



SETUP & IMPLEMENTATION OF ENTERPRISE BACKUP SOLUTION

REQUEST FOR PROPOSAL

CORRIGENDUM # 1

(15th January 2021)
EOI: ReBIT/2020/CPO/021

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Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706

Following are the changes / clarification in the EOI terms. All the bidders are requested to refer the "Corrigendum / Revised Terms" column as below:

Page #	Clause No. & Heading	Existing Terms	Corrigendum / Revised Terms
15	5.5 Project Milestones	<p>Project Milestones Delivery and Deployment as mentioned in section 5.2.1, 5.2.2 and 5.2.3</p> <p>Deliverables/ Key Activities · Delivery of Backup Software & Hardware · Deployment of Solution · Submit documents as mentioned in Section 5.2.3</p> <p>Timeline 4-6 Weeks from PO</p>	<p>Project Milestones Delivery and Deployment as mentioned in section 5.2.1, 5.2.2 and 5.2.3</p> <p>Deliverables/ Key Activities · Delivery of Backup Software & Hardware · Deployment of Solution · Submit documents as mentioned in Section 5.2.3</p> <p>Timeline <u>6-9 Weeks from PO</u></p>
7	5.2.1 Supply of Enterprise Back-up Solution	The bidder is also expected to install and configure endpoint backup solution at ReBIT's Office.	The line stand deleted.
7	5.2.1 Supply of Enterprise Back-up Solution, A. Backup Software Requirements	Analyst Rating: The proposed Backup software should be in Gartner's leader quadrant of the latest Gartner Magic Quadrant report, Forrester or any other leading analytics report for Enterprise Data Protection / Backup Software / Solution.	Analyst Rating: The proposed OEM's Enterprise Backup Solution shall be listed as part of the latest Gartner Magic Quadrant/ Forrester or any other leading analyst report.
29	17.3 Service level Requirements	Time to Recovery (TTR) / Resolution Time: L1 Cases - 8 Hours L2 Cases - 1 Working Days L3 Cases - 2 Working Days L4 Cases - 3 Working Days	Time to Recovery (TTR) / Resolution Time: L1 Cases - 24 hours for software related issues post support case logged and 24 to 48 hours for hardware replacement post suggested or recommended by support engineer post support case logged. L2 Cases - 3 Working Days L3 Cases - 5 Working Days L4 Cases - 7 Working Days
47	Annexure H, Technical Specifications S.No # 14	<p>Requirement specification</p> <p>Solution should restored systems/network devices backup in one click such as firewall, router, switches, proxies.</p> <p>Requirement categorisation Good To Have</p>	<p>Requirement specification</p> <p>Solution should restored systems/network devices backup in one click such as firewall, router, switches, proxies. <u>Multi Step Recovery feature is allowed.</u></p> <p>Requirement categorisation Good To Have</p>
11	5.2.1 Supply of Enterprise	Hardware Requirements (Minimum) Storage:	Hardware Requirements (Minimum) Storage:

Page #	Clause No. & Heading	Existing Terms	Corrigendum / Revised Terms
	Back-up Solution C Hardware Requirements (Minimum)	RAID Compatibility - 5	RAID Compatibility - <u>6</u>
		Connectivity - Fibre Connectivity	Connectivity - Fibre Connectivity
24	9. Performance Bank Guarantee	The successful Bidder shall provide a Performance Bank Guarantee for 10% of the Total Cost of the Project as arrived at Annexure I for a period of 5 years within 15 days from the date of notification of award in the format as provided in Annexure P with a claim period of 3 months and such other extended period as ReBIT may decide based on performance of the Bidder and project obligations.	The successful Bidder shall provide a Performance Bank Guarantee for <u>3%</u> of the Total Cost of the Project as arrived at Annexure I for a period of 5 years within 15 days from the date of notification of award in the format as provided in Annexure P with a claim period of 3 months and such other extended period as ReBIT may decide based on performance of the Bidder and project obligations.

Please read the aforesaid corrigendum along with the issued RFP document. All other terms and conditions which are not covered in this Corrigendum, will be as per the original RFP – Setup and Implementation of Enterprise Back-up Solution, Ref: ReBIT/2020/CPO/021 dated 28th December 2020.



SETUP & IMPLEMENTATION OF ENTERPRISE BACKUP SOLUTION

REQUEST FOR PROPOSAL

RESPONSE TO PRE-BID QUERIES

(15th January 2021)

RFP: ReBIT/2020/CPO/021

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Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
1	11-Payment Terms and Milestone	25	Delivery and Deployment as mentioned in section 5.2.1, 5.2.2 and 5.2.3	Kindly release 50% Payment after the delivery and installation phase. 40% against the Go Live of project and remaining 10% against the Performance Bank Guarantee	No Change in RFP Terms.
2	6	44	The bidder should have executed 2 or more projects worth 50 Lacs each of the proposed OEM's Enterprise Backup Solution in the last 3 years in BFSI Sector/ Govt. Sector/ Any Other Sector of similar scale in India as on 30th June'2020.	The bidder should have executed 1 or more projects worth 50 Lacs each of the any OEM's Enterprise Backup Solution from Gartner Leader Quadrant, in the last 3 years in BFSI Sector/ Govt. Sector/ Any Other Sector of similar scale in India as on 30th June'2020.	No Change in RFP Terms.
3	5.5 Project Milestones	15	<ul style="list-style-type: none"> Delivery of Backup Software & Hardware Deployment of Solution - 4-6 Weeks from PO 	<ul style="list-style-type: none"> Delivery of Backup Software & Hardware Deployment of Solution - 10 to 12 Weeks from PO 	<p>Please read the Corrigendum # 1.</p> <p>Revised Timeline for Deployment of Solution - 6 to 9 Weeks from PO</p>
4	Testing, Implementation, Training & Go Live as mentioned in section 5.2.7, 5.2.8, 5.2.10 and 5.2.11	16	2-3 Weeks from Delivery and Deployment	<p>Post completion of 12 weeks as mentioned above, additional 4 weeks.</p> <p>Please share training scope of work, nos of days, nos of participants and number of batches and location of training - ReBIT DC or Partner Office?</p>	<p>No Change in this timeline.</p> <p>- Training will be required for a team of 10-15 people team. Training scope and other details will be discussed and finalised with the selected Bidder.</p>
5	17.4 Penalties	30	Penalties: Elapsed Time of unavailability for end users upto 8 Hours - NIL. upto 1 working days - 2.5% of total support cost of the year,	Penalties: Elapsed Time of unavailability for end users upto 8 Hours - NIL. upto 1 working days - 0.5% of total support cost of the year,	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
			> 24 hours - 5% of total support cost of the year	> 24 hours - 2.5% of total support cost of the year	
6	17.1 Purpose and Objective of SLA	28	The maximum limit on the penalties including liquidated damages during the period of contract shall be 10% of the total contract value.	The maximum limit on the penalties including liquidated damages during the period of contract shall be 2.5% of the first-year contract value.	No Change in RFP Terms.
7	17.1 Purpose and Objective of SLA	30	In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the ReBIT's discretion will be imposed on the Bidder at 1% of the total contract value per week of delay, to the maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.	In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the ReBIT's discretion will be imposed on the Bidder at 0.5% of the total contract value per week of delay, to the maximum of 2.5% of the first year contract value as per the agreement between the ReBIT and the successful Bidder.	No Change in RFP Terms.
8	A. Backup Software Requirements: Licensing	8	The proposed Backup software must offer host based / User based (subscription based) licensing with no restrictions on type of arrays (protecting heterogenous storage technologies), front end production capacity or backup to disk target capacity restrictions. · For the purpose of licensing, the 'User' is defined as any user who operates the backup software for backup /	· Warranty for hardware and software shall start from the date of hardware or software dispatched from the OEMs factory / warehouse. Would recommend ReBIT to ask for 6 years warranty or support terms in order to start the warranty period from GO-LIVE.	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
			<p>restore. The Licenses and associate hardware for the proposed solution should have licenses for Primary and DR site workloads If DR component is involved. · License Duration shall start from the date of Go-Live and acceptance by ReBIT.</p>		
9	5.2.1 Supply of Enterprise Back-up Solution	7		<p>Please share inputs on below data points:- 1) Front End Data Size for both Backup Software, Backup Appliance and Archival Software. 2) No. of Hypervisor Hosts. 3) Retention of the data. 4) Is it Tapeless or Disk to Disk to Tape architecture? 5) Does is involves migration of data from old backup solutions or from existing Archival software? if yes , please share total data in TB to be migrated from old backup and archival software as professional services calculates the manhour efforts and cost , required to migrates the data from old to new backup solution. 6) Please share existing Backup Software and Archival software OEM details. 7) on which media the old archived or backup data is stored? Storage or Tape Library? Please share make and model.</p>	<p>Our remarks / inputs mentioned against each point. 1) Front End Data Size for both Backup Software, Backup Appliance and Archival Software. - 6 TB 2) No. of Hypervisor Hosts. - 50 to Start 3) Retention of the data - 3 Months to 1 Year 4) Is it Tapeless or Disk to Disk to Tape architecture? - Currently its disk to disk 5) Does is involves migration of data from old backup solutions or from existing Archival software? if yes , please share total data in TB to be migrated from old backup and archival software as professional services calculates the manhour efforts and cost , required to migrates the data from old to new backup solution. - NO.</p>

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
					<p>6) Please share existing Backup Software and Archival software OEM details. - NA</p> <p>7) on which media the old archived or backup data is stored ? Storage or Tape Library? Please share make and model - NA</p>

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
10	C. Hardware Requirements (Minimum)	10	Usable Disk Space: 5TB	As ReBIT is looking at enterprise class backup solution and as an enterprise class backup solution comprises of Backup Software and Purpose Built backup appliance (PBBA) . All OEMs in Gartner leader Quadrant offers Software and PPBA. Both (Software and Appliance) are tightly integrated to give you features benefits like Data retention policy , Deduplication , Ransomware resiliency , committed throughput per TB /per hour for backup and restoration of data , WORM feature and many more functionalities. So kindly include PBBA in the said RFP and we can share inputs on technical specifications.	No Change in RFP Terms.
11	5.2.1.A	7	Licensing	This is to confirm the number of instances to be protected - 50 operating system Instances - Physical or virtual - Kindly indicate if our understanding is correct?	Yes, both - Physical & Virtual.
12	7	47	Technical Specifications	Kindly clarify what FTP / TFTP services are expected - Backup solutions generally do not require these services	Required solution to take backup from network devices where backup client/plugin can't install. Required log/backup collation through FTP to intermediate setup to backup by EBS.
13	5.2.1	7	Supply of Enterprise Back-up Solution	The bidder is also expected to install and configure endpoint backup solution at ReBIT's Office. Please clarify the number of end points to be considered for Backup.	Not required, Not looking for End Points Backup.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
14	5.2.1 B	9	Mailbox Retention	<p>The proposed Solution should have a capability of identifying and archiving redundant, outdated and trivial email data.</p> <p>Kindly modify it to "The proposed solution should have the capability of backing up / archiving redundant , outdated and trivial email data for long term retention purposes"</p>	No Change in RFP Terms.
15	5.2.1 B	10	User Accessibility for Archived mails	<p>The proposed Solution should be able to provide access users for their own archived mailboxes.</p> <p>Kindly Modify it to "The Proposed solution should provide access to administrators for archived mailboxes so that users cannot tamper with archived data"</p>	No Change in RFP Terms.
16	Annexure Point # Minimum Eligibility Criteria	G 6 44	The bidder should have executed 2 or more projects worth 50 Lacs each of the proposed OEM's Enterprise Backup Solution in the last 3 years in BFSI Sector/ Govt. Sector/ Any Other Sector of similar scale in India as on 30th June'2020.	Kindly modify it to "The bidder/OEM should have executed 2 or more projects worth 50 Lacs. Bidder should have executed Enterprise Backup Solution in the last 3 years in BFSI Sector/ Govt. Sector/ Any Other Sector of similar scale in India as on 31st Dec, 2020."	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
17	14	47	Technical Specifications	<p>Solution should restore systems/network devices backup in one click such as firewall, router, switches, proxies.</p> <p>Kindly modify it to "For Software Defined Network appliances (VMs), recovery should be instantaneous with a single click. For physical network devices, proposed backup solution should be able to do data restoration directly from backup repository."</p> <p>Reason - As Physical Network devices do not support installation of backup agents</p>	<p>No change in RFP.</p> <p>Please refer below details for further clarity - Required solution to take backup from network devices where backup client/plugin can't install. Required log/backup collation through FTP to intermediate setup to backup by EBS.</p>

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
18	Annexure G: Minimum Eligibility Criteria; Point No. 6	44	<p>Requirement: The bidder should have executed 2 or more projects worth 50 Lacs each of the proposed OEM's Enterprise Backup Solution in the last 3 years in BFSI Sector/ Govt. Sector/ Any Other Sector of similar scale in India as on 30th June'2020.</p> <p>Documents required : A) Bidder to submit documentary evidence such as satisfaction/ credential letter from the client clearly stating the scope of work and project value OR Completion letter from the client indicating the scope of work executed by the Bidder and the project value B) Contract / PO Copy as documentary evidence proving project value</p> <p>The onus of proving the credential via documentary evidence is of the Bidder. In case, the Bidder is unable to provide any of the above, it will be the ReBIT's discretion to evaluate the claim in this</p>	<p>We request to change the clause as metioned below Requirement: "The bidder should have executed 2 or more projects worth 50 Lacs each of Enterprise Storage and /or Enterprise Backup Solution in the last 3 years in BFSI Sector/ Govt. Sector/ Any Other Sector of similar scale in India as on 30th June'2020."</p> <p>Documents required : A) Bidder to submit documentary evidence such as satisfaction/ credential letter from the client clearly stating the scope of work and project value OR Completion letter from the client indicating the scope of work executed by the Bidder and the project value B) Contract / PO Copy as documentary evidence proving project value</p> <p>The onus of proving the credential via documentary evidence is of the Bidder. In case, the Bidder is unable to provide any of the above, it will be the ReBIT's discretion to evaluate the claim in this regard. Note: Only completed assignments will be evaluated. Projects under implementation or not completed for any reason will not be evaluated.</p>	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
			<p>regard. Note: Only completed assignments will be evaluated. Projects under implementation or not completed for any reason will not be evaluated.</p> <p>The name of the Bidder and the proposed OEM solution needs to be in sync with the credential letters / contract copies. Exceptions may be made in case of divestiture, M&A.</p>	<p>The name of the Bidder and the proposed OEM solution needs to be in sync with the credential letters / contract copies. Exceptions may be made in case of divestiture, M&A.</p>	

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
19	Annexure G: Minimum Eligibility Criteria; Point No. 5 & Scope of work, Section 5.2.1 Supply of Enterprise Back-up Solution	44 & 7	Annexure G: The proposed OEM's Enterprise Backup Solution shall be listed as part of the latest Gartner Magic Quadrant/ Forrester or any other leading analytics report. Section 5.2.1 The proposed Backup software should be in Gartner's leader quadrant of the latest Gartner Magic Quadrant report, Forrester or any other leading analytics report for Enterprise Data Protection / Backup Software / Solution.	We request you to give clarity on both the statement. Whether OEM can be from latest Gartner Magic Quadrant or the OEM should be from leader quadrant in Gartner's Magic Quadrant	Please read and consider the clause as - The proposed OEM's Enterprise Backup Solution shall be listed as part of the latest Gartner Magic Quadrant/ Forrester or any other leading analytics report.
5	17.3 Service level Requirements	29	Time to Recovery (TTR) / Resolution Time: L1 cases - 8 Hours support case logged. L2 cases - 1 working days L3 cases - 2 working days L4 cases - 3 working days	Time to Recovery (TTR) / Resolution Time: L1 cases - 24 hours for software related issues post support case logged and 24 to 48 hours for hardware replacement post suggested or recommended by support engineer post support case logged. L2 cases - 2-3 working days L3 cases - 3 to 5 working days L4 cases - 5 to 7 working days	Please refer corrigendum # 1 for revised timeline. Time to Recovery (TTR) / Resolution Time: L1 cases - 24 hours for software related issues post support case logged and 24 to 48 hours for hardware replacement post suggested or recommended by support engineer post support case logged. L2 cases - 3 working days L3 cases - 5 working days L4 cases - 7 working days

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
6	17.1 Purpose and Objective of SLA	30	In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the ReBIT's discretion will be imposed on the Bidder at 1% of the total contract value per week of delay, to the maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.	In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the ReBIT's discretion will be imposed on the Bidder at 0.5% of the total contract value per week of delay, to the maximum of 2.5% of the first year contract value as per the agreement between the ReBIT and the successful Bidder.	No Change in RFP Terms.
7	A. Backup Software Requirements	7	The proposed Backup software must offer host based / User based (subscription based) licensing with no restrictions on type of arrays (protecting heterogenous storage technologies), front end production capacity or backup to disk target capacity restrictions.	Host based licenses provisioning is OEM specific point and favor to one OEM as all OEMs nowadays offers Capacity based licenses model not HOST based licenses model. All PSU Banks in India (SBI , BOB , UBI , Canara bank and others PSU Banks , have deployed Backup Software and purpose built backup appliance in their environment for CBS , Tier 1 , Tier 2 and so on applications. Our recommendation to ReBIT team to consider Capacity based licenses over Host based licenses. Currently all OEMs from Gartner Leader Quadrant supplies or implement capacity based licenses instead of host based licenses and capacity based licenses has its own advantages as mentioned below :- 1. we need to manage the Host inventory list and we need to keep track of inventories all added	Based on license model, bidder shall quote for User/System based licenses OR 5 TB storage backup solution. With the incremental rates for 10 user/systems or 1 TB.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
				throughout contract period. wherein capacity based licenses, no inventory to be managed and one license for all your hosts. 2. In host based licenses , you need to various type of licenses for different hosts i.e. Tape library , SAN Client , Storage etc., wherein capacity , one licenses for all types of HOSTs.	
8	Payment Terms		1. 100% of subscription cost for Year 1 (Point No. 1 of Annexure I - Price Bid Format) against Testing, Implementation, Training & Go Live as mentioned in section 5.2.7, 5.2.8, 5.2.10 and 5.2.11 2. 100% of Implementation and training cost for Year 1 (point No. 2 and 3 of Annexure I - Price Bid Format) against 30 days after Go-Live	Kindly Change the Payment terms to 80% on delivery and 20% on installation	No Change in RFP Terms.
9	5.5. Payment Terms	15	Delivery of Hardware, software Go-live	We request Rebit to consider payment terms as- 30% - Delivery of hardware & software. 30% - Testing, & implementation 40% - Go live & Project completion	No Change in RFP Terms.
10	C. Hardware Requirements (Minimum)	10	Usable Disk Space: 5TB	As ReBIT is looking at enterprise class backup solution and as an enterprise class backup solution comprises of Backup Software and Purpose Built backup appliance (PBBA) . All OEMs in Gartner leader Quadrant offers Software and PPBA.	PPBA not required, No change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
				Both (Software and Appliance) are tightly integrated to give you features benefits like Data retention policy , Deduplication , Ransomware resiliency , committed throughput per TB /per hour for backup and restoration of data , WORM feature and many more functionalities. So kindly include PBBA in the said RFP and we can share inputs on technical specifications.	
11	5.2.1 Supply of Enterprise Back-up Solution A. Backup Software Requirements	7	The proposed Backup software should be in Gartner's leader quadrant of the latest Gartner Magic Quadrant report, Forrester or any other leading analytics report for Enterprise Data Protection / Backup Software / Solution.	Gartner is the world's leading research and advisory company; they have already done deep dive technical evaluation on real " Enterprise Backup & Recovery Software". Request you to consider their minimum last 5-6 years report mentioning consecutive top OEM in "Leaders Quadrant" mentioned in "Magic Quadrant for Data Center Backup and Recovery Solutions" report.	Please refer Corrigendum # 1 and read the Clause # 5.2.1 as - - The proposed OEM's Enterprise Backup Solution shall be listed as part of the latest Gartner Magic Quadrant/ Forrester or any other leading analytics report.
12	5.2.1 Supply of Enterprise Back-up Solution B. Licensing	7	The proposed Backup software must offer host based / User based (subscription based) licensing with no restrictions on type of arrays (protecting heterogenous storage technologies), front end production capacity or backup to disk target capacity restrictions. · For the purpose of	Kindly confirm total no. of Physical or Virtual servers considered for this project Please confirm total front-end Data to backup	To start with 50 systems both physical and VMs.

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			licensing, the 'User' is defined as any user who operates the backup software for backup / restore.		
13	5.2.1 Supply of Enterprise Back-up Solution B. Licensing	7	<p>The proposed Backup software must offer host based / User based (subscription based) licensing with no restrictions on type of arrays (protecting heterogenous storage technologies), front end production capacity or backup to disk target capacity restrictions.</p> <p>· For the purpose of licensing, the 'User' is defined as any user who operates the backup software for backup / restore.</p>	Please confirm total front-end data to be backup with backup data retention policies. This is required for Backup Server Sizing.	6 TB data estimated to be backup.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
14	5.2.1 Supply of Enterprise Back-up Solution B. Data Protection and Recovery with Encryption technologies	8	The proposed Backup software should support agentless backups of applications residing in VMs like SQL, Exchange, SharePoint, Oracle, etc. with non-staged granular recovery of all these applications. It should support crash consistent VM level backup for all other workloads.	Request you to change "crash consistent" backup to "Application Aware" backup as this will help to restore complete consistent backup copy.	No Change in RFP Terms.
15	5.2.1 Supply of Enterprise Back-up Solution B. Backup and Replication Performance	9	Backup software should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO.	Considering 15 min RTO, Kindly share Primary Storage details for snapshot / image level backup compatibility check & configuring the snapshot capabilities	No Change in RFP Terms.
16	5.2.1 Supply of Enterprise Back-up Solution B. Disaster Recovery Capabilities	9	Replication in the software should be a VM level replication and must replicate the VM level data with or without backing it up at the source site. It should also include failover and failback capabilities and should be able to perform automatic acquisition of network addresses at the destination site.	Kindly confirm Hypervisor details	Please refer Clause # 5.2.1

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
17	5.2.1 Supply of Enterprise Back-up Solution B. Supportable to Network Devices	9	Should be able to take backup of Network Devices such as Switches, Firewall and Router.	We understand this will be logs or configuration dump backup	BOTH - logs and configuration dump backup
18	5.2.2 Deployment of Enterprise Back-up Solution	11	The selected Bidder shall setup and implement Enterprise backup solution before go-live with necessary deliverables (Setup Hardware, Deployment of ENTERPRISE BACKUP SOLUTION and other software components, Configuration based on Technical Requirements, Integration with ReBIT systems and applications (SIEM, ITSM, DLP) and Validation) and required validation (Functional and Non-Functional Validation based on Technical Requirements, Security Validation based on Technical Requirements, Acceptance, Validation, Utilization of ENTERPRISE BACKUP SOLUTION setup) of complete ENTERPRISE BACKUP SOLUTION platform.	Please share successful implementation matrix	Selected Bidder is expected to draft same in coordination with ReBIT Team.

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19	5.2.2 Deployment of Enterprise Back-up Solution	11	The selected Bidder should deliver all deliverables including scripts/codes pertaining to deployment of ENTERPRISE BACKUP SOLUTION. Any customized scripts/codes done is ReBIT's Intellectual Property (IP). Open source tool customization should be submitted back to community as per open source policy.	The codes cannot be shared as same are proprietary	ReBIT not expecting OEM propriety code, Scripts/code customized for ReBIT implementation need to share with ReBIT.
20	5.2.4 Backup and Archiving	12	2. The methodology for the backing up of data and its archival may be indicated.	As we understand ReBIT is looking for Archival to move unused or infrequently used identified data to secondary backup storage location & create stub / pointer on the primary location, thereby reducing the size of data on the primary storage , which will help to reclaim the storage space on primary storage.	Bidder has to share their methodology.
21	5.2.4 Backup and Archiving	12	4. The Application should have a capability for easy retrieval of the backed-up data (both application and the database) with least amount of manual intervention with no data Loss events.	As we understand ReBIT is looking for Online Archival for Application & Database, were moving inactive & unused Data to Archival / secondary Storage, in turn increasing performance and maintaining a leaner database. The Access to archived data will be done online. Whenever old data is required, same will be accessed in real time mode from secondary storage.	Bidder has to share their methodology.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
22	5.2.1 Supply of Enterprise Back-up Solution B. Email Archival Requirements	9	The proposed Solution should have automated configurable retention and deletion capabilities for mailboxes. The proposed Solution should have a capability of identifying and archiving redundant, outdated and trivial email data.	Please confirm total no. of email boxes for email Archival, eDiscovery, Compliance Solution to be proposed	Please consider total no. of email boxes for 350 - 500, 2021 Year with a increment of 20% YOY.
23	5.2.1 Supply of Enterprise Back-up Solution B. Email Archival Requirements	10	The proposed solution should be Scalable on "need basis" to scale up with data growth without impacting the current data / storage.	For Storage & Backup Infra Sizing , Kindly confirm below details - average mail box size - no. of mail boxes - On an average unique messages per user per day - No backlog emails to be migrated to new setup - Year on Year growth in percentage for no. of messages	Please refer the below details - - Average mail box size - 2 GB - No. of mail boxes - 350 Nos - On an average unique messages per user per day - Not Applicable - No backlog emails to be migrated to new setup - YES - Year on Year growth in percentage for no. of messages -10%
24			New Query	Please share infrastructure inventory details for which backup needs to be configured. Appreciate if you can also mention OS details, Database details & respective size for the same.	Query not relevant, please refer the technical specs / details mentioned in RFP.
25			New Query	Please confirm Application, Database & Sizing details of each application to be backup	Query not relevant, please refer the technical specs / details mentioned in RFP.
26			New Query	Kindly confirm Data Retention Policy for Infrastructure to be backup. This is required for backup hardware sizing	Query not relevant, please refer the technical specs / details mentioned in RFP.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
27	14	47	Technical Specifications	For Network devices which are deployed as VMs, recovery can be instantaneous with a single click. For physical network devices, kindly allow recovery multi step recovery as network devices do not support installation of agents which can receive data directly from backup repository.	Please refer Corrigendum # 1, Multi Step Recovery allowed as suggested.
28	5.2.1 B	10	User Accessibility for Archived mails	We Request to kindly Modify the spec to "The Proposed solution should provide access to administrators for archived mailboxes so that users cannot tamper with archived data"	No Change in RFP Terms.
29	6	44	Minimum Eligibility Criteria	We Request Similar 2 project execution could be from any different OEM, irrespective of proposed OEM	No Change in RFP Terms.
30	A	7	Backup Software Requirements: Licensing The proposed Backup software must offer host based / User based (subscription based) licensing with no restrictions on type of arrays (protecting heterogenous storage technologies), front end production capacity or backup to disk target capacity restrictions.	Since host/user based licenses is required, what is the number of users/hosts that are to be considered for licensing?	Please refer the commercial bid format, details outlined in the same.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
31		7	For the purpose of licensing, the 'User' is defined as any user who operates the backup software for backup / restore.	While multiple users can manage and monitor the backup environment, these are part of backup solution and does not require separate licensing. Please advise for the ask here?	Based on license model, bidder shall quote for User/System based licenses OR 5 TB storage backup solution. With the incremental rates for 10 user/systems or 1 TB.
32		7	For the purpose of licensing, the 'User' is defined as any user who operates the backup software for backup / restore.	For most enterprise backup solutions, the licensing is any of host/socket/capacity-based approach.	Based on license model, bidder shall quote for User/System based licenses OR 5 TB storage backup solution. With the incremental rates for 10 user/systems or 1 TB.
33		8	Reporting Capabilities - Support 24x7 real-time monitoring, with single view and drill-down views of health, performance and workload of the virtual hosts. The solution should support advance search based on dates, time, full text and patterns etc.	Is this capability requested for production hosts, because that is part of the production management systems.	Yes, for Production hosts.
34		8	Data Protection and Recovery with Encryption technologies - The proposed Backup software should support agentless backups of applications residing in VMs like SQL, Exchange, SharePoint, Oracle, etc. with non-staged granular recovery of all these applications. It should support crash	While agentless backup is good to have feature for application consistency, granular backup capabilities at application level, it is also important to have agents for online backup and recovery of applications. Request to amend the clause as The proposed Backup solution should support agentless/agent-based backups of applications residing in VMs like SQL, Exchange, SharePoint, Oracle, etc. with non-staged granular	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
			consistent VM level backup for all other workloads.	recovery of all these applications. It should support crash consistent VM level backup for all other workloads.	
35		8	<p>Data Protection and Recovery with Encryption technologies -</p> <p>The proposed Backup software should have some protection mechanism to prevent backup copies of data from any corruption or ransomware attacks. The proposed solution should support integration with AV to scan back up file for malicious files</p>	<p>Exposing backup copies to external tools is an added risk of data manipulation and corruption. Better way to protect the backup data and ensure that the protected data is clean to have a air-gapped cyber recovery vault, with ability to perform a full context analysis on backup copies in read-only and isolated environment. We request to amend the specification as follows:</p> <p>The proposed solution should provide a air-gapped vault for storing backup copies in secured manner. The vault must be capable of providing advance data protection capabilities such as secured, encrypted locked air-gapped copies with AI/ML to identify and report on any malicious data. It should also support automated recovery of</p>	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
				production data in case of a ransomware attack.	
36		8	<p>Support for Hypervisors, Application and Storage -</p> <p>The Backup software should be a Hardware Agnostic software and it should support snapshot integration with hypervisors like VMware, Hyper-V , KVM and Major Virtual Environments and support de-duplication on any storage target.</p>	<p>while backup software have different mechanism to integrate and protect virtualized environment, we request to amend the specification as -</p> <p>The Backup software/solution should be a Hardware Agnostic software and it should support snapshot integration with hypervisors like VMware, Hyper-V , KVM and Major Virtual Environments and support de-duplication on any storage target.</p>	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
37		8	<p>Support for Hypervisors, Application and Storage -</p> <p>Backup software should support file level recovery from any backup of any VM or physical server. It should support a full system recovery in case of a system crash, either on a physical system or as a virtual machine.</p>	<p>what is the underlying operating system in REBIT environment on physical servers?</p>	<p>Query not relevant, please refer the technical specs / details mentioned in RFP.</p>
38		8	<p>Data De-Duplication and Compression -</p> <p>Backup software should have integrated data de-duplication engine with multi-vendor storage support to save space by storing de-duplicated copies of data. The de-duplication engine should also facilitate IP base replication of de-dupe data. All necessary hardware and software required to support this functionality should be supplied along with other components with no additional costs / charges.</p>	<p>While backup software integrated dedupe feature helpful, it fails to meet the performance and efficiency delivered by a dedicated backup appliance. We request to modify the requirement as follows:</p> <p>Backup software/solution should support integration with data de-duplication engine to provide efficient and secure data storage. The de-duplication engine should also facilitate IP base replication of de-dupe data. All necessary hardware and software required to support this functionality should be supplied along with other components with no additional costs / charges.</p>	<p>No Change in RFP Terms.</p>

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
39		9	Recovery Audit Report - Recovery verification should automatically boot the server from backup and verify the recoverability of VM image / Server, Guest OS and Application Consistency and then publish automated reports to be used in backup / recovery audits	This is a vendor specific feature and request to amend the specification as follows: The backup solution should provide ability to restore data by scheduling the recovery operation or on-demand. The backup storage should provide fault detection and shelf healing capabilities. The solution must provide audit reports on data compliance and restore operations	No Change in RFP Terms.
40		9	Backup and Replication Performance - The proposed Backup software must allow to configure the maximum acceptable I/O latency level for production data stores to ensure backup and replication activities do not impact storage Availability to production workloads.	Request to remove the specification as this does not apply to every backup solution.	No Change in RFP Terms.
41	C	11	Hardware Requirements (Minimum)	request to update as RAID5/RAID6	Please refer Corrigendum # 1 for the revised specifications for Raid Capability & Connectivity.
			Storage		
			Usable Disk Space - 5 TB		
			Expandable upto - 50 TB		
RAID Compatibility - 5			request to update as RAID5/RAID6	Please read revised specs as RAID Compatibility - 6	
Connectivity - Fibre Connectivity			request to update as FC/IP	Please read revised specs as Connectivity - Fibre Connectivity	

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
42		1	Additional features - With the increasing threat to data due to ransomware and other malicious activities, it is critical to ensure that the backup repository is outside the backup server and does not require mounting it as block or NAS for data access. Additionally, it's important to store the backup copies in immutable form during the lifecycle. The capability must also be inbuilt and integrated as part of the backup solution		Not relevant.
43		2	Additional features - Continuous data protection for the virtual machines, ensuring zero data loss with ability to roll back to any point in time for the protected window		Not relevant.
44	5.2.1.B	9	Email archival	Need more clarity	Please refer the technical specifications / details provided in the RFP.
45	5.3.i	15	Support Period	Support period for 5 years would be considered from the date licenses are generated.	No Change in RFP Terms.
46	9	24	Performance Bank guarantee	The Bank Guarantee should have been asked to submit after the Go Live of the Project.	No Change in RFP Terms.

Sr. No.	Query Reference (Clause)	Query Reference (Page)	Existing Clause of the EOI	Query by the Bidder	ReBIT Response
47	11	25	Payment Terms	The Payment of the Product should be released on delivery and implementation after the Go Live	No Change in RFP Terms.
48	Annex G	44	Eligibility Criteria	Any exceptions for MSME in Eligibility Criteria	Relaxation shall be provided on Turnover & Experience to MSE and Startup on submission of evident document as per Note mentioned in Annexure G.

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