

Sr. No.	Page no.	Caluse NO.	Existing Caluse	Clarifications	IFTAS Response
1	17	11 Warranties and Support	Warranty will commence from the date of complete acceptance of proposed solution by IFTAS across all the sites.	We request you to make it as Warranty will commence from the date of complete acceptance of proposed solution by IFTAS across all the sites OR 3 motnhs form the date of delivery. This is required as we need to define the warranty period at the time of processing PO.	As per RFP
2	22	Delivery of Backup Suite (Hardware, Software & Licenses etc.).	6 weeks from the date of Issue of Purchase Order	Pls amend the timeline as 8 weeks as nowadays there is global challenge and delivery is taking	As per RFP
3	23	Penalty for breach in SLA during Operations	If Resolution exceeds committed time the bidder shall pay, at IFTAS' discretion, liquidated damages of 0.1% of TCO cost for each additional hour	Please help to amend this as .1% of PO value.	As per RFP
4	16	Technical Evaluation Matrix		Heading 9.2 has technical evaluation scoring which is very subjective, will all vendors get full point if they have the features stated or how will be the scoring? Because few of the points like number of projects deployed, effort for setting up and configuration, ease of use and etc. are very subjective	The scoring would be based on Technical evaluation of features and overall solution in line with the requirements captured in the RFP including a presentation and product demo.
5	23	Penalty for breach in SLA during Operations		Heading 13.5 for Resolution SLA, none of the SW has any resolution SLA while HW will have the same.	SLA refers to the complete solution proposed by bidder
6				Is it mandatory to quote appliance based solution as many solution can provide better performance with traditional server, storage architecture.	As per RFP
7				If in future the virtualization changes from VMware to HyperV, NutanixAHV, Openstack, RHEL KVM or other hypervisors will the OEM have to provide same support like VM image level backup (not agent based and file level) for other virtualization. It will be good to include support to have linearity as well as protect current investment for future.	Solution to have the capability for both agentbased and agentless backups.

8	36	Technical Specifications		Point#8 on Page#36 does that mean the HW proposed should have 96TB usable storage from day1 but not licensed? Why do we have such a clause, can we change the same to what should be starting capacity and what should be end capacity. In case there's an expansion only hard drive should be procured to expand the same and HW should be provided only with what's required now not with 96TB. This will help to reduce the TCO of the project.	As per RFP. Clarified during the Pre-bid meeting. Start with 48TB with extendable upto 96TB. For expandable capacity bidder can provide the price under scalability matrix
9	36	Technical Specifications		Point 9 talks about variable block length, however there's no clear evidence of which (variable or fix) is better, hence it should be about having the overall deduplication feature to reduce storage footprint	As per RFP
10	38	Technical Specifications		Point 26 is limiting customer to deploy additional proxy server for virtual machine backup, if the proposed appliance is capable of hosting proxy it will reduce customer's additional investment. Hence can we change the point to proposed appliance should be capable of hosting proxy for performing VM backup.	As per RFP
11	38	Technical Specifications		Can we change Point 28 as there's a requirement to have orchestrated DR requirement that the proposed solution should also have capability to convert backups(not restore) to AWS and Azure format VMs	As per RFP
12	39	Technical Specifications		For point 38 can we specify that proposed appliance should have either 2 storage controllers or minimum 2 nodes to avoid any backup, recovery failure during HW outages. That way it will build specific resilient architecture to avoid any outages.	As per RFP

13	7	3.1(d)/Page 7	In case the Bidder/OEM is not able to deliver the complete solution within timelines and/or operate the solution as committed by the Bidder/OEM in this bid, the Bidder/OEM shall be liable to pay a sum of money equal to the TCO amount to IFTAS.	Suggest this abbreviation to be defined TCO, as the full form is not mentioned in the entire RFP document . Please confirm if we can get the penalty % reduced from the customer to be more lenient. Our Standard T&C are to bear the penalty on MRC and not TCO, once we have sign off on the Delivered solution we only have MRC for ongoing operations with customer lets limit the same to MRC and not TCO	TCO means Total Cost of Ownership, Penalty clause shall be as per RFP
14	7	3.2(vii)/Page 7	Contract Period” means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder.	Contract Period will start from date of installation or after UAT completion as per UAT term mentioned in RFP. This must be included in by OEM as the support starts from date of the software and hardware is deployed	As per RFP
15	18	11(g)(iii)/Page 18	Any defective equipment/software supplied by Bidder/OEM shall be replaced by Bidder/OEM at no additional cost to IFTAS, including all incidental cost of the upgrades, new releases (Minor/Major) versions, bug fixes etc. for the software. In such a situation all the necessary documentation too needs to be supplied to IFTAS at no extra cost, as well	This is subject to feasibility. If any cost to be incurred for replacement / upgrade by TCL then the same needs to be recovered from customer	As per RFP
16	18	11(g)(iv)/Page 18	If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder/OEM shall forthwith replace the equipment at no additional cost to IFTAS.	This will be as per applicable warranty during contract period	As per RFP

17	18	11(g)(v)/Page 18	If the Bidder/OEM fails to remedy the defect within reasonable period or does not provide support as per the terms of RFP, IFTAS may invoke the applicable penalties and/or proceed to take reasonable remedial actions as may be necessary after giving due notice within overall framework of contract and SLA within. Notice can be letter, email, fax, etc. or any other acceptable mode of electronic communication	Please share details of reasonable period accepted to customer. SLA must be on MRC and not TCO..Please confirm	As per RFP
18	20	13/Page 20	SLA and Penalty	SLA must be on MRC and not TCO..Please confirm	As per RFP
19	23	14/Page 23	Payment Terms and Condition	Payment term to be agreed back to back with OEM. One time installation to be received from customer as 100 % after successful installation of licenses	As per RFP
20	24	15/Page 24	Fall Clause	This fall clause needs to be removed or we cant accept to this clause as every project has different SOW / Solution / Cost components. Hence price may vary from other organisation	As per RFP

21	25	17/Page 25	<p>Limitation of Liability. Circumstances may arise where, because of any default directly attributable on the part of the Bidder/OEM. IFTAS may be entitled to recover damages from the Bidder/OEM; Notwithstanding anything to the contrary in this Agreement, the aggregate of all such liabilities of the Bidder/OEM hereunder whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder/OEM, shall only be limited to and shall in no event exceed Total Project charges pertaining to the Term during which the default has occurred.</p>	<p>We suggest the modification, that "<i>shall only be limited to and shall in no event exceed 12 months total project charges pertaining to the Term during which default has occurred.</i>"</p>	As per RFP
22	27	Termination of Purchase Order/Contract Section 20/Page 27	<p>IFTAS by written notice may terminate the contract in whole or in part at any time by giving 90 days prior notice. The notice for termination shall specify the extent to which successful Bidder/OEM's performance under the contract is terminated, and the date upon which such termination become effective.</p>	<p>The termination with any specified / valid reason is not accepted & may attract ETC. The termination clause to be agreed back to back with OEM. The termination of any license needs to be mutually agreed both parties</p>	As per RFP
23	27	Termination of Purchase Order/Contract Section 20/Page 27	<p>IFTAS reserves the right to recover any dues payable by the selected Bidder/OEM from any amount outstanding to the credit of the selected Bidder/OEM, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of IFTAS.</p>	<p>Bidder should also be given a mutual rights and in the event IFTAS fails to make the payment in breach clause 14. Additionally the scope or "any other contract/order to be deleted" as this scope is not acceptable. Amount pertaining to SLA, penalties to be recovered. In case of any other understanding please specify. Also, the SOW for any T&C and clauses will be limited to this RFP / Project</p>	As per RFP

24	28	Right to Audit Section 22/Page 28	Right to Audit	Since the setup is in custoemr premises and it on prem, need clarity on scope of audit	This is applicable for the remote support provided by the Bidder in the contract period
25	29	Indemnification Section 28 /Page 29	The Bidder/OEM shall, at its own cost and expenses, defend and indemnify IFTAS against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the products or any part thereof in India.	We recommend that Bidder will have no obligation under this agreement for claim of infringement to the extend it relates claims arisen from (a) combination or use of products with equipment, product or process not furnished by Bidder/OEM (b) modifications to the product not done by Bidder/OEM, (c) failure of IFTAS to use updated or modified products provided by Bidder/OEM to avoid claims of infringement, (d) any opening of or other tampering with product by non Bidder/OEM personnel. With respect to all claims, Bidder/OEM shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of total project charges collected by Bidder pursuant to the applicable PO giving rise to the liability; Can there be capping on IPR as we cannot agree on Unlimited liability	As per RFP
26	29	Indemnification Section 28/Page 29	The Bidder/OEM shall expeditiously meet any such claims and shall have full rights to defend itself there from. If IFTAS is required to pay compensation to a third party resulting from such infringement, the Bidder/OEM shall be fully responsible therefore, including all expenses and court and legal fees.	We suggest below modification to be done: 1.Such compensation will not be applicable for any remote & indirect loss or damage sustained. 2.Legal fees should be reasonable fees 3.With respect to all claims, Bidder/OEM shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of total project charges collected by Bidder pursuant to the applicable PO giving rise to the liability;	As Per RFP

27	29	Indemnification Section 28/Page 29	The Bidder/OEM shall also be liable to indemnify IFTAS, at its own cost and expenses, against all losses / damages, which IFTAS may suffer on account of violation by the Bidder/ OEM of any or all national / international trade laws, norms, standards, procedures, etc.	This should be mutual.	As per RFP
28		Annexure VIII	Non Disclosure Agreement	<p>1.The NDA from IFTAS is one-way, protecting only the confidential information shared by IFTAS. Any information disclosed by Bidder/OEM will not be considered confidential information under the NDA.</p> <p>-We propose a mutual NDA so that any technical, commercial/pricing information, etc. that we disclose in the course of the RFP is kept confidential and protected under the terms of the NDA.</p> <p>2.The NDA will survive in perpetuity unless and to the extent TC is released in writing by IFTAS, i.e., Bidder/OEM obligations under the NDA will continue for an indefinite period if IFTAS does not release Bidder/OEM from obligations in writing.</p> <p>-We propose a fixed term of 2 years and a confidentiality period of 3 years from the date of termination or expiration of the NDA.</p>	A separate MSA with new NDA will be mutually signed between IFTAS and Successful bidder inline with RFP terms
29		Evaluation Process	<p>In the commercial evaluation phase, the lowest commercial Bidder/OEM (L1) will be identified.</p> <p>Subsequently, if necessary further negotiation may be possible with other competent Bidder/OEM to select and award the project as per advice of Procurement committee.</p>	Selected L1 bidder from closed bid should be awarded the work order without any further negotiation with other bidders	Please read as " In the commercial evaluation phase, the lowest commercial Bidder/OEM (L1) will be identified"
30	11	Scope of work, Pg 11	In case of replacement of existing suite or suites, data availability and accessibility on the existing solution should be possible till the end of retention period on the suite being sunset.	Requesting for Existing backup and retention policies	As per RFP, further details (if any) to be shared with successful bidder.

31	12	Project Documents , Pg 12	Site Requirements (Rack Space, Power & Cooling any other environmental conditions, Network, Bandwidth etc.)	Please specify Rack dimensions if required	Bidder is expected to specify the form factor, power, cooling, network bandwidth etc. for the proposed solution.
32		BCP/DR plan and procedures	BCP/DR plan and procedures	As RFP says both the locations as DC, Requesting you to provide clarity on DR	The production workloads are working on both availability zones.
33	17	Warranties and Support, Page 17	IFTAS expects support during the warranty period to be available on a 24-hour basis on all days of the year for maintaining the accepted performance level as detailed in "Service Level Agreement" Section.	Please clarify on type of support required(Onsite/Remote)	Remote Support. However, if required the bidder must arrange on-site engineer visit
34	23	SLA/Penalties, Page 23, Section 13.5	SLA table	Are these supported currently as well? DO you have only Remote Support today for the solution? We understand Remote Support is asked for, but the 15 min time requirement may be too stringent to satisfy remotely, unless further demarcation of responsibility is specified. So, wouldlike some expansion or advice on this clause/table.	As per RFP
35		App II - Point 30	The Backup & DR solution must be sized to complete the backups within stipulated organizational SLAs & replicate the set to DR sites within defined timeframe.	Are the SLAs and timeframes referred to here defined in this RFP document?	Bidder to provide Backup and Restore speeds per TB of data for their respective solution.
36	5	1 .2 Objective,Page 5		Please share the Existing Warranry, contract and Licensing Details for Mumbai Dell EMC backup environment	As per RFP. Further details (if any) required, the bidder should reach to the respective OEM
37	5	1 .2 Objective,Page 5		Please share the Existing Warranry, contract and Licensing Details for Hyderabad IBM backup environment	As per RFP. Further details (if any) required, the bidder should reach to the respective OEM
38	5	1 .2 Objective,Page 5		Please share the Existing backup Architecture for Mumbai and Hyderabad	As per RFP, further details (if any) to be shared with successful bidder.
39	5	1 .2 Objective,Page 5		Is there any major Concerns in the existing Backup Solutions	As per RFP, further details (if any) to be shared with successful bidder.

40	11	5. SCOPE of Work, page 11	The solution must be compatible to integrate with IFTAS technology stack such as ITSM, Private Cloud, Automation tool, Antimalware solution, Microsoft Windows AD, SNMP servers, email system, SIEM, etc.	Please share details of Existing ITSM and Automation tools	As per RFP, further details (if any) to be shared with successful bidder.
41	13	6. Existing Setup, Page 13	Existing Setup Table	We understood that for Dell EMC out of 24 TB Provisioned capacity only 12 TB have Licensed, Please confirm	Existing DELL EMC is of 24TB.
42	13	6. Existing Setup, Page 13	Existing Setup Table	Please confirm in Both Mumbai and Hyberabad having 10 G switching Infrastructure, can we use the same switching infrastructure for the proposed solution	Bidder to provide the solution with min 2 x 10 Gbps capacity at both DC site with associated component Switch port will be provided by IFTAS
43	13	6. Existing Setup, Page 13	Existing Setup Table	Please share the existing DCI link bandwidth and current utilization	As per RFP
44	26	Annexure 2 Technical Specification, page 36	8. Considering future expansion, the solution to have hardware volume capacity of minimum 96 TB of storage at each site, and the useable volume from this capacity to be activated by applying license keys only. (Strictly no further hardware enhancement to be acceptable until 96 TB is consumed).	Is that mean, required 96 TB hardware capacity with only 48 TB Licensed, Please confirm.	As per RFP. Clarified during the Pre-bid meeting. Start with 48TB with extendable upto 96TB. For expandable capacity bidder can provide the price under scalability matrix
45		General	General	Around the need for a UNIFIED Back up solution across DC and DR -- today, they are two disparate systems, that are managed separately correct? Is the Unification an absolute need? We ask because if Yes, a common solution to replace would achieve this, compared to upgrades of the existing infra? Can you advise on this?	As per RFP
46	11	5 Scope of work Page No 11.	Ensures features those may need to be enhanced to further the capability of the suite to leverage the storage and network efficiencies of the DD Boost protocol for backup and recovery, are included.	DD boost is data domain feature, works with data domain based appliance. Third party solution will not able to leverage this feature	As per RFP, bidder may provide equivalent capability solution.

47	36	Annexure- II: Technical Specifications Page no 36.	3. The proposed solution must support data protection and backup of physical systems, virtual environments with known databases (but not limited to Oracle, Tibero, MySQL, MS SQL, Postgres SQL, etc) and applications with file system workloads (on OS but not limited to Windows 2012/2016/2019, Ubuntu, CentOS, Redhat, Oracle Linux, Suse, Unix, IBM AIX, HP Unix, etc.) The bidder must share the complete list of database and application supported by the solution.	Request Change: 3. The proposed solution must support data protection and backup of physical systems, virtual environments with known databases (but not limited to Oracle, MySQL, MS SQL, Postgres SQL, etc) and applications with file system workloads (on OS but not limited to Windows 2012/2016/2019, Ubuntu, Redhat, Suse, Unix, IBM AIX, HP Unix, etc.) The bidder must share the complete list of database and application supported by the solution.	As per RFP Bidder to provide appropriate solution that support various OS, database & applications, etc..
48	36	Annexure- II: Technical Specifications Page no 36.	4. It must support VM image level backup as well as provide granular file, folder, table level recovery of MSSQL / Oracle / Tibero / IBM DB2 etc Databases as well as virtual machine level restore ability.	Request Change: 4. It must support VM image level backup as well as provide granular file, folder, table level recovery of MSSQL / Oracle /IBM DB2 etc Databases as well as virtual machine level restore ability. The agent for Tibero Database is not supported.	As per RFP
49	37	Annexure- II: Technical Specifications Page no 37.	10.For each site (Hyderabad & Mumbai), the proposed solution must provide minimum of 48 TB storage and 50% of compression & deduplication ratio.	10.For each site (Hyderabad & Mumbai), the proposed solution must provide minimum of 48 TB storage with compression & deduplication enabled. The compression and dedupe ratios see are 2:1. Dedupe and compression rates vary based on the data type and redundancy levels discovered in the data for algorithms.	As per RFP

50	37	Annexure- II: Technical Specifications Page no 37.	13. The proposed backup solution should be capable of using different storage classes including - HDDs, SSDs & NVMe to improve performance and tiering of different data sets	Request Change: 13. The proposed backup solution should be capable of using different storage classes including - HDDs & SSDs to improve performance and tiering of different data sets The backup data typically needs low-throughput, high-capacity storage media. However, IBM backup solution can be configured with all types of storage media. NVMe storage usually leads to higher cost of acquisition. IBM does not recommend configuring NVMe as secondary backup targets.	As per RFP, bidder to propose equivalent and efficient solution
51	38	Annexure- II: Technical Specifications Page no 38.	29. For Each Site (Hyderabad & Mumbai): Proposed requirement minimum 48 TB, must be sized appropriately for backup of 40 TB - Daily Full Backup retained for 90 Days and 20% expected data growth.	Request Change: 29. For Each Site (Hyderabad & Mumbai): Proposed requirement minimum 48 TB, must be sized appropriately for backup of 40 TB - Weekly Full Backup retained for 90 Days, Daily incremental or differential backup and 20% expected data growth. Daily full backups consume more storage, network and system resources. IBM recommends running weekly full and daily incremental or differential backups to save the bandwidth, replication and target storage space. This gives more granular control over backups and recovery of point-in-time.	As per RFP. Bidder to provide most efficient solution.
52	38	Annexure- II: Technical Specifications Page no 38.	33. The proposed backup solution should be a Leader in Gartner's Magic Quadrant in the Datacentre Backup & Recovery Software market segment.	Request Change: The proposed backup solution should be a Leader or challenger in Gartner's Magic Quadrant in the Datacentre Backup & Recovery Software market segment.	As per RFP
53	38	Annexure- II: Technical Specifications Page no 38.	35. Leader in Gartner Magic Quadrant for Data Centre Backup and Recovery Solutions	Request Change: Leader or challenger in Gartner Magic Quadrant for Data Centre Backup and Recovery Solutions	As per RFP

54	39	Annexure- II: Technical Specifications Page no 39.	40.The proposed solution must have Recovery Point Objective value near zero	please elaborate this point RPO and RTO values of near-zero largely depends on two key factors - backup method and target storage media. For example, Snapshot-based backup methods provide more granular and point-in-time recoveries with lowest RTO/RPO values. No backup solution will able to achieve near zero RPO.	As per RFP This RPO requirement is applicable to the backup solution and all the data which is backed up by the proposed solution
55	12	5.1 Project Documents	The Selected Bidder is required to provide the following list of documents and any other relevant document as a part of the Project. Each document needs to be accepted and signed off by IFTAS. -Daily Standard Operating Procedures (SOP) /List of reports to be generated routinely/ad-hoc /. Security Patch / upgrades / etc., management procedure/. Security Patch / upgrades / etc., management procedure	Please suggest if IFTAS also need onsite FMS resources for this project.	No
56	15	8 Eligibility Criteria	3. The bidder should have highest level of Partnership with the OEM.	Please make it as Bidder must have Platinum Level of partnership with OEM	As per RFP
57	20	13.1 Definition for Operational SLAs	iii. "Support"	Please clarify, if 24x7 support will be Remote or Onsite	Remote Support. However, if required the bidder must arrange on-site engineer visit
58	23	14 Payment Terms and Conditions		Please make Payment Terms As- 1.90% Payment against the Delivery of Hardware and Licenses within 30 days. 2. 10% Payment against the Submission of PBG 3. Installation cost-100% Against the installation.	As per RFP
59	26	19 Performance Bank Guarantee	an amount equivalent to ten percent (10%) of the contract price	Please Make PBG value -3% of Total Contract Value	As per RFP

60	36	Annexure- II: Technical Specifications Point 3	<p>The proposed solution must support data protection and backup of physical systems, virtual environments with known databases (but not limited to Oracle, Tiberio, MySQL, MS SQL, Postgres SQL, etc) and applications with file system workloads (on OS but not limited to Windows 2012/2016/2019, Ubuntu, CentOS, Redhat, Oracle Linux, Suse, Unix, IBM AIX, HP Unix, etc.)</p> <p>The bidder must share the complete list of database and application supported by the solution.</p>	Need to understand if HP-UX is part of the infrastructure that needs to be protected by the solution at any point in time	As per RFP
61	36	Annexure- II: Technical Specifications Point 4	It must support VM image level backup as well as provide granular file, folder, table level recovery of MSSQL / Oracle / Tiberio / IBM DB2 etc Databases as well as virtual machine level restore ability.	Please confirm if the table level recovery of IBM DB2 and Tiberio platforms are required. Also kindly confirm for requirement of Exchange and Sharepoint granular recovery	The solution should support end-to-end backup and recovery of the applications / platforms mentioned in RFP.
62	37	Annexure- II: Technical Specifications Point 13	The proposed backup solution should be capable of using different storage classes including - HDDs, SSDs & NVMe to improve performance and tiering of different data sets	Backup data does not need to be stored on performance tier type of storage since it is a sequential write operation. Will kindly request the objective for this capability	As per RFP, bidder to propose equivalent and efficient solution
63	38	Annexure- II: Technical Specifications Point 27	The proposed solution must be able to de-duplicate backup data globally across sites, desktop, laptops and servers, applications and databases.	Global deduplication usually requires specific hardware platforms or high performance storage tiers on the hardware components. Veeam can provide the same however with Appliances	Bidder to propose appropriate solution.
64	38	Annexure- II: Technical Specifications Point 29	<p>For Each Site (Hyderabad & Mumbai):</p> <p>Proposed requirement minimum 48 TB, must be sized appropriately for backup of 40 TB -</p> <p>Daily Full Backup retained for 90 Days and 20% expected data growth.</p>	Kindly confirm on the number of Hosts/ VMs/ Physical servers which needs to be considered for the present upgradation since the same is provided in additional TB requirements only.	As per RFP
65	39	Annexure- II: Technical Specifications Point 40	The proposed solution must have Recovery Point Objective value near zero	Kindly clarify the platform for which the Near Zero RPO is required.	<p>As per RFP</p> <p>This RPO requirement is applicable to the backup solution and all the data which is backed up by the proposed solution</p>

66	39	Annexure- II: Technical Specifications Point 44	The solution provided by the bidder shall have capability to have compliance with the standard ISO 27001, PCI DSS and SOC TYPE 2.	To be complied with the hardware vendor	Applicable for the complete on prem solution proposed by the bidder
67	7	3.1 Obligations of successful Bidder/OEM	d. In case the Bidder/OEM is not able to deliver the complete solution within timelines and/or operate the solution as committed by the Bidder/OEM in this bid, the Bidder/OEM shall be liable to pay a sum of money equal to the TCO amount to IFTAS.	Considering current COVID Pandemic situation and Shortage of Chips availability globally, may lead to a delay. We request IFTAS to Provide atleast 8 Weeks from PO date for the delivery of material and extend the project schedule accordingly. Also request to Limit the Liquidated damages or any other penalty as Maximum of 5 % of the contract value as per the Industry standered.	As per RFP
68	7	3.1.c	In case the Bidder/OEM is not able to deliver the complete solution within timelines and/or operate the solution as committed by the Bidder/OEM in this bid, the Bidder/OEM shall be liable to pay a sum of money equal to the TCO amount to IFTAS.	We propose to modify the clause as: In case, even after IFTAS has provided notice of default to the Bidder/ OEM to cure the default and the same is not able to deliver the complete solution within timelines and/or operate the solution as committed by the Bidder/OEM in this bid, then the Bidder/OEM shall be liable to pay a sum of money equal to the TCO amount to IFTAS.	As per RFP
69	8	3.2 Definition of Terms	viii. "Contract Period" means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder.	We request IFTAS to modify the clause as:- "Contract Period" means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder Or 3 Months from the delivery of Hardware and Software , which ever is earlier."	Please read as: viii. "Contract Period" means the period of 5 years from the date of acceptance (UAT) signoff.

70	11	5 Scope of work	<p>IFTAS desires the Backup suite at both DCs sites to be able to perform automatic scheduled or manual back-ups and restoration the following:</p> <ul style="list-style-type: none"> ☒ Various OS – Linux Servers, Windows Servers (files and Folders) ☒ DBs – Various DBs but not just limited to Tivoli, Oracle, MS SQL, Mongo DB, MySQL, Postgres SQL etc. ☒ Various Applications but just not limited to applications like ERPNEXT, Email Systems (MS Exchange with DAG feature), JFrog Artifactory etc. ☒ The solution must be compatible to integrate with IFTAS technology stack such as ITSM, Private Cloud, Automation tool, Antimalware solution, Microsoft Windows AD, SNMP servers, email system, SIEM, etc. ☒ Should be able to replicate identified backed-up data between the Backup suites at both DCs and should have inbuilt bidirectional replications. ☒ Capability of the Back-up suite to facilitate bootup of the VMs (min 24). ☒ In case of replacement of existing suite or suites, data availability and accessibility on the existing solution should be possible till the end of retention period on the suite 	<p>Request IFTAS to provide the below details</p> <ul style="list-style-type: none"> •Need break up of Number of Linux and Windows Servers and Linux Servers with versions •Need Number of DBs Servers and DB Versions •OS backup required.? •Any Network attached storage (NAS) needs to be backed up? •Any Data movement from Old backup Hardware to New Backup Hardware required? •How Frequently data are backed up and where it stored. •Need Tape Drive and External Storage details required •What is archival policy and how long data needs to be retained. •Backup Policy details required •What is RPO and RTO client looking •How many Physical and Virtual Server in existing enviornment •Any Clustering SW used by Physical or virtual servers •Looks like Looking for EMC suite for back up – DD boost (need to remove this word) •Need details of Existing Backup tools and Backup Hardware at Both site 	As per RFP
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Existing Backup Network topology and Network

71	14	7 Project Milestones	<p>1 Project Kick-off Within 1 weeks from the date of the Purchase Order</p> <p>2 Delivery of the Backup suite Within 4-6 weeks from the date of the Purchase Order</p> <p>3 Installation, Configuration, Implementation & integration of complete solution Within 8-10 weeks from the date of the Purchase Order</p> <p>4 Acceptance Testing Within 10-12 weeks from the date of the Purchase Order</p> <p>5 Training, Documentation and Signoff Within 13-15 weeks from the date of the Purchase Order</p>	<p>We request IFTAS to Provide atleast 15 to 16 Weeks from PO date for the delivery of material and extend the project schedule accordingly.</p>	As per RFP
72	14	7 Project Milestones	<p>Activity -----Key Activities -----</p> <p>-----Timelines</p> <p>1----- Project Kick-off -----</p> <p>-----Within 1 weeks from the date of the Purchase Order</p> <p>2 -----Delivery of the Backup suite -----Within 4-6 weeks from the date of the Purchase Order</p> <p>3 -----Installation, Configuration, Implementation & integration of complete solution-----Within 8-10 weeks from the date of the Purchase Order</p> <p>4----- Acceptance Testing -----</p> <p>-----Within 10-12 weeks from the date of the Purchase Order</p> <p>5 -----Training, Documentation and Signoff-----Within 13-15 weeks from the date of the Purchase Order</p>	<p>We request IFTAS to consider the project schedule as below</p> <p>Activity -----Key Activities -----</p> <p>-----Timelines</p> <p>1----- Project Kick-off -----</p> <p>-----Within 1 weeks from the date of the Purchase Order</p> <p>2 -----Delivery of the Backup suite -----Within 6-8 weeks from the date of the Purchase Order</p> <p>3 -----Installation, Configuration, Implementation & integration of complete solution-----Within 9-11 weeks from the date of the Purchase Order</p> <p>4----- Acceptance Testing -----</p> <p>-----Within 15-16 weeks from the date of the Purchase Order</p> <p>5 -----Training, Documentation and Signoff-----Within 17-18 weeks from the date of the Purchase Order</p>	As per RFP
73	15	8 Eligibility Criteria	<p>The bidder should have highest level of Partnership with the OEM.</p>	<p>We propose this clause as " The bidder should have valid Partnership with the OEM as on date of RFP submission"</p>	As per RFP

74	16	9.2 Technical Evaluation Matrix	Experience of Bidders/OEMs in implementing similar projects. ☑ Number of projects implemented. Maximum Score-15 marks	Hope , All 3 references will have 5 Marks each. Please confirm	As per RFP and further clarified in the Pre-bid call
75	17	11 Warranties and Support	b. The Bidder/OEM shall offer min of 3 years warranty on the supplied data backup solution and there after two-year comprehensive Annual Maintenance Contract for the proposed solution, for the new devices and satisfying the needs as described in Scope Section 5. Warranty will commence from the date of complete acceptance of proposed solution by IFTAS across all the sites.	Request IFTAS to consider the warranty start date as fromn the date of Installation or 3 months from the date of delivery, whichever is earlier.	As per RFP
76	17	11 Warranties and Support	b. The Bidder/OEM shall offer min of 3 years warranty on the supplied data backup solution and there after two-year comprehensive Annual Maintenance Contract for the proposed solution, for the new devices and satisfying the needs as described in Scope Section 5. Warranty will commence from the date of complete acceptance of proposed solution by IFTAS across all the sites. c. For price bid, cost of warranty and software support cost to be included in the cost of the respective systems / software licenses and the AMC / ATS to be quoted for post-warranty period. d. IFTAS expects support during the warranty period to be available on a 24-hour basis on all days of the year for maintaining the accepted performance level as detailed in "Service Level Agreement" Section.	Requeust IFTAS to share below details:- •Support required 24*7? •How many resources required in Day & Night Shift?	Remote Support 24x7. However, if required the bidder must arrange on-site engineer visit
77	22	13.4 Penalties during Project Implementation	13.4 Penalties during Project Implementation	Request to limit the Overall penalty as Maximum of 5 % of the contract value as per the Industry standard.	As per RFP

78	22	13.5 Penalty for breach in SLA during Operations	13.5 Penalty for breach in SLA during Operations	Request to limit the Overall penalty as Maximum of 5 % of the contract value as per the Industry standard.	As per RFP
79	23	14 Payment Terms and Conditions	<u>Hardware / Software and Licenses</u> - 50% payment After delivery of hardware / software and licenses - 50% payment After successful implementation, configuration, PAT (project acceptance test), and submission of Bank Guarantee	Hope the Bank Guarantee Specified here is performance bank guarantee only. Other wise , please share the details of BG percentage and Period. Request IFTAS to consider the payment terms for Hardware / Software and Licenses as 80% on delivery of hardware / software and licenses and balance 20% on successful implementation, configuration, PAT (project acceptance test), and submission of Performance Bank Guarantee.	As per RFP
80	26	19 Performance Bank Guarantee	The Bidder/OEM shall at its own expense deposit with IFTAS within forty five (45) working days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Annexure - IX, for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract.	We request IFTAS to reduce the value of performance Bank Guarantee to 3% based on the circular No.F.9/4/2020-PPD dated 12th November,2020 issued by the Government of India, Ministry of Finance, Department of Expenditure Procurement Policy Division.	As per RFP
81	27	20	The selected Bidder/OEM commits a breach of any of the terms and conditions of the bid/contract.	We propose to modify the clause as : The selected Bidder/OEM commits a breach of any of the terms and conditions of the bid/contract and does not cure the default even after receiving the notice of default.	As per RFP
82	36	Annexure- II: Technical Specifications , SL No 8	Considering future expansion, the solution to have hardware volume capacity of minimum 96 TB of storage at each site, and the useable volume from this capacity to be activated by applying license keys only. (Strictly no further hardware enhancement to be acceptable until 96 TB is consumed).	as per our understanding, the license needs to be considered as capacity based for 48TB of usable capacity, later it might be re-purchase if the capacity will go beyond this capacity limit. Please confirm whether we are right or not.	As per RFP. Clarified during the Pre-bid meeting. Start with 48TB with extendable upto 96TB. For expandable capacity bidder can provide the price under scalability matrix

83	37	Annexure- II: Technical Specifications , SL No 10	10. For each site (Hyderabad & Mumbai), the proposed solution must provide minimum of 48 TB storage and 50% of compression & deduplication ratio.	kindly confirm 48TB is the usable capacity or it is raw capacity. Hope this capacity has to be considered before compression and deduplication.	Raw Capacity, but useable shouldn't be lesser than 44 TB.
84	37	Annexure- II: Technical Specifications , SL No 10	Additional Query	Kindly share the running hypervisor name. If more than one hyper is running in the environment kindly name it.	As per RFP, further details (if any) to be provided with successful bidder.
85	16	9.2 Technical Evaluation Matrix	9.2 Technical Evaluation Matrix as per RFP	Technical evaluation scoring is very subjective, will all vendors get full point if they have the features stated or how will be the scoring? Because few of the points like number of projects deployed, effort for setting up and configuration, ease of use and etc. are very subjective.	As per RFP and further clarified in the Pre-Bid call
86	23	13.5 Penalty for breach in SLA during Operations	13.5 Penalty for breach in SLA during Operations as per RFP	Resolution SLA, none of the SW has any resolution SLA while HW will have the same. Please Confirm	As per RFP
87	36	Annexure- II: Technical Specifications	General Clarification	Is it mandatory to quote appliance based solution as many solution can provide better performance with traditional server, storage architecture.	Bidder to propose appropriate solution.
88	36	Annexure- II: Technical Specifications	General Clarification	If in future the virtualization changes from VMware to HyperV, NutanixAHV, Openstack, RHEL KVM or other hypervisors will the OEM have to provide same support like VM image level backup (not agent based and file level) for other virtualization. It will be good to include support to have linearity as well as protect current investment for future.	As per RFP Solution to have the capability for both agentbased and agentless backups.
89	36	Annexure- II: Technical Specifications , Point 8	Considering future expansion, the solution to have hardware volume capacity of minimum 96 TB of storage at each site, and the useable volume from this capacity to be activated by applying license keys only. (Strictly no further hardware enhancement to be acceptable until 96 TB is consumed).	does it mean the HW proposed should have 96TB usable storage from day1 but not licensed? Why do we have such a clause, can we change the same to what should be starting capacity and what should be end capacity. In case there's an expansion only harddrive should be procured to expand the same and HW should be provided only with what's required now not with 96TB. This will help to reduce the TCO of the project.	As per RFP. Clarified during the Pre-bid meeting. Start with 48TB with extendable upto 96TB. For expandable capacity bidder can provide the price under scalability matrix

90	36	Annexure- II: Technical Specifications , Point 9	The solution must provide efficient data reduction by using variable block length segmentation to breakup data streams for optimal deduplication at the source as well as target side.	This talk about variable block length, however there's no clear evidence of which (variable or fix) is better, hence it should be about having the overall deduplication feature to reduce storage footprint.	As per RFP
91	38	Annexure- II: Technical Specifications , Point 26	Proposed backup software must not need a physical proxy server for VMWare backups and should have a minimum of 16 concurrent sessions capability for the VMware virtual machines image based backups with single virtual proxy.	This is limiting customer to deploy additional proxy server for virtual machine backup, if the proposed appliance is capable of hosting proxy it will reduce customer's additional investment. Hence can we change the point to proposed appliance should be capable of hosting proxy for performing VM backup.	As per RFP
92	38	Annexure- II: Technical Specifications , Point 28	The proposed backup solution must have the ability to copy VM backups to AWS, VMC on AWS and Azure to provide orchestrated DR failover and fallback.	Can we change this clause as there's a requirement to have orchestrated DR requirement that the proposed solution should also have capability to convert backups(not restore) to AWS and Azure format VMs.	As per RFP
93	39	Annexure- II: Technical Specifications , Point 38	The proposed solution shall not have any single point of failure (SPoF) in overall design.	We propose the appliance should have either 2 storage controllers or minimum 2 nodes to avoid any backup, recovery failure during HW outages. That way it will build specific resilient architecture to avoid any outages.	As per RFP
94	36	Annexure- II: Technical Specifications, Point 3	The proposed solution must support data protection and backup of physical systems, virtual environments with known databases (but not limited to Oracle, Tibero, MySQL, MS SQL, Postgres SQL, etc) and applications with file system workloads (on OS but not limited to Windows 2012/2016/2019, Ubuntu, CentOS, Redhat, Oracle Linux, Suse, Unix, IBM AIX, HP Unix, etc.) The bidder must share the complete list of database and application supported by the solution.	Need to understand if HP-UX is part of the infrastructure that needs to be protected by the solution at any point in time	As per RFP

95	36	Annexure- II: Technical Specifications, Point 3	It must support VM image level backup as well as provide granular file, folder, table level recovery of MSSQL / Oracle / Tibero / IBM DB2 etc Databases as well as virtual machine level restore ability.	Please confirm if the table level recovery of IBM DB2 and Tibero platforms are required. Also kindly confirm for requirement of Exchange and Sharepoint granular recovery	As per RFP
96	37	Annexure- II: Technical Specifications, Point 13	The proposed backup solution should be capable of using different storage classes including - HDDs, SSDs & NVMe to improve performance and tiering of different data sets	Backup data does not need to be stored on performance tier type of storage since it is a sequential write operation. Will kindly request the objective for this capability	As per RFP
97	38	Annexure- II: Technical Specifications, Point 27	The proposed solution must be able to de-duplicate backup data globally across sites, desktop, laptops and servers, applications and databases.	Global deduplication usually requires specific hardware platforms or high performance storage tiers on the hardware components. Veeam can provide the same however with Appliances	Bidder to propose appropriate solution.
98	38	Annexure- II: Technical Specifications, Point 29	For Each Site (Hyderabad & Mumbai): Proposed requirement minimum 48 TB, must be sized appropriately for backup of 40 TB -Daily Full Backup retained for 90 Days and 20% expected data growth.	Kindly confirm on the number of Hosts/ VMs/ Physical servers which needs to be considered for the present upgradation since the same is provided in additional TB requirements only.	As per RFP
99	39	Annexure- II: Technical Specifications, Point 40	The proposed solution must have Recovery Point Objective value near zero	Kindly clarify the platform for which the Near Zero RPO is required.	As per RFP This RPO requirement is applicable to the backup solution and all the data which is backed up by the proposed solution
100	39	Annexure- II: Technical Specifications, Point 44	The solution provided by the bidder shall have capability to have compliance with the standard ISO 27001, PCI DSS and SOC TYPE 2.	Hope this is applicable to hardware OEM's only. Please confirm	Applicable for the complete on prem solution proposed by the bidder

101	36		<p>The proposed solution must support data protection and backup of physical systems, virtual environments with known databases (but not limited to Oracle, Tibero, MySQL, MS SQL, Postgres SQL, etc) and applications with file system workloads (on OS but not limited to Windows 2012/2016/2019, Ubuntu, CentOS, Redhat, Oracle Linux, Suse, Unix, IBM AIX, HP Unix, etc.)</p> <p>The bidder must share the complete list of database and application supported by the solution.</p>	<p>Need to understand if HP-UX is part of the infrastructure that needs to be protected by the solution at any point in time. Please clarify.</p>	As per RFP
102	36		<p>It must support VM image level backup as well as provide granular file, folder, table level recovery of MSSQL / Oracle / Tibero / IBM DB2 etc Databases as well as virtual machine level restore ability.</p>	<p>Please confirm if the table level recovery of IBM DB2 and Tibero platforms are required. Also kindly confirm for requirement of Exchange and Sharepoint granular recovery. Please clarify.</p>	As per RFP
103	37		<p>The proposed backup solution should be capable of using different storage classes including - HDDs, SSDs & NVMe to improve performance and tiering of different data sets</p>	<p>Backup data does not need to be stored on performance tier type of storage since it is a sequential write operation. Will kindly request the objective for this capability. Please clarify.</p>	As per RFP
104	37		<p>The proposed backup solution should be capable of using different storage classes including - HDDs, SSDs & NVMe to improve performance and tiering of different data sets</p>	<p>What is the type of media need to be factored for storing the backup data. Request to update.</p>	As per RFP
105	38		<p>The proposed solution must be able to de-duplicate backup data globally across sites, desktop, laptops and servers, applications and databases.</p>	<p>Global deduplication usually requires specific hardware platforms or high performance storage tiers on the hardware components. We can provide the same however with Appliances. Please clarify.</p>	Bidder to propose appropriate solution.
106	38		<p>For Each Site (Hyderabad & Mumbai): Proposed requirement minimum 48 TB, must be sized appropriately for backup of 40 TB - Daily Full Backup retained for 90 Days and 20% expected data growth.</p>	<p>Kindly confirm on the number of Hosts/ VMs/ Physical servers which needs to be considered for the present upgradation since the same is provided in additional TB requirements only. Please clarify.</p>	<p>As per RFP, The proposed solution to be sized based on storage requirement irrespective of VM/Host count</p>

107	39		The proposed solution must have Recovery Point Objective value near zero	Kindly clarify the platform for which the Near Zero RPO is required.	As per RFP This RPO requirement is applicable to the backup solution and all the data which is backed up by the proposed solution
108	11		Ensures features those may need to be enhanced to further the capability of the suite to leverage the storage and network efficiencies of the DD Boost protocol for backup and recovery, are included.	Is IFTAS, is asking to use the existing storage and network efficiencies of the DD Boost protocol, which the proposed backup solution should support to get integrated. Please clarify?	As per RFP, bidder may provide equivalent capability solution.
109	17	11 Warranties and Sup	The Bidder/OEM shall offer min of 3 years warranty on the supplied data backup solution and there after two-year comprehensive Annual Maintenance Contract for the proposed solution,	As per understanding IFTAS asked for 3 years warranty and 2 years AMC. In this approach does IFTAS is looking for perpetual or subscription based license to be quoted? As with perpetual licenses IFTAS backup & recovery operations continue to work as expected even if any license applied on the software have expired at any point in time	As per RFP perpetual license.
110	37	Annexure- II: Technical Specifications: Clause NO 19	The proposed solution must provide monitoring, analytics and reporting on the complete data protection environment. The software license and required software or hardware (if any) must be included as a part of the proposed solution	Although RFP clearly highlight the requirement of software licenses and required software or hardware must be included. But for better understanding need to check if IFTAS can provide OS & database license on quoted servers for backup solution? PI clarify OR bidder need to factor required OS & DB license on quoted servers with required support period	As per RFP Bidder to provide appropriate solution that support various OS, database & applications, etc..
111	38	Annexure- II: Technical Specifications: Clause NO 32	The Bidder/OEM must provide the complete site requirements as prerequisites (eg. SAN port and LAN port requirements etc) for both Primary DC and DR site. Additionally, the Bidder/OEM must also provide the bandwidth requirements for replication of backups from DC to DR site.	For bandwidth calculations our understanding is front End Data size will be 48TB with daily full backups to be replicated at DR? PI clarify in case of any gaps in understanding to provide bandwidth calculation as part of technical solution submission	All data backed up may not be replicated. Bidder to propose the bandwidth requirement for per TB data replication between two DC.

112	14	Eligibility Criteria		Request you to Accept all Eligibility criteria & Technical Evaluation Matrix supporting document from The bidder/ or its parent company (bidder should be 100% owned subsidiary of the parent company)" as SIFY DIGITAL SERVICES LIMITED is a subsidiary of SIFY TECHNOLOGIES LIMITED	As per RFP
113	14	Eligibility Criteria		Request you to amend the clause "The bidder should have highest level of Partnership with the OEM instead register partnership with OEM	As per RFP
114	16	Technical Evaluation Matrix	"Experience of Bidders/OEMs in implementing similar projects. Number of projects implemented.	Please clarify how many project we have to show.	Minimum 3 Projects
115	23	Payment Terms and Conditions		Kindly arrange to amend the clause as : Hardware / Software and Licenses : 80% payment After delivery of hardware / software and licenses; 20% payment After successful implementation, configuration, PAT (project acceptance test), and submission of Bank Guarantee	As per RFP
116	14	Project Milestone		Kindly arrange to amend the clause as : Delivery of the Backup suite - Within 8-10 weeks from the date of the Purchase Order	As per RFP
117	24		Fall Clause	Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. For all practical purposes, we request deletion of the Fall Clause from the Integrity Pact.	As per RFP
118	25		Limitation of Liability clause	We request that neither Party shall be liable for any indirect, special, punitive or consequential losses, damages or loss of profits/business/revenue or loss of Goodwill or Reputation, damages for loss of data, whether in contract, tort or otherwise.	As per RFP
119	50		Annexure - VII	Please confirm our understanding that deviations provided will prevail, unless withdrawn.	IFTAS shall review the deviation point and decide appropriately.

120	18		vi. IFTAS, initial Support & contract period would be for 5 years min (3 years Warranty + 2 years AMC). IFTAS reserves the rights to further extend the contract. Any price escalation will be based on RBI Indexation formula as per Annexure XII.	Kindly request IFTAS to consider USD-INR exchange rate variation in the price escalation after the initial contract duration of 5 years.	As per RFP
121	23			Kindly request IFTAS to levy penalty upto maximum 5% of Annual Contract Value each year.	As per RFP
122	22		A penalty of 0.5% per week for first two weeks, 1% per week for every subsequent week subject to a maximum of 5%. Penalty will be computed on the Purchase Order Value	Our understanding is that the maximum penalty of 5% is applicable throughout the project milestones. Please confirm.	As per RFP
123	23		The payment term defined in RFP for Hardware and Software License supply is as below: o Delivery – 50% o Implementation, Configuration, Acceptance and BG – 50%	Kindly request IFTAS to revise the payment term as mentioned below as per industry standards: o Delivery – 80% o Implementation, Configuration, Acceptance and BG – 20%	As per RFP