

Reply to Pre Bid Query for Tender Reference Number 59-4/3/2024-Rep(D)/com unit, Tender ID 2024 NAI 796263 1

S.NO	RFP Document Reference(s) (Section & Page Number (s))	Content of RFP requiring Clarification(s)	Points of Clarification	Remarks
Amazon Web Services				
1	<p align="center">Page 20</p> <p align="center">1. Data Center</p> <p align="center">1. Tier III</p> <p align="center">2. Tier IV</p> <p align="center">3. Tier IV with Hyperscale Hosting, Edge Services and AI/ML pro-activate security, SD WAN protection</p>	<p>Uptime Institute Tier standards (mentioned in clause) are provided to ensure cloud infra meets concurrent maintainability. However, such standards also restrict global cloud providers (AWS, Microsoft, Google, Oracle) with flexibilities to expand and improve performances that exceeds concurrent maintainability standards and providing metrics not tracked by Uptime Institute. In this regard, only few CSP (non hyperscalers) with limited regional presence acquire TIER certification to maintain minimum TIER requirement, while global CSP do not undertake such certification on account of restrictions by Uptime Institute to enhance performance beyond defined in certification. Please note, on account of above, MEITY has also not mandated / recognized Uptime certification for measuring resilience of data center</p> <p>As an alternate to measure security and resilience of CSP infra as the intent of the clause, we suggest recognition of ISO22301 also as part of the clause as ISO 22301 specifies requirements to implement, maintain and improve a business continuity which allows for Data center resilience and enhance resilience. Please note that ISO22301 allows CSP to continually enhance security and resilience of data center thereby meeting the intent of the clause.</p>	<p>a. Conformance to Tier III/Tier IV (5 points)</p> <p>b. Conformance to Tier III/IV with hyperscale capability* (10 points)</p> <p>c. ISO 22301 with Hyperscale capability* (10 points)</p> <p align="center">*Hyperscale capability:</p> <p>1. Ability to rapidly scale resources up/down to accommodate fluctuating demand without having to plan capacity or provision resources in advance</p> <p>2. Ability to provision resources on demand with no long-term commitment</p> <p>3. Availability of native managed AI/ML, big data analytics etc. services to accommodate for NAI future requirements</p> <p>Document Requirement: CSP certification and URL confirming meeting requirement of ISO/TIER III/IV, Hyperscale Definition</p>	Corrigendum Will be issued soon

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2	<p>Page 20:</p> <ol style="list-style-type: none"> 1. Data Center 1. Tier III 2. Tier IV 3. Tier IV with Hyperscale Hosting, Edge Services and AI/ML pro-activate security, SD WAN protection 	<p>The definition for "Hyperscale Hosting, Edge Services and AI/ML pro-activate security, SD WAN protection" is not industry standard. In this regard, it is essential to elaborate on the above definition in RFP to ensure right metric of measurement for all bids</p>	<p>a. Conformance to Tier III/Tier IV (5 points) b. Conformance to Tier III/IV with hyperscale capability* (10 points) c. ISO 22301 with Hyperscale capability* (10 points) (REFER Above Query for Hyperscale definition proposed) Edge Services: 1. CSP's CDN service to provide low latency access of abhilekh patal to end users through multiple edge location all across India 2. CDN should provide capability to run code at edge locations to customize and deliver content personalized to end users depending on their location AI/ML pro-active security: CSP should provide ML based threat detection system to continuously monitor network for signs of malicious activity and unauthorized behavior across NAI workloads SD WAN Protection: 1. Data should be encrypted in-transit and at rest to prevent eavesdropping and unauthorized</p>	<p>Corrigendum Will be issued soon</p>
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3	<p>Page 20: 2. Data Center Uptime & Object Durability 1. Uptime 99.9% & Object Storage Durability 99.999999999% (9 Nines) 2. Uptime 99.99% & Object Storage Durability 99.999999999% (11 Nines) 3. Uptime 99.995% & Object Storage Durability 99.999999999% (11 Nines)</p>	<p>Query A: Data Center Uptime is overlap clause to above clause and redundant as TIER III/IV certification by default means defined Data Center uptime. Having said this, it is assumed that NAI requires such measurement to availability of storage services with minimal downtime/data loss.</p>	<p>Object Storage Service Availability & Durability: 1. Object Storage Availability of 99.9% & Object Storage Durability 99.999999999% (9 Nines) 2. Object Storage Availability 99.99% & Object Storage Durability 99.999999999% (11 Nines) 3. Object Storage Availability 99.995% & Object Storage Durability 99.999999999% (11 Nines) Document Requirement: 1. Object Storage Service Availability for at least last 6 months 2. Public URL</p>	<p>Corrigendum Will be issued soon</p>
4	<p>Page 20: 3. Experience Year of experience in providing archival cloud storage</p>	<p>MEITY Empanelment was introduced in India in 2017 and hence there are no experience of MSPs prior to that in general; hence request the maximum experience requirement to be 5 years</p>	<p><3 Years = 2 Marks 3-5 Years = 5 Marks >5 Years = 10 Marks</p>	<p>Corrigendum Will be issued soon</p>
5	<p>Page 26: Scope of work> Responsibilities of Bidder/ CSP may include following Selected bidder will have to make all the arrangements and bear the cost to evacuate data from server of digitization vendor (M/S CBSL Ltd) and host it on cold cloud and LTOs</p>	<p>Bidders are required to ensure that offline mode of data is undertaken under strict security measures. For the same, any offline mode transfer shall be undertaken through tamper resistant/tamper evident device to ensure traceability by NAI on any misuse of data in transit. The device used shall meet HIPAA or FedRamp standards and shall ensure Data stored in the offline device be secured with 256-bit encryption</p>		<p>As per RFP</p>

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6	<p>Page 24: Scope of work Responsibilities of Bidder/ CSP may include following Service provider shall be responsible for implementation, management and monitoring of DDoS, IPS, IDS Service etc.</p>	<p>We would request you to add specification of each of the security service to ensure standardization of the solution</p>	<p>1. Anti-DDoS The CSP should have a native managed service to protect against Distributed Denial of Service (DDoS) attacks The native managed DDoS protection service should provide always-on detection and automatic inline mitigations that minimize application downtime and latency. The DDoS solution should be able to protect 500 resources</p> <p>2. Threat Detection The CSP should offer a native fully managed threat detection service. The threat detection service should have native capabilities to continuously monitor for malicious or unauthorized behavior The native threat detection service should be able to generate actionable alerts</p> <p>3. Firewall The CSP should have a highly available native web application firewall. The native web application firewall should be able to protect the web applications from common web exploits that could affect</p>	As per RFP
7	<p>Page 25: Scope of work Responsibilities of Bidder/ CSP may include following Provisioning of scalable storage capacity as per requirement of NAI and availability of such services as per agreement</p>	<p>We understand that NAI will need highly scalable storage solution with best availability. We would request to please provide the SLA required for the archival storage service. As per our understanding of Part I: point no. 8, is it fine to assume that archival storage services availability requirement is 99.9%?</p>	<p>Provisioning of scalable storage capacity as per requirement of NAI and availability SLA of 99.9% which is financially backed</p>	As per RFP

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8	<p>Page 27: Scope of work> Responsibilities of Bidder/ CSP may include following Selected bidder is required to provide retrieval services for digital data on-demand from LTO, archival storage in not more than 24 hours after the request from the department</p>	<p>We would request you please increase the retrieval duration time to be between 24-48 hrs. which is the industry standard for low cost retrieval from archival storage</p>	<p>Selected bidder is required to provide retrieval services for digital data on-demand from LTO, archival storage in not more than 48 hours after the request from the department</p>	<p>As per RFP</p>
9	<p>Page 27: Scope of work> Responsibilities of Bidder/ CSP may include following The cloud infrastructure for the hosting of Abhilekh patal portal should provision for DR and business continuity by having two copies of the workloads and data synchronized across two geographical seismic zones within India</p>	<p>The requirement of the DC/DR to be in different seismic zone has been removed by MeitY in the 2019 CSP empanelment RFP. As per MEITY guidelines, different seismic zone is not the required criteria but provides guidelines for synchronous and asynchronous replication across DC and DR. In this regard, we request NAI to allow for compliant DR as per MEITY guidelines.</p>	<p>The cloud infrastructure for the hosting of Abhilekh-patal portal should provision for DR and business continuity by having two copies of the workloads and data synchronized across two geographical distinct MeitY empaneled data center within India</p>	<p>As per RFP</p>
10	<p>Page 58: Annexure Form 15</p>	<p>We would request you to please add separate line items for VMs, LB etc. for Abhilekh Patal portal as each one of them have different units of measurement</p>		<p>As per RFP</p>
11	<p>Page 60: Annexure Annexure A</p>	<p>AWS keeps the data center locations strictly confidential to maintain the security and privacy of customer data and also as a security best practice. AWS cloud services are empaneled with MeitY and we have undergone STQC audit for our Asia Pacific (Mumbai) Region and Asia Pacific (Hyderabad) region for all 3 Availability Zones. Request you to please change this requirement</p>	<p>Suggested Annexure A: Self-declaration from CSP confirming that the DC and DR locations proposed to offer cloud services for this project are within India.</p>	<p>Corrigendum Will be issued soon</p>

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12	<p>Page 27: Scope of work> Responsibilities of Bidder/ CSP may include following>Part II Hot Cloud Storage for the PDF's/CSV/XML being hosted on the Abhilekh Patal portal (https://www.abhilekh-patal.in/jspui/) along with providing the VMS, Load Balancers, Firewall, Routers, and other infrastructure required for seamless operations of the web portal.</p>	<p>Please provide volumetric of Abhilekh Patal like number of Monthly Active Users, Average Concurrent Users, Peak Concurrent Users etc. for designing the solution/infrastructure to host Abhilekh Patal on Cloud.</p>		<p>Details are available on the site https://www.abhilekh-patal.in/jspui/</p>
13	<p>Page 27: Scope of work> Responsibilities of Bidder/ CSP may include following SELECTED BIDDER is required to service up to 100 service data retrieval requests every year with limit of 25 TB from the archival cloud free of cost. However, there will be no such limit for the data retrieval from LTOs</p>	<p>Please clarify if 25 TB data retrieval limit is for complete year or per request.</p>		<p>25 TB data retrieval limit for 100 service request per year</p>

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14	<p>Page 24: Scope of work> Responsibilities of Bidder/ CSP may include following Point No. 2, 3, 4, 5, 6, 7, 8, 15, 16, 17, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 34, 36, 37 and 38</p>	<p>CSPs like AWS offer cloud services in an on-demand and "self service" model. Customers can provision virtual machines, storage and other cloud services as required, configure security controls and monitor / manage their virtual private cloud environment (through AWS Management Console) deployed on cloud without any dependency from the CSP. For customers who need help in managing the cloud services environment, AWS has multiple partners, MSPs (in this case the bidder), to manage cloud environments on behalf of the customer. Hence, we request you to please change the clause</p>	<p>Change these from CSP's responsibility to bidder's responsibility</p>	<p>As per RFP</p>
15	<p>Page 24: Scope of work> Responsibilities of Bidder/ CSP may include following Maintain and manage the required network components for cloud services. Setup and configure VMs, storage, database, network etc. at DR site meeting RPO and RTO requirements of NAI.</p>	<p>We request you to mention RPO & RTO for the application. Given NAI want seamless experience for user of Abhilekh patal portal with near zero downtime and data loss, we also suggest to give extra marks to the bidder providing better RPO & RTO in 'additional complementary services' of the QCBS scoring table</p>	<p>Cloud deployment architecture for DC&DR for Abhilekh Patal portal to ensure: RTO and RPO of near Zero= 10 Marks RTO and RPO <= 15 Minutes = 8 marks RTO = 1 hrs. and RPO <= 15 Minutes = 6 mark</p>	<p>As per RFP</p>
BSNL				
1	<p>Page Number 17 under section 11.2 Eligibility Criteria, point number 4</p>	<p>Copy of Valid CMMI level certificate</p>	<p>CMMI is more for organization who are into product engineering and software development . The goal of CMMI is to establish a quality management system and focus on continuous improvement. Can the bidder submit Quality management system standard ISO 9001:2015 instead of CMMI</p>	<p>Corrigendum Will be issued soon</p>
2	<p>Page Number 20 under QCBS Scoring table , serial number 1 , sub point 3</p>	<p>TIER IV with Hyperscale hosting , edge services and AI/ML pro-active security SD WAN protection have been given 10 points in technical points</p>	<p>TIER III data center provide edge services and AI/ML pro-active security SD WAN protection should also receive 10 technical points for this .</p>	<p>Corrigendum Will be issued soon</p>
3	<p>Page Number 20 under QCBS Scoring table , serial number 4</p>	<p>Digital Repository Management Software</p>	<p>Any Particular features are required</p>	<p>As per RFP</p>

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4	Page Number 24 under Point 16 : Scope of Work, Point Number 2	Maintain and manage the required network components for the cloud services. Setup and configure the VMs, storage, Network, Database etc. at DR site meeting RPO (Recovery Point Objective) and RTO (Recovery Time Operations) requirements of NAI. Service provider shall provide access to logs for analysis for hot cloud.	Does the DR needed only for Hot Cloud	DR is for Hot Cloud
5	Page Number 25 under Point 16 : Scope of Work, Point Number 15	Service provider shall ensure committed time taken for restoration of data from Backup as claimed.	Does the bidder needs to provide the backup storage for hot cloud at DC and DR	yes
6	Page Number 26 under Point 16 : Scope of Work, Point Number 38, Mandatory Requirement Point Number 3	Data will have to always remain within India and hosted only on the server whose location is within India.	As per Industry Norms the bidder and CSP (in case the bidder is not CSP) needs to give an undertaking that the data will reside within in Indian Geographies and Jurisdiction. This undertaking is critical in ensuring that the data remains within the legal and regulatory framework of our country.	Corrigendum Will be issued soon
CBSL				
1	Scope of Work, Bidder Responsibility Page number 24	Meeting RTO and RPO requirements	Provide RTO and RPO requirements of NAI	Service provider shall provide access to logs for analysis of Hot Cloud
2	Additional Requirements page number 27	Monitor the Airgap	provide details on the Airgap requirement	Air Gap has to be maintained by the bidder for keeping the backups of Archival Cloud data on LTO
3	Responsibility of bidder at page 24	Implementation, management and monitoring of DDOS, IPS, IDS services, etc	<p>1- Kindly Suggest who is providing internet, MPLS and replication bandwidth? In case customer, please provide capacity of each link at DC and DR.</p> <p>2- in case customer is taking care of internet bandwidth, we suggest please bundled DDoS protection at ISP level.</p> <p>3- Please define security controls required along with throughput / sizing to come each bidder on same ground. We can mention like NGFW, WAF, HIPS/EDR, log management etc.</p>	Bidder has to take care

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4	Responsibility of bidder at page 24	Implement anti-malware and conduct regular VAPT	What is the frequency required to do VAPT?	As per RFP
5	Part I, Archival storage at page 26	15 PB storage	Is total 15 PB storage combined usable capacity between LTO's and cloud storage, if so kindly provide the percentage or it will be 15 PB each for cloud and LTO	As per RFP
6	Part II, Hot cloud storage at page 27	510 TB storage in HA	is hot cloud required to be in both DC and DR with same capacity	yes
7	6.6 Consortium	Consortium	All consortium partner jointly satisfied the qualification criteria, please clarify	Yes all consortium partner jointly satisfied the qualification criteria
CIPL				
1	26: Part I, Point 3 Scope of Work	Total Usable Capacity to be provisioned in this Project will be 15PB in a phased manner of 2 Years	Does the LTO Tape Library be sized for Storage of 15PB from Day 1?	In a phased manner with a limit of 25 TB per day
2	26 Part I, Point 5 Scope of Work	LTO Management Software which has features of Data Integrity, Verification and Quality Checking Report has to be provided by Vendor	This is a Functionality of the Backup Software. Does NAI have already have a Backup Software in Place or a New Compatible Backup Software to be provisioned by the Bidder	Corrigendum Will be issued soon
3	27 : 1, Additional Requirements	Selected Bidder to make use of an Intelligent Software to maintain, manage and monitor the Air-Gap and connected Media	This is a Functionality of the Backup Software. Does NAI have already have a Backup Software in Place or a New Compatible Backup Software to be provisioned by the Bidder	As per RFP
4	27 : 2, Additional Requirements	Data Management Software to be capable of supporting workloads management, pro-active backups and disaster recovery	This is a Functionality of the Backup Software. Does NAI have already have a Backup Software in Place or a New Compatible Backup Software to be provisioned by the Bidder	New Compatible Backup Software to be provisioned by the Bidder
5	26: Scope of Work		Does LTO Cartridges to be provisioned for 15PB from Day 1 by the Bidder	In a phased manner with a limit of 25 TB per day
6	24: Scope of Work	Bidder to manage, maintain and Monitor for a Period of 5 Years and contract can be extended by another 5 Years	For LTO Tape Library System, the Maximum Warranty Offering will be 7 Years.	As per RFP



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7	Generic Observation	LTO drives with full backward read and write compatibility experience. LTO-9 drives or above version which offer full backward read and write compatibility with Native capacity of 18 TB, Advertised capacity (compressed) of 45 TB, Max speed MB/s (uncompressed) of 400, Time to write a full tape at max speed (hh:mm) of 12:30 OEM, Technical	LTO9 Technology Standard. LTO-9 drives can read and write to LTO-8 and LTO-9 media only. Pls clarify if we need to restore old data, if yes then specify from which LTO Generation?	it is a fresh project
Iron Mountain				
1	Section Eligibility Criteria Page Number 17 Pont No. 2	The bidder should have experience in executing projects of supply, installation, testing, commissioning, O&M for project including application building and Cloud Services provided on Meity empanelled cloud and IT/ITES/ FMS for any central/ state govt/Private Insitutue/PSU or government body/ institution in India during last three financial years (2020-21, 2021-22, 2022-23 and till the time of bid submission)	As this bid is to provide Infrastructure as a service and does not involve application building and Hence requesting customer to kindly remove the experience of application building. Request you to kindly modify this caluse as below to enable Qualified Bidder to Participate " The bidder or consortium partners should have experience in executing projects of supply, installation, testing, commissioning, O&M for project Including Cloud Services provided on Meity empanelled cloud and IT/ITES/ FMS for any central/ state govt/Private Insitutue/PSU or government body/ institution in India during last three financial years (2020-21, 2021-22, 2022-23 and till the time of bid submission)	As per RFP
2	Section Eligibility Criteria Page Number 17 Pont No. 3	The respondant should have minimum average turnover of atleast 100 crores during last 3 financial year	Requesting Customer to ammend the clause as below to enable Meitry Empaneeld CSP to particclpate in the bid. 1. Kindly change minimum average turnover criteria to atleast 80 Cr. During last 3 years or 2. In India, we operate as JV between Iron Mountain Datacenter and Webwerks, Joint Credential of JV partners (weighthd average as per shareholding) should be considered in the bid.	As per RFP

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3	Section QCBS Scoring table Page Number 20 Pont No. 1	Datacenter Tier 3- 5 Marks Tier 4- 5 Marks Tier 4 with Hyperscale Hosting, Edge Services and AI/ML proactivite security SD WAN protection-10 marks	RFP ask is for Melty empanelled service provider and should not differentiate as per tiering of Datacenter. Hyperscale hosting is not a testimonial of better services and hence the additional scoring based on same shall be removed. For similar cloud based requirement, Tier 3/ Tier 4 are considered as qualification and should be treated same as per Melty standards.	Corrigendum Will be issued soon
4	Section QCBS Scoring table Page Number 20 Pont No. 2	Datacenter Uptime and Object Durability	Datacenter Uptime will not translate into service uptime, the scoring shall be based on Service uptime guarantee that a service provider can commit. Upto 99% 99% - 99.5% 99.5% to 99.99%	Corrigendum Will be issued soon
5	Section QCBS Scoring table Page Number 20 Pont No. 3	Experience	Requesting customer to kindly confirm the below: If bidder is quoting a solution involving technology partners, experience of technology partners shall be considered for the evaluation as same technology will be deployed for the setup at NAI	As per RFP
6	Additional query	General Query-NIA Datacenter	Requesting customer to kindly confirm the below: Does NIA has inhouse datacenter with required space, cooling, power and network connectivity for setting up the LTO infrastructure? Please provide details of the of available capacity of the datacenter.	It is a fresh project
7	Additional query	Archival Cloud Storage	Please provide the month-wise projection of storage required for Archival storage on Cloud	24 TB per Day
8	Section Scope of Work Page Number 27 Pont No. Part II	Hot Cloud Storage with VMs for hosting Abhilekh Patal	Please provide the details of existing servers, application architecture of Abhilekh Patal hosting (Vcores, Mem, Storage, OS, DB etc)	2 Vm's are available at NIC Cloud for Abhilekh Patal



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9	Section Format of Financial proposal Page Number 58 Point No. Part II	Hot Cloud Storage for PDFs being hosted on the Abhilekh Patal portal along with providing the VM's, LB, Firewall, Routers and other infrastructure required for seamless operations of the web portal	Kindly add separate line items for Hot Storage, VMs, LB, Firewall etc in the commercial bid as all of these services have different billing parameters.	As per RFP
10	Section : Critical dates Page No 2 Point no P	Earnest Money Deposit of Rs 60,00,000 (Rupees Ninety Lakhs i.e. 2% of estimated tender value) in (the form of Demand Draft / Banker's Cheque / Bank Guarantee only and the same shall be drawn in favour of "The Director General, National Archives of India, New Delhi" payable at New Delhi. Not required - in-case of MSME/NSIC/SSI	The value written in words and figures is different, kindly confirm the amount.	Corrigendum Will be issued soon
11	Section QCBS Scoring table Page Number 20 Point No. 4	Digital Repository Management Software	Request you to kindly modify the clause as below: 1. Standard Software- 5 Marks 2. ISO 16363 Certified Software or Equivalent- 8 Marks 3. ISO 16363 Certified Software or Equivalent with source code commitment 10 Marks	As per RFP
12	Section QCBS Scoring table Page Number 20 Point No. 5	Frequency of Data Migration	As the data will be stored on Tapes, any current generation tape will always have upward compatibility upto 3 Generations which is maximum of 10 Years. Hence requesting customer to kindly modify the clause as below: Guaranteed period for which data will not need to be migrated from the point of view of life storage media and future software update. 3- 5 Years- 5 Marks 5-10 Years- 10 Marks	As per RFP
13	Additional query	Digital Repository Management Software	Please share information regarding the existing digital repository management software, including the number of users, features, workflows, etc.	It is a fresh project
Ospyn Technologies Pvt. Ltd				
1	15. Exit Plan, Page No. 23	Exit plan -In the event of premature termination of contract or after schedule completion of contract, the bidder shall transfer the entire LTO infrastructure along with data to NAI and also make available all the data stored in cloud. The Bidder shall also transfer knowhow and skills needed to access and maintain these resources. The source code of DRM software shall also be provided to NAI	We hope that the source code will be managed in the escrow account with agreement with NAI & Selected Vendor.	As per RFP

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2	16. Scope of Work, Page No. 27	2. The data management software to be capable of supporting workloads management, pro-active backups, and disaster recovery.	We would request NAI to elaborate more on the workload management requirement of DRM software.	24 TB per day data limit
3	16. Scope of Work, Page No. 27	3. Realtime MIS dashboard to be provided to the NAI for monitoring the overall workflow and health status.	We would request NAI to elaborate more on the workflow requirements.	As per RFP
4	16. Scope of Work, Page No. 28	4. The software to have an authorization mechanism whereby the reporting of anomalies in the digital data are done by the vendor and the desired corrective action is taken only after an approval of the NAI's concerned authority.	We hope that NAI is referring to "Permission Management in the DRM Software"	"Permission Management in the DRM Software"
5	16. Scope of Work, Page No. 28	5. The irrevocable logs of all action taken related to the data handling to be generated at every stage of the project lifecycle.	We hope that NAI is referring to Audit Trail functionality in the DRM Software	The irrevocable logs of all action taken related to the data handling
6	11.2 Eligibility Criteria Page No. 17	3. The respondent should have a minimum average annual turnover of at least Rs. 100 Crore during the last three financial years i.e., FY2020-21, FY2021-22, FY2022-23.	We assume that the eligibility criteria is exempted for the MSE companies.	as per government rules
7	Annexure :C, Page 61	Annexure-C: Digital Repository Management Software	We assume that there is a requirement for NAI to have a strong DRM to archive, search and retrieve the same whenever is required, restrict access permission of these documents based on folders.	as per RFP
QC Infotech Pvt. Ltd.				
1	Pls confirm this is a new project or is this a Tech Refresh of your current set up of IT systems			it is a fresh project
2	We want to understand actual requirements in this project so we requested you, Pls share contact details of IT person of this project			J.K. Luthra Contact Details : 9313425408


SYED FARID AHMAO
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