered, intended participants, and whether the training will be conducted online or offline.	Training in combination from OEM and SI shall be provided to 10-15 Bank's Officials / Staff in a mix of Online and Offline mode, as decided by the Bank.
9	Handover and Training 1. Bidder must provide project knowledge transfer to bank's operations team. 5. Bidder shall provide training to bank officials at the time of handover.	We kindly request you to confirm how many members from the Bank's team will be participating in the training. Additionally, we would appreciate it if you could provide us with details regarding the location of the training.	Training in combination from OEM and SI shall be provided to 10-15 Bank's Officials / Staff in a mix of Online and Offline mode, as decided by the Bank.
10	Handover and Training 1. Bidder must provide project knowledge transfer to bank's operations team. 5. Bidder shall provide training to bank officials at the time of handover.	We understand these two activities are same Kindly confirm or clarify.	Training in combination from OEM and SI shall be provided to 10-15 Bank's Officials / Staff in a mix of Online and Offline mode, as decided by the Bank.
11	Handover and Training 1. Bidder must provide project knowledge transfer to bank's operations team. 5. Bidder shall provide training to bank officials at the time of handover.	We request bank to provide details related to training. a) Online - Onsite b) Number of users c) Number of days	Training in combination from OEM and SI shall be provided to 10-15 Bank's Officials / Staff in a mix of Online and Offline mode, as decided by the Bank.

12	Configuration 1. Bidder must ensure that all equipment has redundant active-active network bond configured as per best practise of the solution.	Please clarify if all the backup and restoration configuration will be over LAN (Network)	The backup and restoration configuration will be over LAN (Network), however replication of storage between DC and DR will be on MPLS/P2P.
13	Handover and Training 5. Bidder shall provide training to bank officials at the time of handover	Please clarify how many Bank officials to be trained	Training in combination from OEM and SI shall be provided to 10-15 Bank's Officials / Staff in a mix of Online and Offline mode, as decided by the Bank.
14	Configuration 5. multi-factor authentication to be implemented to integrate backup software's.	Q We request bank to clarify if MFA is to be provided or an existing MFA is to be integrated. 1) If new MFA is to be provided, please provide detailed specifications to be met. 2) If existing MFA is to be integrated, we request bank to provide details of the MFA currently in use.	All the required hardware, software and licenses shall be provided by the vendor.
15	Configuration 8.Bidder must implement D2D2T backup methodology and replication to DR site for backup data.	C/C We understand, there will be no backup happening at the DR site. Kindly confirm or clarify.	Backup of few jobs at DR shall be carried out along with the regular backup jobs at DC.
16	Testing 1. (b) File/Folder level restore	We request bank to clarify if the storage deployed by NABARD supports NDMP backup and storage is enabled for NDMP backup.	Bidder has to provide end-to-end Backup and Storage solution.
17	Testing	We understand, these pre-requisites as part of the test and not to be submitted as part of the bid	Yes

	3. Bidder must provide complete details of pre-requisites for restoration required from bank.	Kindly confirm or clarify.	
18	Peripheral Equipment 1. Bidder must provide all the necessary cables (FC/Ethernet) as part of the solution.	We understand, bank will provision ToR switch to which these equipments are to be connected. And that the ToR switch shall be inside the same rack where the new infra will be hosted.	Kindly refer to the RFP and Corrigendum

Price Breakup Format			
1	1. Backup Software License - 250TB 2. D2D Storage / Backup Appliance - 250TB for DC and 150TB for DR	Backup Software FETB capacity and D2D Storage capacity is same, please share the retention policies for D2D appliance and Immutable Storage	Shall be shared with the successful bidder
2	1. Backup Software License - 250TB 2. D2D Storage / Backup Appliance - 250TB for DC and 150TB for DR	Please share the replication capacity from Day1 and the DataSet 1/2/3 details which needs to be replicated to DR and retention policies	Shall be shared with the successful bidder
3	6. Immutable Storage	Please share the retention policies for Immutable storage	Shall be shared with the successful bidder
4	4. Tapes 70 for DC and 10 for DR along with cleaning media tapes	The price of media tapes and cleaning tapes is not equal. Hence, we request bank to put separate line item for the two	Please refer Clause 20 of the Corrigendum
5	5. 16 port SAN Switch 2 for DC and 2 for DR	We understand, any FC cables required to connect Bank's existing equipment will be provisioned by the bank. Kindly confirm or clarify.	Bidder has to provide the required hardware, software and licenses associated with the project.
Payment Terms & Conditions			
1	Payment terms will be as under: 1. 50% of the project cost to be paid upon successful delivery and acceptance of all the hardware and software along with licenses associated with the project by NABARD. 2. 15% of the project cost to be paid upon successful implementation of the solution at DC site and its acceptance by NABARD. 3. 15% of the project cost to be paid upon implementation of the solution at DR site and its acceptance by NABARD.	Bidder request to release the payment as below: 70% of the HW and SW on delivery 20% on implementation at each site 10% on the sign off Bidder also request to release the payment within 30 days of invoice date	No Change

	4. 20% of the project cost to be paid upon the final sign-off of the solution by NABARD.		
2	Payment terms will be as under: 1. 50% of the project cost to be paid upon successful delivery and acceptance of all the hardware and software along with licenses associated with the project by NABARD. 2. 15% of the project cost to be paid upon successful implementation of the solution at DC site and its acceptance by NABARD. 3. 15% of the project cost to be paid upon implementation of the solution at DR site and its acceptance by NABARD. 4. 20% of the project cost to be paid upon the final sign-off of the solution by NABARD.	Payment terms to be change into 70% +10%10%+10%	No Change
3	Payment terms will be as under: 1. 50% of the project cost to be paid upon successful delivery and acceptance of all the hardware and software along with licenses associated with the project by NABARD.	Kindly amend the clause as "payment will be made in advance on a quarterly basis"	No Change
4	Payment terms will be as under: 1. 50% of the project cost to be paid upon successful delivery and acceptance of all the hardware and software along with licenses associated with the project by NABARD. 2. 15% of the project cost to be paid upon successful implementation of the solution at DC site and its acceptance by NABARD. 3. 15% of the project cost to be paid upon implementation of the solution at DR site and its acceptance by NABARD. 4. 20% of the project cost to be paid upon the final sign-off of the solution by NABARD.	We would request you to amend the line items as follows: 50% of the project cost to be paid upon successful delivery and acceptance of all the hardware and software along with licenses associated with the project by NABARD. 25% of the project cost to be paid upon successful implementation of the solution at DC site and its acceptance by NABARD.	No Change

		25% of the project cost to be paid upon implementation of the solution at DR site and its acceptance by NABARD. Please remove the line item 4.	
Bid Document			
1	Estimated Bid Value/अनुमाि नत बड मूHय - 75000000	Requesting you please increase Estimated Bid value to 1300000000 (13CR) as the requirement is of Tera Byte and hardware is in Peta Byte which will increase the total cost.	No Change
2	Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to anyCentral / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the financial year	Is the past Experience of direct bidder is required or OEM solutions Can also be considered (It would be advisable if NABARD can consider both OEM & Bidders experience for supply & installations perspective instead of just bidders experience)	Please refer Clause 17 of the Corrigendum
3	MII Compliance	This solution will not comply with MII compliance, need Nabard help to remove this clause from this Tender	No Change
4	Past Experience of Similar Services last 3years	To be change into 5 years	Please refer Clause 17 of the Corrigendum
5	Make in India - PPP Clause Buyer Added Bid Specific Terms and Conditions OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017	As make in India clause is applicable for Desktops and Laptops, enterprise class products like Storage, Tape Libraries and Backup Software doesn't fall under this category and most of the PSU Banks exclude the MII clause when it comes to procurement of Data Centre Enterprise class products .	No Change

		request NABARD to exclude the said clause from the RFP.	
6	EMD of Rs. 1500000	As we have exemption on GEM as per GEM GTC. Request to accept our EMD exemption for the same.	Please refer to GeM GTC and comply with the extant rules and regulations.
7	Bid End Date/Time 04-03-2024 15:00:00	We request bank to provide time of 2 weeks after publishing of response to queries.	Please refer to Corrigendum
8	MII Compliance	None of Tape Library HW Vendor OEM are MII.	No Change
Service Level Agreement- Schedule- "A"			
1	Page 8 4.3 Adherence to RBI directions, guidelines The service provider shall strictly adhere to all directions issued by the Reserve Bank of India (RBI) in relation to the activities outsourced to the service provider by NABARD. The service provider shall regularly monitor and update its internal processes, policies, and procedures to ensure compliance with the latest directives and guidelines provided by RBI. Any modifications required to align with RBI directives shall be promptly implemented by the service provider to maintain compliance.	Any modifications required to align with RBI directives after the installation and acceptance of the solution shall be chargeable based on the requirement.	No additional charge for the same shall be provided
2	Page 10 7.2 The Service Provider shall appoint sufficient number of individuals in order to ensure that the Support Services are provided to NABARD in a proper, timely and efficient manner. The Service Provider shall provide NABARD with the names of the individuals who shall be involved in carrying out the Support Services and shall	Will there be any onsite dedicated resource deployed during the support period, or will the support be provided on-demand basis only? Request you to kindly confirm	Kindly refer to the extant provision of the SLA

	obtain approval in writing from NABARD before making any change in such team. The individuals appointed by the Service Provider shall be those indicated by the Service Provider under its response to the RFP/GeM Bid. Any additional individual shall be appointed subject to prior written approval from NABARD.		
3	Page 11 7.9 Data Migration: The Service Provider to extend all support required by the incoming vendor during the transition period to facilitate data migration to the new system. This would include but not necessarily be restricted to making available artefacts relating to the data dictionary, both active and passive. In respect of existing reports in the system, artefacts relating to report structure, data validations and data sources to be made available to the satisfaction of NABARD. Further, support will be extended by the service provider for data migration relating to data base, application, storage and cloud migration.	We kindly request you to share the details of the data to be migrated.	No migration required
4	Page 34-35 LD for delivery and implementation:0.5% of the Contract Price for each calendar week or part thereof of delay	Bidder request to charge the LD for delayed/unperformed portion instead of contract price and cap the penalty to @ 5% of the unperformed services instead of 10% of the contract value	No Change
5	Page 34-35 Timelines and Deliverables	Pls revise this to 10-12 weeks instead of 4-6 weeks.	Please refer Clause 18 of the Corrigendum
6	Page 34-35 Timelines and Deliverables	We kindly request you to amend the delivery and timelines terms as outlined below: Instead of "Within 6 weeks of award of contract," amend to "Within 10 weeks for delivery."	Please refer Clause 18 of the Corrigendum

7	Page 34-35 Timelines and Deliverables	Please change the delivery timelines to 8-12 weeks.	Please refer Clause 18 of the Corrigendum
8	Page 34-35 Timelines and Deliverables Column Timelines: "Within 6 weeks of award of contract"	Request you to amend as "Within 8 weeks of award of contract"	Please refer Clause 18 of the Corrigendum
9	Page 34-35 Timelines and Deliverables Column Timelines: "Within 6 weeks of delivery and acceptance of hardware and license"	Request you to amend as "Within 12 weeks of delivery and acceptance of hardware and license"	Please refer Clause 18 of the Corrigendum
10	Page 34-35 Timelines and Deliverables Column Timelines: "Within 2 weeks of implementation of the solution at DC site"	Request you to amend as "Within 8 weeks of implementation of the solution at DR site"	Please refer Clause 18 of the Corrigendum
11	Page 34-35 Timelines and Deliverables Within 6 weeks of award of contract for Complete Solution, Installation Within 6 weeks of delivery and acceptance of hardware and license DC side. Within 2 weeks of implementation of the solution at DC site DR Side	8- 10 weeks delivery timeline require	Please refer Clause 18 of the Corrigendum

Minimum Eligibility Criteria			
1	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	Kindly amend the clause as: Eligibility Criteria: The Bidder should have experience of successfully implementing at least two projects of the Backup Solution in Public Sector Bank /Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY 2018-19, FY2019-20, FY2020-21, 2021-22 and 2022-23. Documents to be submitted: Requisite Purchase Orders / Completion certificates / Phase completion self-certificate should be submitted	Please refer Clause 17 of the Corrigendum
2	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	We kindly request you to amend the clause as per the following: The Bidder/OEM should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during last 7 years (This shall override experience criteria given in the bid in other documents)	Please refer Clause 17 of the Corrigendum

3	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	Please change the clause to: The Bidder should have experience of successfully implementing at least two projects of the Backup Solution in Public Sector Bank/Financial Institution/ PSU/Government	Please refer Clause 17 of the Corrigendum
4	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	The Bidder should have experience of successfully implementing at least two projects of the proposed or any Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents)	Please refer Clause 17 of the Corrigendum
5	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed	Please change the clause to: The Bidder should have experience of successfully implementing at least two projects of the Backup Solution in Public	Please refer Clause 17 of the Corrigendum

	Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	Sector Bank/Financial Institution/ PSU/Government	
6	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	Request NABARD to re-phrase the clause as below: - The Bidder should have experience of successfully implementing at least two projects of the proposed or any other Backup Solution in Public or Private Sector Bank/Financial Institution/ PSU/ Government / organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23 / Large private enterprises or conglomerates and other enterprises companies.	Please refer Clause 17 of the Corrigendum
7	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents)	Requesting it to make: The OEM/Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23.	Please refer Clause 17 of the Corrigendum

	Documents to be submitted: Requisite Purchase Orders and Completion certificates should be submitted	(This shall override experience criteria given in the bid in other documents)	
8	4. The Bidder should have experience of successfully implementing at least two projects of the proposed Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents) **Documents to be submitted:** Requisite Purchase Orders and Completion certificates should be submitted	Change Request We request bank to amend this to The Bidder should have experience of successfully implementing at least two projects of ~~the proposed~~ a Backup Solution in Public Sector Bank/Financial Institution/ PSU/ Government organization/Public Listed Company in India during either of FY2019-20, FY2020-21, 2021-22 and 2022-23. (This shall override experience criteria given in the bid in other documents)	Please refer Clause 17 of the Corrigendum
9	8. Bidder should have personnel in its permanent employment having OEM certifications for the backup solution / technology proposed by the bidder in its bid.	we request you to kindly delete this clause, as we backup solution has multiple OEM and getting certification of all OEM is a challenge.	Please refer Clause 19 of the Corrigendum
10	8. Bidder should have personnel in its permanent employment having OEM certifications for the backup solution / technology proposed by the bidder in its bid.	Request NABARD to remove the said clause as this may restrict a partner to bid the said RFP though that said partner though may qualify on PO copies PQs.	Please refer Clause 19 of the Corrigendum
General			
1		Could you please provide the commercial format applicable to this Request for Proposal (RFP)?	Please refer to the RFP
2		Can you provide clarification regarding the backup server—whether it is expected to be	Bidder has to supply required hardware, software, licenses etc. associated with the solution.

		supplied by the bidder or it falls under the responsibility of NABARD?	
3		Can you provide clarification on who will be responsible for carrying out the backup activity?	Bidder shall be responsible for implementation and handover of the entire solution. After signoff and handover, NABARD shall manage the backup solution. However, Support (TAC, RMA etc) at both the sites (DC/DR) for the solution has to be provided by the bidder during the tenure of the contract.
4		Could you please clarify if you require any email backup solution in addition to the capacity-based backup software mentioned?	Please refer to the Bid document.
5		Any Data migration tasks need to perform by bidder in the New Immutable Storage?	No migration to be done
6		We would request you to provide exist Media server details (OS or appliance) and Backup software details with version.	Shall be shared with the successful bidder
7		We would request you to provide exist Database instance/size and Application data Size need to configure in the new Backup Solutions.	Shall be shared with the successful bidder