

Query Response for RFP for Procurement, Installation, Configuration and Migration of Unified Storage at NIA Datacenters - Gem Bid Ref: GEM/2026/B/7185328

Sr.No (Tender Ref)	Page No (Tender Ref)	Clause (Tender Ref)	Description in the tender (tender Ref)	Deviation Details	Reasons for deviation	NIA Response
1	25	TECHNICAL EVALUATION Clause No-1	(i) The bidder must have supplied & installed proposed/ similar storage solutions in at least 3 customers in PSUs/State Government/Central Government / Autonomous Organizations/ BFSI /Large Corporates/ Public Listed organizations having a minimum of 1000 employees and an annual turnover of not less than INR 100 crores. in the last 5 years.	We understand that the bidder having experience in Large Corporates/ Public Listed organizations, then those organization should have a minimum of 1000 employees and an annual turnover of not less than INR 100 crores. in the last 5 years. In case bidder has experience in PSUs/State Government/Central Government / Autonomous Organizations/ Public sector BFSI organization don't need to meet the number of employees and turnover criteria of customer organization. Kindly confirm.	We would like to highlight that most of the state/ central government department don't share the details of head count of their employees. Hence, we request you to kindly exempt the experience of PSUs/State Government/Central Government /Autonomous Organizations/ Public sector BFSI organization to meet the number of employees and turnover criteria.	The head count applies only to Large Corporates/ Public Listed organizations, whereas if experience is from PSUs/ State government/Central government/ Autonomous organization and BFSI, it is not required.
2	26	TECHNICAL EVALUATION Clause No-2	Out of which at least 2 migrations should have been completed successfully of equal scale for customers in PSUs/State Government/Central Government / Autonomous Organizations/ BFSI /Large Corporates/ Public Listed organizations having a minimum of 1000 employees and an annual turnover of not less than INR 100 crores. in the last 5 years.	We understand that the bidder having experience in Large Corporates/ Public Listed organizations, then those organization should have a minimum of 1000 employees and an annual turnover of not less than INR 100 crores. in the last 5 years. In case bidder has experience in PSUs/State Government/Central Government / Autonomous Organizations/ Public sector BFSI organization don't need to meet the number of employees and turnover criteria of customer organization. Kindly confirm.	We would like to highlight that most of the state/ central government department don't share the details of head count of their employees. Hence, we request you to kindly exempt the experience of PSUs/State Government/Central Government /Autonomous Organizations/ Public sector BFSI organization to meet the number of employees and turnover criteria.	The head count applies only to Large Corporates/ Public Listed organizations, whereas if experience is from PSUs/ State government/Central government/ Autonomous organization and BFSI, it is not required.
3	30	1.2. Eligibility Criteria: Clause No-7 (i)	The bidder must have supplied & installed proposed / similar storage solution in at least 3 customers in PSUs/State Government/Central Government/ Autonomous Organizations or BFSI /Large Corporates/ Public Listed organizations having a minimum of 1000 employees and an annual turnover of not less than INR 100 crores; in the last 5 years. Out of which at least 2 migrations should have been completed successfully.	We understand that the bidder having experience in Large Corporates/ Public Listed organizations, then those organization should have a minimum of 1000 employees and an annual turnover of not less than INR 100 crores. in the last 5 years. In case bidder has experience in PSUs/State Government/Central Government / Autonomous Organizations/ Public sector BFSI organization don't need to meet the number of employees and turnover criteria of customer organization. Kindly confirm.	Our understanding is as follows, kindly confirm whether this interpretation is correct? In the event of failure of one controller in the HA pair, the surviving controller is expected to independently sustain the defined performance of 500,000 IOPS, Without any degradation in application performance during failover or takeover operations.	The head count applies only to Large Corporates/ Public Listed organizations, whereas if experience is from PSUs/ State government/Central government/ Autonomous organization and BFSI, it is not required.
4	33 & 35	ANNEXURE-2 Technical compliance	*As per ANNEXURE-2 Technical compliance, with reference to Point No. 4, the RFP specifies wherein failure of one controller should have no impact on system performance. Additionally, Point No. 20 specifies a minimum performance requirement of 500,000 IOPS at 8KB block size (70:30 read/write ratio)*	As per ANNEXURE-2 Technical compliance, with reference to Point No. 4, the RFP specifies wherein failure of one controller should have no impact on system performance.	The sustained performance of 500,000 IOPS on the entire system is sufficient. Refer addendum	
5	16	PROJECT SCHEDULE	Understanding on Purchase Order Tenure	Request to kindly change it to "T+ 9 Weeks"	Whether the 5-year support and services will be issued as a single consolidated Purchase Order?	Single PO will be issued for 5 Years Please adhere to RFP T&C
6			Hardware Delivery T+7 Weeks			



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7			Site study and Report submission of NIA's storage infra as detailed in Scope of Work - T+8 Weeks	Request to kindly change it to "T+ 10 Weeks"		Please adhere to RFP T&C
8	16 & 17	PROJECT SCHEDULE:	Installation and Physical Setup of Devices including configuration - T+9 Weeks	Request to kindly change it to "T+ 11 Weeks"		Please adhere to RFP T&C
9			Migration of data from existing Hitachi, Dell XtremIO, Dell Powerstore and testing post migration by the bidder - T+15 Weeks	Request to kindly change it to "T+ 22 Weeks"		Please adhere to RFP T&C
10			Final Acceptance Testing along with submission of documentation, surrender of licenses, portal access credentials, etc - T+16 weeks	Request to kindly change it to "T+ 24 Weeks"		Please adhere to RFP T&C
11	17	17. PAYMENT TERMS:	1. Delivery of Hardware Devices - 70 % of Part-A Fresh Purchase as per Annexure-4	Request to kindly relax it to - Delivery of Hardware Devices - 75 % of Part-A Fresh Purchase as per Annexure-4		Please adhere to RFP T&C
12	17	17. PAYMENT TERMS:	2. Successful Installation, basic configuration and submission of reports (As detailed in scope of work) - 10 % of Part-A Fresh Purchase as per Annexure - 4	Request to kindly relax it to - "Successful Installation, basic configuration and submission of reports (As detailed in scope of work)-15 % of Part-A Fresh Purchase as per Annexure - 4"		Please adhere to RFP T&C
13	17	17. PAYMENT TERMS:	Go-Live of new Hardware (after complete cut-off of old storage devices and successful deployment of new device) - 10 % of Part-A Fresh Purchase as per Annexure - 4	Request to kindly relax it to - "Go-Live of new Hardware (after complete cut-off of old storage devices and successful deployment of new device) - 5 % of Part-A Fresh Purchase as per Annexure - 4"		Please adhere to RFP T&C
14	17	17. PAYMENT TERMS:	Buyback of old storage devices - 10 % of Part-A Fresh Purchase after deducting Part-D Buy Back Price as per Annexure - 4	Request to kindly relax it to "Buyback of old storage devices - 5 % of Part-A Fresh Purchase after deducting Part-D Buy Back Price as per Annexure - 4"		Please adhere to RFP T&C
15	16	Migration Scope of Work	The bidder shall ensure maintenance of data integrity, adherence to Recovery Point Objective (RPO) and Recovery Time Objective (RTO) targets, and continuous application availability throughout the migration.	Request you to please share the existing backup solution details with the required RPO & RTO		Will be shared with the successful bidder
16	33	Annexure-II Technical Specification, point # 4	System to have minimum Two controllers, configured in Active-Active HA Pair with automatic failover. The failure of one controller should have no impact on the device's performance.	Please confirm our understanding - In the event of failure of one controller in the HA pair, the surviving controller is expected to independently sustain the defined performance of 500,000 IOPS		Refer addendum for this. The sustained performance of 500,000 IOPS on the entire system is sufficient. In the event of one controller failure, the surviving controller is expected to independently sustain the defined performance of 250,000 IOPS, without any degradation in application performance during failover or takeover operations.
17	35	Annexure-II Technical Specification, point # 20	System must deliver a minimum of 500,000 IOPS at 8K block size (70:30 read/ write ratio) without compression/ deduplication and the system must sustain a minimum front-end throughput of 6 GB/s for mixed SAN and NAS workloads using large block(>64 kb)			
18	55	General Terms and conditions point # 10.1	The agreement shall be in force for a period of 05 years from the date of Purchase Order.	Please confirm - Whether the 5-year support and services will be issued as a single consolidated Purchase Order?		Single PO will be issued for 5 Years



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19	33	Understanding on Point No. 4 & Point No. 20 Performance During Controller Failure	As per ANNEXURE-2 Technical compliance, with reference to Point No. 4, the RFP specifies wherein failure of one controller should have no impact on system performance. Additionally, Point No. 20 specifies a minimum performance requirement of 500,000 IOPS at 8KB block size (70:30 read/write ratio)*	In the event of failure of one controller in the HA pair, the surviving controller is expected to independently sustain the defined performance of 500,000 IOPS, Without any degradation in application performance during failover or takeover operations	Please confirm on our understanding of the clause	Refer addendum for this. The sustained performance of 500,000 IOPS on the entire system is sufficient. In the event of one controller failure, the surviving controller is expected to independently sustain the defined performance of 250,000 IOPS, without any degradation in application performance during failover or takeover operations.
20	42	Annexure 4 commercial bid	Understanding on Purchase Order Tenure	single consolidated Purchase Order for 5-year support and services		Single PO will be issued for 5 Years
21	10	8. VALIDITY OF TENDERS:	Tenders should be valid for acceptance for a period of at least 180 (One Hundred and Eighty) days from the last date of tender submission. Offers with a lesser validity period would be rejected.	Request Price Validity to 2 Months from the date of submission of this RFP	In view of Dollar fluctuations and Memory and HDD price changes, OEM are frequently changing / increasing prices	Please adhere to RFP T&C
22	11 & 42	12.4 : Right to Revise Qty (Page 42)	NIA reserves the right to revise the quantity at the time of placing order	As prices are approved for Required Qty as per RFP. Any downward Qty change / reduction will have effect on price ? Request NIA to keep Qty AS IS or if required Increase		It is standard guidelines and Bidder must adhere to the same.
23	11 & 42	12.5: Right to Reorder Components , Point 5 (Page 42)	NIA reserves the right to re-order the components mentioned in the commercial bid during the contract period; the bidder has to supply the components on the commercials submitted post Reverse Auction	Request NIA to delete RE-ORDER Clause due to frequent price change in Hardware / Storage Devices from All OEM and no OEM is willing for Re Order clause at discovered Rates		It is standard guidelines and Bidder must adhere to the same.
24	13	15.2.3	The bidder shall ensure a neat, properly labeled, and high-standard implementation. All activities related to implementation – such as cable laying, lifting, shifting, and other associated tasks – shall b	Is the Bidder Required to give RACKS with PDU or Without PDU		Not required, NIA provides Rack with PDU. However, PDU availability will be confirmed by successful bidder during site survey.
25	13	15.7	Migration Scope of work	Pis confirm post migration Bidder will handover Storage operations to NIA / NIA IT partner ?		NIA IT Partner
26	13	15.7	Migration Scope of work	Pis confirm Postmigration :NIA / NIA IT partner will raise Service Ticket directly on OEM Portal for RMA / any other hygiene activities like Patches updates / upgrades ?		NIA IT Partner will handle day to day activities including raising service ticket, Bidder responsibility is to co ordinate with OEM and align OEM.
27	49	3	Hardware Delivery timelines	Request Hardware Delivery timelines 12 Weeks from the date of PO to Bidder		Please adhere to RFP T&C



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28	13	15.7	Scope clarity ?	Post Migration - As Bidder will handover the Storage ops to NIA / NIA IT Partner ? - Pls confirm there will no No Role for the bidder ?		NIA IT Partner will handle day to day activities including raising service ticket, Bidder responsibility is to co ordinate with OEM and align OEM.
29	33	3	The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression support available. (End to end NVMe)	The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression, encryption enabled on Day1	Please have this feature required from Day-1	Agreed. Addendum will be issued.
30	33	4	System to have minimum Two controllers, configured in Active-Active HA Pair with automatic failover. The failure of one controller should have no impact on the device's performance.	System to have minimum Two controllers, configured in Active-Active HA Pair with automatic failover. The failure of one controller in an HA pair should have no impact on the device's performance including IOPS of 500K & Throughput 6 Cb/s	Please amend the suggested point with specific IOPS and throughput requirements to avoid any potential performance bottlenecks as these are critical applications	Refer addendum for this: The sustained performance of 500,000 IOPS on the entire system is sufficient. In the event of one controller failure, the surviving controller is expected to independently sustain the defined performance of 250,000 IOPS, without any degradation in application performance during failover or takeover operations.
31	33	6	NVMe SSD connectivity must use PCIe Gen3 or higher backend with OEM roadmap for future technology generations.	NVMe SSD connectivity must use PCIe Gen4 or higher backend with OEM roadmap for future technology generations.	True enterprise NVMe storage always are on latest tech starting with PCIe Gen4 and next-generation performance. Please have the point to start with PCIe4	This is to ensure wider participation, so no changes in this clause.
32	34	11	Enterprise-class unified storage must have dual redundant or higher hot-pluggable Active-Active controllers.	Enterprise-class unified storage must have dual redundant or higher hot-pluggable Active-Active controllers with 2 controllers on Day1 expandable upto 12 controllers in RAID 6 or Equivalent in a cluster/fleet and performance and availability of NFS storage should be in line with the proposed array enterprise model of storage.	Please include this point to ensure the solution is covered for scalability from minimum to maximum at any given point in time.	Please adhere to RFP
33	34	12	The All-Flash storage system should be field upgradable to a higher model through data-in-place upgrades or provide the highest series model on day one in case DIP is not possible. Or The All-Flash Storage should be a true scale-out architecture allowing mixing of Controller/Nodes within the same product line with higher configurations.	The storage should be able to refresh after 3/5 years without any migration by just swapping the latest Gen of controllers with same drive - DIP	Please have this point amend as this will reduce storage refresh cost and avoid any migration challenges	This point is already addressed in RFP.
34	34		Failure of a controller must not lead to write-through mode for cache.	Enterprise-class unified storage must have dual redundant or higher hot-pluggable Active-Active controllers. with Minimum 2048GB DRAM based Cache across an HA pair, SSD/Flash cannot be considered as Cache.	Please Specify a minimum RAM capacity of 1 TB per controller to ensure the solution is positioned as enterprise-grade storage, suitable for a production environment with future capacity growth in mind.	Please abide by RFP
35	35	20	System must deliver a minimum of 500,000 IOPS at 8K block size (70:30 read/write ratio) without compression/deduplication and the system must sustain a minimum front-end throughput of 6 GB/s for mixed SAN and NAS workloads using large block(>64 Kb)	The solution shall meet the specified performance requirements with deduplication and compression enabled and encryption enabled at all times	Since the platform will host mission-critical applications and databases, performance must be sustained across all operating scenarios, including HA controller failover events. Hence, please add the comments	Please abide by RFP
36	36	38	System must provide immutable snapshots and native WORM volumes for compliance	System must provide immutable snapshots which protects snapshots from deletion or schedule weakening	Please remove WORM capability, is designed for data retention rather than day-to-day production workloads and is therefore not ideal for use in production environments.	Addendum will be issued.



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48	16	PROJECT SCHEDULE	Migration of data from existing Hitachi, Dell XtremeIO, Dell Powerstore and Netapp AFF A700 and testing post migration by the bidder	Please provide a timeline of 8-10 weeks from the date of basic installation as per clause 5 of the PROJECT SCHEDULE to complete the setup as per this clause	This will help timely and smooth completion of the project	Please adhere RFP T&C
49	18	SLA & Penalty Table - Based on OEM alignment	Delay in OEM Alignment	Please update this to 1 hour for OEM alignment	This will help in better and timely OEM resource alignment	Please adhere RFP T&C
50	30	1.2	(i)The proposed equipment and software (fresh procurement) must not be declared End-of-Support for a minimum period of Seven (7) years from the date of bid submission. (ii)The solution shall be fully upgradable in line with NIA's requirements throughout the contract period and shall carry a minimum support lifecycle of seven (7) years from the date of bid submission. For every 10% increase or decrease of the US Dollar Rate, the approved prices can be revised to the extent of 8% of the approved price but the same would not be applicable to any part thereof, as illustrated under:	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
51	44	2	The enterprise unified storage solution must provide minimum usable capacity at Day 1 for i) SAN/Block storage: 400 TB at DC, 470 TB at DR, and 300 TB at NDR after RAID-6 or equivalent with TLC drives, without using data reduction (deduplication/compression). ii) In addition to SAN requirement in point i) above N/A/S/File storage: 200 TB at DC, 570 TB at DR, and 170 TB at NDR after RAID-6 or equivalent with TLC drives, without using data reduction (deduplication/compression)	Given the current global market volatility and fluctuating USD rates, we recommend revising the allowable variation from ±10% to ±3%	Given the current global market volatility and fluctuating USD rates, we recommend revising the allowable variation from ±10% to ±3%	Please adhere RFP T&C
52	33	1	Each storage system must be capable of scaling to at least 1.5 times of the usable capacity that is requested on Day 1. The storage should be scalable using NVMe flash drives. The solution must support in-place capacity expansion by adding similar or higher-capacity NVMe flash drives within the same storage system as per NIA's requirements.	"As storage technologies have shifted from traditional RAID to Dynamic Resiliency RAID – where protection is no longer dependent on a fixed number of parity drives – we request amending the clause to 'Single Parity' instead of RAID 6."	"As storage technologies have shifted from traditional RAID to Dynamic Resiliency RAID – where protection is no longer dependent on a fixed number of parity drives – we request amending the clause to 'Single Parity' instead of RAID 6."	Please adhere RFP T&C
53	33	2	The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression support available. (End to end NVMe)	The requirement of "scaling to at least 1.5 times of the usable capacity that is requested on Day 1" can be met using both scale-up and scale-out architecture. Request to amend the clause	The requirement of "scaling to at least 1.5 times of the usable capacity that is requested on Day 1" can be met using both scale-up and scale-out architecture. Request to amend the clause	We have not specified any mode of architecture. Bidder may propose the product as per their architecture
54	33	3	SAN & NAS - Controller & Cache (Heading)	Our suggestion on this to please include "The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression support available(End to end NVMe) without any performance trade-offs".	Our suggestion on this to please include "The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression support available(End to end NVMe) without any performance trade-offs".	Please adhere RFP T&C
55	34			Cache expectation from storage is missing in the RFP, For desired performance in RFP, it is recommended to have minimum 1024 GB cache per appliance which is one of the most important parameter to deliver the greater performance because smaller cache pools force the array into higher CPU and media Utilization and will experience more variability under D2 operation & maintenance. . Please include the same.	Cache expectation from storage is missing in the RFP, For desired performance in RFP, it is recommended to have minimum 1024 GB cache per appliance which is one of the most important parameter to deliver the greater performance because smaller cache pools force the array into higher CPU and media Utilization and will experience more variability under D2 operation & maintenance. . Please include the same.	We are expecting only the performance to be obtained satisfactorily without focusing on how each product achieves it



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56	35	20	System must deliver a minimum of 500,000 IOPS at 8K block size (70:30 read/write ratio) without compression/deduplication and the system must sustain a minimum front-end throughput of 6 GB/s for mixed SAN and NAS workloads using large block (>64 kb)	The storage delivering 500K IOPS, 6 GB/s SAN/NAS, is recommended to have minimum 1024 GB cache per appliance. Please include the same. Kindly specify the IOPS required per site as the capacity required varies for DC/DR/NDR	The storage delivering 500K IOPS, 6 GB/s SAN/NAS, is recommended to have minimum 1024 GB cache per appliance. Please include the same. Kindly specify the IOPS required per site as the capacity required varies for DC/DR/NDR	IOPS required at each site is same.
57	36	36	Replication must support both block and file data, encrypted end-to-end.	Request to delete this point as it was discussed during the previous RFP that FC encryption for long-distance links is done at the FCIP/WAN layer, not on the storage array. The system guarantees that all replication traffic between storage arrays is encrypted in flight, but the encryption function resides in the FCIP/WAN devices.	Request to delete this point as it was discussed during the previous RFP that FC encryption for long-distance links is done at the FCIP/WAN layer, not on the storage array. The system guarantees that all replication traffic between storage arrays is encrypted in flight, but the encryption function resides in the FCIP/WAN devices.	Addendum will be issued.
58	38	52	System must support Linux (RHEL, OEL, SUSE, and CentOS), Windows Server, and Solaris with clustering.	Please note, the CentOS provides support via Community, any OS related issues will be handled by Customer through OS Community/Team.	Please note, the CentOS provides support via Community, any OS related issues will be handled by Customer through OS Community/Team.	Agreed. The proposed system must be compatible with mentioned OS versions.
59	38	60	OEM must guarantee a minimum 7 years hardware and software support lifecycle.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
60	38	61	The proposed product must not be End-of-Support (EOS) for at least 7 years from date of delivery at NIA locations guaranteeing a minimum 7 years support life.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
61	16	16.2	Migration of data from existing Hitachi, Dell XtremIO, Dell Powerstore and Netapp AFF A700 and testing post migration by the bidder ( T+15 Weeks )	T+9 to T+15 Weeks (6 weeks) is ideally short for Effective Data Migration, Hence we request for additional 3 weeks i.e T+18 weeks	T+9 to T+15 Weeks (6 weeks) is ideally short for Effective Data Migration, Hence we request for additional 3 weeks i.e T+18 weeks	Please adhere RFP T&C
62	17	16.2	Final Acceptance Testing along with submission of documentation, surrender of licenses, portal access credentials, etc	Please share Final Acceptance testing criteria/Template to be considered	Please share Final Acceptance testing criteria/Template to be considered	Will be shared with the successful bidder
63	42	Part D	Part D: Buyback	Please confirm the qty of Buyback Applicances	Please confirm the qty of Buyback Applicances	Bidder may refer Annexure-16 of the RFP
64	90	ANNEXURE-16	ANNEXURE-16: EXISTING INFRASTRUCTURE - If VM's to be migrated, no. of VM's, data size of the VM, hypervisor version?	please share complete VM Details	please share complete VM Details	Bidder may refer Annexure-16 of the RFP
65	30	1.2	(i) The proposed equipment and software (fresh procurement) must not be declared End-of-Support for a minimum period of Seven (7) years from the date of bid submission. (ii) The solution shall be fully upgradeable in line with NIA's requirements throughout the contract period and shall carry a minimum support lifecycle of seven (7) years from the date of bid submission.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
66	44	2	For every 10% increase or decrease of the US Dollar Rate, the approved prices can be revised to the extent of 8% of the approved price but the same would not be applicable to any part thereof, as illustrated under.	Given the current global market volatility and fluctuating USD rates, we recommend revising the allowable variation from ±10% to ±3%	Given the current global market volatility and fluctuating USD rates, we recommend revising the allowable variation from ±10% to ±3%	Please adhere RFP T&C



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67	33	1	The enterprise unified storage solution must provide minimum usable capacity at Day 1 for i) SAN/Block storage: 400 TB at DC, 470 TB at DR, and 300 TB at NDR after RAID-6 or equivalent with TLC drives, without using data reduction (deduplication/compression). ii) In addition to SAN requirement in point i) above NAS/File storage: 200 TB at DC, 570 TB at DR, and 170 TB at NDR after RAID-6 or equivalent with TLC drives, without using data reduction (deduplication/compression)	"As storage technologies have shifted from traditional RAID to Dynamic Resiliency RAID – where protection is no longer dependent on a fixed number of parity drives – we request amending the clause to 'Single Parity' instead of RAID 6."	"As storage technologies have shifted from traditional RAID to Dynamic Resiliency RAID – where protection is no longer dependent on a fixed number of parity drives – we request amending the clause to 'Single Parity' instead of RAID 6."	Please adhere RFP T&C
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72	36	36	Replication must support both block and file data, encrypted end-to-end.	Request to delete this point as it was discussed during the previous RFP that FC encryption for long-distance links is done at the FCIP/WAN layer, not on the storage array. The system guarantees that all replication traffic between storage arrays is encrypted in flight, but the encryption function resides in the FCIP/WAN devices.	Request to delete this point as it was discussed during the previous RFP that FC encryption for long-distance links is done at the FCIP/WAN layer, not on the storage array. The system guarantees that all replication traffic between storage arrays is encrypted in flight, but the encryption function resides in the FCIP/WAN devices.	Agreed. Addendum will be issued
73	38	52	System must support Linux (RHEL, OEL, SUSE, and CentOS), Windows Server, and Solaris with clustering.	Please note, the CentOS provides support via Community, any OS related issues will be handled by Customer through OS Community/Team.	Please note, the CentOS provides support via Community, any OS related issues will be handled by Customer through OS Community/Team.	Agreed. The proposed system must be compatible with mentioned OS versions.
74	38	60	OEM must guarantee a minimum 7 years hardware and software support lifecycle.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C



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75	38	61	The proposed product must not be End-of-Support (EOS) for at least 7 years from date of delivery at N/A locations guaranteeing a minimum 7 years support life.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
76	16	16.2	Migration of data from existing Hitachi, Dell XtremIO, Dell Powerstore and Netapp AFF A700 and testing post migration by the bidder (T+15 Weeks)	T+9 to T+15 Weeks (6 weeks) is ideally short for Effective Data Migration, Hence we request for additional 3 weeks i.e T+18 weeks	T+9 to T+15 Weeks (6 weeks) is ideally short for Effective Data Migration, Hence we request for additional 3 weeks i.e T+18 weeks	Please adhere RFP T&C
77	17	16.2	Final Acceptance Testing along with submission of documentation, surrender of licenses, portal access credentials, etc	Please share Final Acceptance testing criteria/Template to be considered	Please share Final Acceptance testing criteria/Template to be considered	Will be shared with the successful bidder
78	42	Part D	Part D: Buyback	Please confirm the qty of Buyback Applications	Please confirm the qty of Buyback Applications	Please refer Annexure-16
79	90	ANNEXURE-16	ANNEXURE-16: EXISTING INFRASTRUCTURE - If VM's to be migrated, no. of VM's, data size of the VM, hypervisor version?*	please share complete VM Details	please share complete VM Details	Please refer Annexure-16
80	33	Annexure 2- Point 4 & 20	*As per ANNEXURE-2 Technical compliance, with reference to Point No. 4, the RFP specifies wherein failure of one controller should have no impact on system performance. Additionally, Point No. 20 specifies a minimum performance requirement of 500,000 IOPs at 8KB block size (70:30 read/write ratio)*	Our understanding is as follows, In the event of failure of one controller in the HA pair, the surviving controller is expected to independently sustain the defined performance of 500,000 IOPs. Without any degradation in application performance during failover or takeover operations.	kindly confirm whether this interpretation is correct?	Refer addendum for this. The sustained performance of 500,000 IOPs on the entire system is sufficient. In the event of one controller failure, the surviving controller is expected to independently sustain the defined performance of 250,000 IOPs, without any degradation in application performance during failover or takeover operations.
81					<b>Whether the 5-year support and services will be issued as a single consolidated Purchase Order?</b> Requesting to add the Demerger clause: In case the bidding company/firm is hired off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process.	Single PO will be issued for 5 Years
82	30	Eligibility Criteria	The bidder/bidder parent should have an average annual turnover of at least ₹ 7 Crores for the last three financial years (i.e 2022-23, 2023-24 and 2024-25). It should be an individual company and not a Group of Companies. Bidders should have profit (after tax) in each year. The bidder must have supplied & installed proposed / similar storage solution in at least 3 customers in PSUs/State Government/Central Government/ Autonomous Organizations or BFSI /Large Corporates/Public Listed organizations having a minimum of 1000 employees and an annual turnover of not less than INR 100 crores, in the last 5 years. Out of which at least 2 migrations should have been completed successfully.	Certificate from a CA mentioning turnover and profit/loss for last three financial years (ii) Audited Balance sheet and P&L statement for last three financial years. (Unaudited is acceptable for latest financial year)	<b>The bidder must have supplied &amp; installed proposed / similar storage solution in at least 1 customers in PSUs/State Government/Central Government/ Autonomous Organizations or BFSI /Large Corporates/Public Listed organizations having a minimum of 1000 employees and an annual turnover of not less than INR 100 crores, in the last 5 years. Out of which at least 1 migrations should have been completed successfully.</b>	Please adhere RFP T&C
83	31	Eligibility Criteria				Please adhere RFP T&C



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84	32	Limitation of Liability & Indemnity	<p>The bidder represents and warrants that the repair and maintenance of services/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The bidder agrees that it will and hereby does, indemnify the company from any claim, directly resulting from or arising out of any breach or claimed breach of this warranty. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of bidder for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 100% of contract value.</p>	<p>The bidder represents and warrants that the repair and maintenance of services/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The bidder agrees that it will and hereby does, indemnify the company from any claim, directly resulting from or arising out of any breach or claimed breach of this warranty. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of bidder for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 10% of contract value.</p>	Please adhere RFP T&C
85	30	1.2	<p>(i)The proposed equipment and software (fresh procurement) must not be declared End-of-Support for a minimum period of Seven (7) years from the date of bid submission. (ii)The solution shall be fully upgradable in line with NIA's requirements throughout the contract period and shall carry a minimum support lifecycle of seven (7) years from the date of bid submission.</p>	<p>"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."</p>	Please adhere RFP T&C
86	44	2	<p>For every 10% increase or decrease of the US Dollar Rate, the approved prices can be revised to the extent of 8% of the approved price but the same would not be applicable to any part thereof, as illustrated under:</p>	<p>Given the current global market volatility and fluctuating USD rates, we recommend revising the allowable variation from ±10% to ±3%</p>	Please adhere RFP T&C
87	33	1	<p>The enterprise unified storage solution must provide minimum usable capacity at Day 1 for i) SAN/Block storage: 400 TB at DC, 470 TB at DR, and 300 TB at NDR after RAID-6 or equivalent with TLC drives, without using data reduction (deduplication/compression). ii) In addition to SAN requirement in point i) above NAS/File storage: 200 TB at DC, 570 TB at DR, and 170 TB at NDR after RAID-6 or equivalent with TLC drives, without using data reduction (deduplication/compression)</p>	<p>"As storage technologies have shifted from traditional RAID to Dynamic Resiliency RAID – where protection is no longer dependent on a fixed number of parity drives – we request amending the clause to 'Single Parity' instead of RAID 6."</p>	Please adhere RFP T&C
88	33	2	<p>Each storage system must be capable of scaling to at least 1.5 times of the usable capacity that is requested on Day 1. The storage should be scalable using NVMe flash drives. The solution must support in-place capacity expansion by adding similar or higher-capacity NVMe flash drives within the same storage system as per NIA's requirements.</p>	<p>The requirement of "scaling to at least 1.5 times of the usable capacity that is requested on Day 1" can be met using both scale-up and scale-out architecture. Request to amend the clause</p>	We have not specified any mode of architecture, Bidder may propose the product as per their architecture
89	33	3	<p>The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression support available. (End to end NVMe)</p>	<p>Our suggestion on this to please include "The system must be all-flash NVMe based for enterprise-class performance with data Deduplication, Compression support available(End to end NVMe) without any performance trade-offs".</p>	Please adhere RFP T&C



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90	34		SAN & NAS - Controller & Cache (Heading) System must deliver a minimum of 500,000 IOPS at 8K block size (70:30 read/write ratio) without compression/deduplication and the system must sustain a minimum front-end throughput of 6 GB/s for mixed SAN and NAS workloads using large block(>64 kb)	Cache expectation from storage is missing in the RFP, For desired performance in RFP, it is recommended to have minimum 1024 GB cache per appliance which is one of the most important parameter to deliver the greater performance because smaller cache pools force the array into higher CPU and media Utilization and will experience more variability under D2 operation & maintenance. Please include the same.	Cache expectation from storage is missing in the RFP, For desired performance in RFP, it is recommended to have minimum 1024 GB cache per appliance which is one of the most important parameter to deliver the greater performance because smaller cache pools force the array into higher CPU and media Utilization and will experience more variability under D2 operation & maintenance. Please include the same.	We are expecting only the performance to be obtained satisfactorily without focusing on how each product achieves it
91	35	20		The storage delivering 500K IOPS, 6 GB/s SAN/NAS, is recommended to have minimum 1024 GB cache per appliance. Please include the same. Kindly specify the IOPS required per site as the capacity required varies for DC/DR/NDR	The storage delivering 500K IOPS, 6 GB/s SAN/NAS, is recommended to have minimum 1024 GB cache per appliance. Please include the same. Kindly specify the IOPS required per site as the capacity required varies for DC/DR/NDR	IOPS required at each site is same.
92			Replication must support both block and file data, encrypted end-to-end	Request to delete this point as it was discussed during the previous RFP that FC encryption for long-distance links is done at the FCIP/WAN layer, not on the storage array. The system guarantees that all replication traffic between storage arrays is encrypted in flight, but the encryption function resides in the FCIP/WAN devices.	Request to delete this point as it was discussed during the previous RFP that FC encryption for long-distance links is done at the FCIP/WAN layer, not on the storage array. The system guarantees that all replication traffic between storage arrays is encrypted in flight, but the encryption function resides in the FCIP/WAN devices.	Agreed. Addendum will be issued
93	36	36	System must support Linux (RHEL, OEL, SUSE, and CentOS), Windows Server, and Solaris with clustering.	Please note, the CentOS provides support via Community, any OS related issues will be handled by Customer through OS Community/Team.	Please note, the CentOS provides support via Community, any OS related issues will be handled by Customer through OS Community/Team.	Agreed. The proposed system must be compatible with mentioned OS versions.
94	38	52	OEM must guarantee a minimum 7 years hardware and software support lifecycle.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
95	38	60	The proposed product must not be End-of-Support (EOS) for at least 7 years from date of delivery at NIA locations guaranteeing a minimum 7 years support life.	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	"As per industry standards, product lifecycle is defined by End of Sale (EOS) and End of Support Sale (EOSS), with EOSS typically declared 5 years after EOS. Support beyond that is on a best-effort basis. Hence, we request amending the clause from '7 years' to '5 years'."	Please adhere RFP T&C
96	38	61	Migration of data from existing Hitachi, Dell XtremIO, Dell Powerstore and Netapp AFF A700 and testing post migration by the bidder (T+15 Weeks)	T+9 to T+15 Weeks (6 weeks) is ideally short for Effective Data Migration, Hence we request for additional 3 weeks i.e. T+18 weeks	T+9 to T+15 Weeks (6 weeks) is ideally short for Effective Data Migration, Hence we request for additional 3 weeks i.e. T+18 weeks	Please adhere RFP T&C
97	16	16.2	Final Acceptance Testing along with submission of documentation, surrender of licenses, portal access credentials, etc	Please share Final Acceptance testing criteria/Template to be considered	Please share Final Acceptance testing criteria/Template to be considered	Will be shared with the successful bidder
98	17	16.2	Part D: Buyback	Please confirm the qty of Buyback Appliances	Please confirm the qty of Buyback Appliances	Please refer Annexure-16
99	42	Part D	ANNEXURE-16: EXISTING INFRASTRUCTURE - If VM's to be migrated, no. of VM's, data size of the VM, hypervisor version?	please share complete VM Details	please share complete VM Details	Please refer Annexure-16

Chief Manager,  
IT Department

*Anil K. Reddy*

