

**National Institute of Fashion Technology,**  
New Delhi

**IndiaSize Project**

Pre-Bid Queries and Clarifications for the tender of Cloud Space Infrastructure.

S. No.	Name of Vendors / Service Providers	Pre-Bid Query	Reply / Clarifications
1	Hanu Software	<b>Cloud Space requirement</b> : 15 TB :- do you need to keep some data in Cool or Archive Tier ? if yes what will be the Size for the Cool or Archive.	The data will be access (download & upload) frequently from the cloud so there is no need to keep it in Cold or Archive Tier.
2		<b>VM / Compute</b> : what will be the use of this Virtual machine, and what Application will be installed on this.	The VM can be used for FTP / application / any third party software execution / computing as per solution which is designed by the bidder. Anti Virus solution will also be on VM machine. We have required the Cloud Infrastructure for data storage with complete end to end solution. The end to end solution will be designed or developed by the bidder. So, the VM will be used as per your solution designed.
3		<b>Network</b> : in the network Section you need Dedicated firewall with UTM, please help which firewall you are using now at on-premises and what SKU (4CPU, 8CPU or any other)you need on cloud	We need UTM for advanced Data Security purpose. We are using "Wi-Jungle : U2500" firewall now at our NIFT Delhi premises and we required minimum 4 CPU for Cloud. The firewall can be virtual also.
4		Additionally, do you require UTM in the DR location	Yes
5	Orient Technologies	In RFP you have asked for the UTM. Kindly letus know for what purpose you required a UTM. As the storage is not going to get access publicly. If it is pertaining to secure connectivity between end desktop and Cloud storage, we can provide VPN solution.	We need UTM Services for data security on cloud. The Data will be not accessed publicly but this data is confidential so we required zero risk infrastructure. It can be virtual firewall. The end to end solution will be designed and provided by the bidder so it may be VPN or any other.
6		In RFP you has asked for the daily and weekly backup but not clarified the no of days for retention. Kindly specify	The data backup will be store at own premises (NIFT) devices / server. It will not be store at cloud space so the retention period is not applicable for that.
7		Do we also need to provide antivirus on Cloud VM. Kindly specify.	No, There is no required the antivirus on VM.
8		Do we need to include backup for Cloud VM as it has been understand that it will be going to use only to access the data.	The VM will be use only for Data Access from Cloud. The Backup of Cloud VM is not required.
9	Aargus Infotech Pvt. Ltd.	1) Ref- Page 18/25 Financial Bid Clause (B) Payment Terms: ✓ The payment should be made on a half yearly basis. ✓ The invoice will be submitted by the agency at the successful completion of each half year. ✓ No advance payment will be made. <b>Query</b> - Prevalent industry norms are monthly payment for Cloud Infrastructure services. Also GEM provides for quarterly payment terms for service contracts. In view of the above as well as cash flow requirement especially during pandemic, the payment terms must be revised to monthly or at the most quarterly.	All these terms are prevalent in the industry: Monthly basis, Quarterly basis, Half Yearly basis and Yearly basis. Here, the payment of this cloud infrastructure will be made half yearly basis as per tender conditions.
10		Manufacturer Authorization Form (MAF) Refert following text ... "Our full support is extended to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied equipment during the entire warranty period of 3 years from the date of supply/installation of the equipment's and subsequent 3 years AMC as per tender terms. " <b>Query</b> - The scope of tender is Cloud services which is subscription based and hence the above text is Not Applicable and must be deleted	You can provide the MAF certificate as per CSP's letter Head and format.
11		Reference 5   25 - P a g e Clause 14. The Cloud infrastructure must be maintained ONLY at the NIFT, Head Office, New Delhi location. <b>Query</b> - Does it mean the support resource shall be operated from NIFT Head office. If yes, kindly rephrase the clause.	If it is asked about the Technical support for Infrastructure, then the cloud infrastructure will be maintained at NIFT, Head Office New Delhi because the Server and other related devices and project administration team also working here. If it is asked about the Technical Support Resource / Manpower, then it will also deputed at NIFT Head Office, New Delhi.

12		<p>Page 6/25 6. Technical Documentations / Eligibility Condition Criteria: Clause x) A list of organizations where the bidder has currently provided / has supplied the solution covered in the tender</p> <p><b>Query-</b> This is redundant and must be deleted as experience requirement criteria is already covered under point no ""v) The bidder must have successfully executed minimum three similar type of Cloud Projects for....."</p>	<p>As per Clause : "(v)" :- The bidder must be submitted minimum three work order's / purchase order's copy of similar type of projects during last three years which executed in the Government/ Semi Government/ Autonomous Organizations/ Public Sector Utilities/ Universities / Institutions in India.</p> <p>Here it is mandatory clause that the project must be executed in the Government/ Semi Government/ Autonomous Organizations/ Public Sector Utilities/ Universities / Institutions in India within last three years.</p> <p>One another thing is here that the work orders must be related to Cloud Infrastructure. It may be with solution architecture or only cloud space. This space may used for Application, Infrastructure , Storage, hosting etc.</p> <p>As per Clause : "(ix)" :- The bidder should submit just a list of organisations where the bidder has currently providing or supplied ever the cloud infrastructure solution. The type of organisations may be Government/ Semi Government/ Autonomous bodies / PSU / Universities / Institutions / Corporate sector / private sector etc. It is just to know about the bidder that he is how much expert and capable to provide the different solutions in the cloud infrastructure.</p> <p>So, documents should be submitted by the bidder as required in both clauses. <sup>113</sup> <del>SEP</del></p>
13	Cloudstrats	<p>GCC as a service is provided by select few local Cloud Service Providers (CSP) and not by the globally established cloud service providers, i.e., Microsoft, Amazon, Google, IBM, etc. Hence, only the local GCC CSP would be able to participate in this bid thereby, making this bid a non-level playing field.</p>	<p>There are 15 Cloud Service Providers (CSP) who are empanelled with Meity and only 3 CSPs named Amazon, Google and Oracle are not empanelled in GCC category. The 12 CSPs out of 15 are registered in Public, VPC and GCC cloud services.1</p> <p>In these 12 CSPs , maximum are globally established and providing services globally. These are Microsoft, Sify, Cyfuture, Netmagic, Reliance and Tata communications.</p> <p>The list of empanelled CSPs is attached herewith for your reference.</p>
14		<p>Apparently, GCC &amp; VPC both are MeitY approved, and provide core components of Infrastructure-as-a-Service (IaaS), Platform- as-a-Service (PaaS) &amp; Software-as-a-Service (SaaS). Also, both GCC &amp; VPC have the same comprehensive security controls that safeguards the customer data. The primary difference between both these services is the physical segregation of assets in GCC against the virtual segregation of systems in VPC. The physical segregation is laced with limitations, i.e., instant scalability, increased costs of expansion, hardware failure &amp; restoration. On the contrary, VPC provides a completely flexible cloud solution where the cloud infrastructure is priced competitively, can scale horizontally / vertically &amp; is secured with state-of-art security devices and is priced lesser than the prevailing market rates. VPC allows various integrations to tune in very easily as compared to GCC.</p> <p>The VPC is used by various state &amp; central government institutes across India due to its flexibility, scalability, reliability &amp; cost compatibility. In Maharashtra, Maha IT, MHADA, FDA, Maha RERA, SRA, Health Dept., Water Dept., Mumbai Metro, MCGM, etc. are all using VPC from global cloud service providers, i.e., Microsoft, Amazon, etc. as VPC is not only MeitY approved but also ensure utmost data security.</p>	<p>All the 15 CSPs are empanelled with Meity in Public and VPC category and the 12 CSPs are registered in Public, VPC and GCC category. The CSPs who provides the services in all categories ( Public, VPC and GCC) are giving more secure, flexible and authentic services.</p>
15		<p>We urge you to make amends to above bid &amp; accept bids proposed under VPC. This will enable a healthy competition amongst global service providers and help School Education And Sports Department Maharashtra save costs through competitive bidding. We also request you to kindly allow start- up India, MSME considerations.</p>	<p>There are already 12 high profile CSPs out of 15 who are providing cloud services. There are already a healthy competition with in these 12 CSPs. The Startup and MSME clauses are mentioned in the tender document and relaxed as per government policies.</p>
16		<p>We are Gold &amp; CSP Tier-1 Partners with Microsoft and have done similar work for various organizations across India. Also we are an MSME, NSIC registered firm and a recognized StartUp by DIPP.</p> <p>Sir, we are keen to participate in this bid, please consider our above said request &amp; give us chance to serve a best competitive service.</p>	<p>The Microsoft is already eligible to participate in this bid because Microsoft is empanelled in all categories (Public, VPC and GCC). The empanelment document is attached herewith.</p>
17		<p>We request you to please extend the bid submission deadline for this tender, as we require more time to prepare the solution for this tender and provide you with our best of services by submitting our best bid</p>	
18		<p>Scope of Work</p> <p>14. The Cloud infrastructure must be maintained ONLY at the NIFT, Head Office, New Delhi location</p> <p>Kindly confirm mentioned cloud setup is on NIFT premise. Is the client looking for a MeitY Empaneled data Center for hosting their application.</p>	<p><b>At CSP End :</b> The required Cloud Space will be setup at CSP's Data Center and the data will be stored at CSP's DC.</p> <p><b>At NIFT end:</b> A Server has been placed at NIFT delhi and the related team is also working here. The Cloud Infrastructure will be configured on this server. The data will access (download and upload) from this server which is placed at NIFT Delhi.</p> <p>NIFT has not required to implement any data center in his premises. NIFT will access the Cloud infrastructure from NIFT Delhi location only.</p> <p>The Technical resource will also be deputed at NIFT Delhi.</p>

19		<p>Scope of Work 7. The bidder shall be responsible for developing and provisioning appropriate solution components for enabling syncing data from the proposed cloud setup of NIFT cloud and enable a system of seamless throughput and reverse throughput of data, as per the requirement and at required frequencies.</p> <p>Kindly Provide more clarity on this point</p>	<p>The bidder will provide the solution to sync / access (upload and download) the data as per required user permissions (as per annexure - IV of tender document). The data will flow as per layout (as per annexure - III of tender document).</p>
20		<p>Scope of Work 12. The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be &lt;=2 Hours and RTO (Recovery Time Objective) shall be &lt;=30 Minutes.</p> <p>Kindly confirm the daily data generation in order to size the replication link between DC and DR site to Meet the required RPO time .</p>	<p>Maximum 1 GB per day</p>
21		<p>Kindly confirm the number of mock DR Drill required in a Year inorder to check business continuity.</p>	<p>It is depends upon the bidder.</p>
22		<p>19. As part of SaaS the service provider shall provide all necessary technical support for backend infrastructure like O.S, Databases etc. 20. The service provider shall be responsible for all upgrades of Operating systems, Database and related tools including patch management</p> <p>Kindly confirm Database Version and Edtion?</p>	<p>The database is a part of cloud infrastructure solution and the entire solution will be developed and provided by the bidder.</p>
23		<p>22. The Service Provider shall be responsible for Data and Application Migration of existing applications, which NIFT would like to migrate to new environments of cloud. Necessary requirements shall be shared by NIFT in phased manner.</p> <p>If CSP has to perform migration then kindly confirm total data size for migration including Database/Logs/Flat files in (GB/TB) (Ex: 600GB OR 1TB)</p>	<p>The complete data will be migrate.</p>
24		<p>Kindly confirm which type data to be migrate like Files/Pdf/Docs etc. (GB/TB)</p>	<p>All the stored data need to be migrate. The binary files, object files, text files and excel files will be stored.</p>
25		<p>Kindly confirm existing DC address ?</p>	<p>The location of DC is depends upon CSP.</p>
26	ESDS Software Solution Ltd	<p>Kindly confirm Existing Operatig system edition/ version ?</p>	<p>NIFT using a server with Windows Server 2019 operation system but the OS for solution is depends upon bidder / CSP.</p>
27		<p>kindly confirm Existing database name edition and version ?</p>	<p>Depends upon bidder / CSP accodring to solution which will be provided by the bidder.</p>
28		<p>Kindly confirm if any database/software/operating system upgradation is require before after migration ?</p>	<p>It is completely depends upon the solution provider / bidder.</p>

29		<p>Scope of Work 22. The Service Provider shall be responsible for Data and Application Migration of existing applications, which NIFT would like to migrate to new environments of cloud. Necessary requirements shall be shared by NIFT in phased manner.</p> <p>Kindly confirm whether the application vendor support will be available during and after migration. Testing of the application to be done by the application vendor.</p>	<p>If data will be migrate then the testing of solution, policies, permission will be done by the bidder.</p>
30		<p>Scope of Work 23. The service provider shall be responsible for deploying new applications on Cloud, user administration, security administration, planning and implementation with monitoring tools for infrastructure and Services procured.</p> <p>Kindly Confirm who will provide the applications? NIFT or Application Vendor If application Vendor is going to provide application then kindly provide the application details and the vendor details.</p>	<p>The application is a part of cloud infrastructure solution which will be provided by the bidder. This clause says that: If the service provider / bidder need any application to access the data as per required policy, to apply the user permissions, to secure the data, to monitor the data etc for his solution then the bidder shall be responsible for required application and his solution. The bidder will develop the complete solution for this cloud space requiremet. The NIFT will not provide any application or solution.</p>
31		<p>Technical Specifications for Cloud Infrastructure: User access</p> <p>1. VPN-based access of the cloud by the authorized users.</p> <p>kindly confirm VPN total number of VPN users ?</p>	<p>If the bidder use VPN services for data transfer / access then there is a need of 4 no. of VPN.</p>
32		<p>Technical Specifications for Cloud Infrastructure: Managed Services Backup and restoration management</p> <p>Kindly confrim the backup retention period (30 days, 45 days).</p>	<p>The data backup will be store at own premises devices / server which have placed at NIFT Delhi. The data backup will not be stored at cloud space so the retention period is not applicable for that.</p>
33		<p>Technical Specifications for Cloud Infrastructure: Network</p> <p>1. Public IP addresses: 04 no.</p> <p>Kindly confirm why 4 public IP are requiried ?</p>	<p>One Public IP will use for Server (placed at NIFT, Delhi) Three public IP will use for three Scanners (body Scanner). These scanner will move on PAN India basis.</p>
34		<p>General :</p> <p>Kindly confirm the required IOPs per TB.</p>	<p>As applicable</p>
35		<p>General :</p> <p>kindly confirm total concurrent uses ?</p>	<p>Maximum 10 users</p>
36		<p>Technical Resource Description:</p> <p>Kindly confirm for Technical Resource CV need to submitt ?</p>	<p>The bidder may submit the CV of Technical Resource person.</p>

## Queries and Clarifications

Partner Name : RIL

S.No	Section No.	Clause No.	Page No.	Content in RFP	Queries	Reply / Clarifications
1	NIT	1	1	Last Date & Time of submission of e-Tender document : 27/01/2022 upto 02.00 p.m.  Date and Time of the Opening of Technical Bids : 28/01/2022 at 04.00 p.m.	Request extension of minimum 2 -3 weeks in the last date of submission. Suggested Clause: "Last Date & Time of submission of e-Tender document : 17/02/2022 upto 02.00 p.m.  Date and Time of the Opening of Technical Bids : <b>18/02/2022 at 04.00 p.m.</b> "	The last date of bid submission is already extended. The new bid submission date is 7th Feb, 2022 at 02:00 PM. The technical bid will be opened on 8th Feb, 2022 at 04:00 PM
2	6	6.ii	6	Cloud Service Provider's Data Centres should be ISO 9001 : 2000, ISO 20000-1, ISO 27001, ISO 27017 & ISO 27018 certified and Certification under process will not be considered. The valid documentary proof should be attached.	Kindly modify this clause as per below allowing us to participate: "Cloud Service Provider's Data Centres should be ISO 9001 : 2000 or ISO 20000-1 or ISO 27001 or ISO 27017 or ISO 27018 certified and Certification under process will not be considered. The valid documentary proof should be attached (Certification of Parent Company / Sister Concern is also accepted)."	The registration of the company must be in the name of the parent company/CSP.
3	6	<a href="#">6.vi</a>	6	The bidder must have successfully executed minimum three similar type of Cloud Projects for Government/ Semi Government/ Autonomous Organizations/ Public Sector Utilities/ Universities / Institutions in India during the last three financial years i.e. 2018-2019, 2019-2020 and 2020-2021. Copy of the Work Order / Purchase Order should be attached.	Kindly modify this clause as per below allowing us to participate: "The bidder must have successfully executed minimum three similar type of Cloud Projects for Government/ Semi Government/ Autonomous Organizations/ Public Sector Utilities/ Universities / Institutions/ <b>Private Organization</b> in India during the last three financial years i.e. 2018-2019, 2019-2020 and 2020-2021. Copy of the Work Order / Purchase Order/ <b>Client Certificate</b> should be attached."	The request is duly considered but cannot be accepted
4	11	2	9	The Data access from the Cloud is very important so the Uptime must be 99.9%, if the Uptime decreases and the downtime increases then the liquidity damages will be charged as per condition.	Kindly modify this clause as per below allowing us to participate: "The Data access from the Cloud is very important so the Uptime must be <b>99.5%</b> , if the Uptime decreases and the downtime increases then the liquidity damages will be charged as per condition.."	The request is duly considered but cannot be accepted
5	Annexure - I	10.4	12	The NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1	Kindly modify this clause as per below allowing us to participate: "The NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for <b>ISO 20000:1 or ISO 27001</b> "	The request is duly considered but cannot be accepted
6	Annexure - VIII		20	We hereby confirm and declare that we, M/s _____, does not have any litigation / Arbitration History with any Government department/ Public Sector Undertaking / Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.	Please note we are a very large organization with many retail arm of business, hence request following modification : "We hereby confirm and declare that we, M/s _____, does not have any litigation / Arbitration History with any Government department/ Public Sector Undertaking / Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services <b>which may have material adverse impact on your project/ RFP.</b> "	The request is duly considered but cannot be accepted

7	4	9	5	Backup	<ol style="list-style-type: none"> <li>Retention period for weekly and daily backup</li> <li>Nature of backup (snapshot , encrypted )</li> <li>Objects in scope for backup and restoration (e.g. Storage partitions , application , files, db. etc)</li> <li>Only data getting stored on cloud storage backup required . Or if any on-premise data backup also to be considered</li> </ol>	<ol style="list-style-type: none"> <li>The data backup will be stored at NIFT devices / server and hence retention period is not required.</li> <li>Same as stored in the cloud space.</li> <li>Not applicable</li> <li>The data backup will be stored at NIFT devices / server.</li> </ol>
8	4	12	5	The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes.	Need more clarity of RTO and RPO requirement	Maximum 1 GB data per day may be generated and hence the replication link be created accordingly.
9	4	13	5	Access to subscription level on cloud portal	<p>Is NIFT required access to subscription for managing the infra ? ,</p> <p>Access to Cloud hosted resource through the NIFT premises only ?</p>	<p>The space can be scaled-up and scaled-down as per the requirement. The subscription based model is not required.</p> <p>The cloud infra shall be maintained and accessed by NIFT, Delhi only.</p>
10	4	13	5	Scalability	Does the infra need to be in auto or manually scalable/Vertical or Horizontal scalable?	There is no requirement to scale up or scale down the cloud infra at initial stage.
11	4	13	5	Availability	Is HA required for all components at active region ?	Yes
12	4	14	5	Maintaining Cloud infrastructure	Is it specific to accessing the solution or the solution itself to be hosted @NIFT ?	Yes, The solution or data will be accessed at NIFT, New Delhi.
13	4	15	5	Data can only be moved to other site in case of any emergency with prior approval of NIFT	Clarity needed about Site mentioned . Is it DR or another location ?	Data migration if required, may be done with the exclusive permission of the NIFT.
14	4	19,20	5	Database Support	<p>In scope "DB" is not mentioned whereas in support its asked from service provider.</p> <p>OS , DB and related managed services to be considered are only cloud based ?</p>	The OS and DB are the part of cloud infrastructure solution which will be provided by the bidder. The bidder will develop the solution for push or pull the data from the cloud as per requirement which is already mentioned in the tender document.
15	4	22	5	Application Migration	Need more clarity on migration scope.	In case of any catastrophic situation, the bidder needs to migrate the data and application or solution to new cloud environment with the permission of NIFT.

16	4	22	5	Application Management	<p>1. Is service provider have to manage/installation and configuration of application.</p> <p>2. Require details of Existing Application and dependencies if any. What all s/w and h/w components involved .</p> <p>3. Over Application walkthrough including all functions and features.</p> <p>4. Application integration required if any .</p>	<p>1. Yes, The service provider / bidder has to manage the application.</p> <p>2. Currently we are not using any application.</p> <p>3. As per tender document.</p> <p>4. It depends upon the solution which will be developed by the bidder.</p>
17	7		7	Proof of Concept (POC)	<p>1. Clarity on POC commencing/presentation timelines.</p> <p>2. Running cost of POC infra.</p> <p>3. Does NIFT required AD integration with Cloud provider for RABC</p>	<p>1. The time line of PoC is already mentioned in the tender document. The PoC (Proof of Concept) shall be conducted for 2 days only.</p> <p>2. The total cost of PoC process will be borned by the bidder. The NIFT will not pay any charges / cost of PoC process.</p> <p>3. It depends upon the solution provided by the bidder.</p>
18	8	3,4	8	Technical Support	<p>Is the Service provider will have access for cloud infra outside from NIFT to provide support ?</p>	<p>No.</p>
19	8	8	8,9	Service Resolution Time	<p>Need clarification on severity categorization and resolution time mentioned in this section</p>	<p>The Low Severity level is related to minor technical issues occurs in the solution, then it must have to resolve within 1 hour.</p> <p>The Intensive Severity Level is related to any hardware / softwarte / solution failure. Incase intensive issue occurs then the bidder must have to resolve the issue within 2 days.</p> <p>This project and its data both are too sensitive so bidder must have the backup solution everytime.</p>

20	15	11	Annexure - I	<ol style="list-style-type: none"> <li>1. Does the 15 TB storage needed from day1 ? is that the 3 years estimation</li> <li>2. How will the file store be used? Will it be mounted on any other infrastructure other than the 1 VM?</li> <li>3. Provide the breakup of Storage for File Store and object Store in 15TB. Shall the File store to be considered as File Storage</li> <li>4. Which will be considered as Object storage and which will be as file storage in the provided 6 partition.</li> <li>5. Bi-furcation of upload and download data size clarification required.</li> <li>6. Any specific windows OS version need to be installed?</li> <li>7. Any ipv6 required</li> <li>8. Purpose of 4 Public IP address</li> <li>9. How many NIFT Sites at present?</li> <li>10. Is DR drill required, If yes at what frequency ?</li> <li>11. Network bandwidth details required however upload and download requirement is given</li> <li>12. Transit data encryption requirement if any</li> </ol>	<ol style="list-style-type: none"> <li>1. Yes, we require the Cloud Storage Space 15 TB from day 1 and estimated time for 3 years.</li> <li>2. The complete solution for file / data upload or download from the cloud space will be developed by the bidder.</li> <li>3. The space will be used for file or object storage.</li> <li>4. Details in this regard is already provided in the tender document.</li> <li>5. The unlimited data download and/or data upload is required.</li> <li>6. This is the part of solution which will be provided by the bidder so bidder</li> <li>7. No</li> <li>8. One is for server and another 3 for scanners</li> <li>9. The server has been deployed at NIFT, New Delhi and total no. of sites are six</li> <li>10. It is an optional</li> <li>11. The Wi-Fi dongle are attached with the scanners. 1 Gbps leased line is also available at NIFT, New Delhi campus (server end).</li> <li>12. Yes, data encryption is required.</li> </ol>
21	17	14	Annexure - III	<ol style="list-style-type: none"> <li>1. Is copy (actual and backup) of data to be maintained on Physical server and NIFT as well?</li> <li>2. Geography Location of the scanners</li> <li>3. Data size of IRIS scanner/CCTV and File Size of A1, A2, S1 and how the data is getting captured .</li> <li>4. Any Specific scanner application being used for all type of desks( A to D) to collect the images.</li> <li>5. Any existing Mechanism around transport ,storing and processing of the scan images?</li> <li>6. Number of files sent by User1/2/3 to Sub-admin at NIFT</li> <li>7. Approximate number of scans to be made on each location per month.</li> </ol>	<ol style="list-style-type: none"> <li>1. The original / actual data will be stored at cloud space and backup will be stored in physical devices at NIFT, New Delhi.</li> <li>2. New Delhi, Mumbai, Chennai, Kolkata, Shillong and Hyderabad.</li> <li>3. 1 TB space will be allocated for each Iris scanner and CCTC Scanner. The data backup will be taken accordingly. The File size of A1, A2 and S1 will be maximum 5 GB. The data will be captured by the solution will be provided by the bidder.</li> <li>4. The scanner application works on Desk -C only and the scanning application creates the data in binary files, obj and text files.</li> <li>5. There is no any mechanism working right now. the scanning application creates the 13 files for each scan as mentioned in the tender document.</li> <li>6. Sub-Admin can access the data of user1, 2 and 3. The permissions will be applicable as per tender document.</li> <li>7. Approximate 1000 scans to be made on each location per month or as per situation.</li> </ol>
22	18	15	Annexure - IV	Desk name needs to be aligned as per diagram at Annexure-III ?	In the Annexure-IV, the Desk names are already given as per Annexure -III.

23			14	Annexure - III	<p>Need clarity on scanning application workflow with respect to the points below:</p> <ol style="list-style-type: none"> <li>1. Is the application based on client-server model?</li> <li>2. Is the application capable of interacting with the cloud storage using API's?</li> <li>3. Does it perform CRC check and resume support as part of application functions?</li> <li>4. Can it be integrated with external authentication systems (AD)?</li> </ol>	<ol style="list-style-type: none"> <li>1. No</li> <li>2. No</li> <li>3. No</li> <li>4. No</li> </ol>
24			14	Annexure - III	<ol style="list-style-type: none"> <li>1. How are Size stream team and Sub admin class of users accessing the cloud storage?</li> <li>2. Remote session based or via an application?</li> </ol>	<ol style="list-style-type: none"> <li>1. The cloud storage is not existing</li> <li>2. N.A</li> </ol>
25			14	Annexure - III	<p>Request volumetric information for the following:</p> <ol style="list-style-type: none"> <li>1. Average number of files written to cloud in a month</li> <li>2. Average file size for the same</li> <li>3. Average number of files retrieved in a month</li> </ol>	<ol style="list-style-type: none"> <li>1. The cloud infrastructure and solution need to be developed with unlimited files access (upload and download).</li> <li>2. The files size which creates from the scanner has already given in Annexure-III. The 13 files creates for one scan and the size of these 13 files are 5.89 MB .</li> <li>3. The cloud infrastructure and solution should be developed with unlimited files access (upload and download).</li> </ol>
26			14	Annexure - III	Will NIFT users/admins perform the data lifecycle management for all user created data?	It will be managed by the service provider / bidder.
27	4	9	5	Backup - On premise	<ol style="list-style-type: none"> <li>1. What is the purpose for local backup at NIFT Delhi premises?</li> <li>2. What would be the on-prem backup frequency required?</li> <li>3. Will NIFT maintain the on-prem backup infra and management responsibilities?</li> <li>4. Does NIFT have any existing tools that can be leveraged for the same?</li> </ol>	<ol style="list-style-type: none"> <li>1. The data backup will be stored in physical devices at NIFT, New Delhi.</li> <li>2. It will be weekly and monthly.</li> <li>3. The NIFT will take the backup. However if the problem arises due to some technical glitches /issue, the technical support will be provided by the bidder.</li> <li>4. No</li> </ol>
28	4	3	4	Technical Support	24x7 support will be required for cloud support only or also for on-prem support?	The 24X7 support is required.
29	4	3	4	Technical Support	Need clarity on on-prem, cloud DC and DR for managed services support	The bidder will have to provide the 24 X 7 Technical support for their complete solution i.e. On-Prem, Colud Storage, Cloud Infrastructure Solution, DC and DR.
30	4	9	5	Backup	RTO and RPO for the Backups need to be provided to define the frequency of backups	Data Backup will be taken weekly and monthly basis.

31	11	2	9	Liquidity Damages:	Need clarity on cloud service which needs 99.9% uptime	The cloud infrastructure should be available with 99.9% uptime. If bidder fails to provide the service / support as per tender conditions, the Liquidity Damages will be applicable as per the conditions laid down in the tender document.
32		3	11	Annexure - I	Specify the version/Edition for Windows Server License	Window Server license should be latest and compatible with the solution which is developed by the bidder.
33	Liquidity Damages	11	9	<p>If Service Provider / CSP does not complete the work as per the Agreement, liquidated damages at the rate of @0.5% (half percent) per week of the total value of purchase order / work order for delayed work shall be charged for the delayed period, deductible from the payments due to Service Provider / CSP, subject to a maximum of 10% (ten percent) of the total amount. If penalty amount exceed beyond 10% of the total order value, NIFT reserves the right for termination of the contract, forfeiture of Performance Bank Guarantee without assigning any reason to the firm. The following incidents / lacks will be considered for liquidity damages:</p> <p>1. The service provider / CSP fails to deliver any or all the services or perform the services within the time period specified in the contract or leaves the job incomplete or refuses to complete the work or takes more time than the schedule fixed.</p> <p>2. The Data access from the Cloud is very important so the Uptime must be 99.9%, if the Uptime decreases and the downtime increases then the liquidity damages will be charged as per condition.</p>	<p>We request NIFT provide a cure period to rectify the delay in installing before levying liquidated damages. Additionally request NIFT to note that any liquidated damages or penalty mentioned in the RFP shall be settled by way of Credit Note</p>	The request is duly considered but cannot be accepted
34	Payment Terms	B	18	<p>✓ The payment should be made on half yearly basis.</p> <p>✓ The invoice will be submitted by the agency at the successfully completion of each half years.</p> <p>✓ No advance payment will be made.</p>	<p>1. Half yearly payment cannot be accepted.</p> <p>2. In case of Cloud services, the payment policy for bidder is monthly. Request NIFT to make Payments on monthly basis.</p> <p>3. The standard timeframe for accepting payments for bidder is 18 days from the date of submission of invoice. Request NIFT to make payments within 18 days from date of invoice.</p> <p>4. Additionally in the absence of payment as per the agreed timelines, bidder shall have the right to suspend/terminate services along with levy of penal charges</p>	The request is duly considered but cannot be accepted
35				Additional	Any penalties or deductions for not maintaining network uptime, non-performance of services, etc.?	The Liquidity Damages (LD) charges will be applicable as per tender conditions.