

| # | Chapter                          | Section / Sub Section  | Pg. No | Query  | Response to Prebid queries |
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| 1 | 3. Prequalification Criteria     | Eligibility Criteria # 2.1<br>The Prime bidder should have relevant experience in the field of Media & Entertainment Industry ( Broadcasters / Production Houses / OTT Players)  | 95     | We request to revise the close as below.<br><br>Eligibility Criteria # 2.1<br>The Prime bidder should have relevant experience in the field of Media & Entertainment Industry ( Broadcasters / Production Houses / OTT Players) OR in the field of ICT / Data Center IT Infrastructure Projects / Video Surveillance Projects.   | RFP Prevails               |
| 2 | 3. Prequalification Criteria     | Eligibility Criteria # 2.2<br>The Single Entity / Prime Bidder in case of consortium should have minimum 5 Years of experience in undertaking the relevant work related Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response.  | 95     | We request to revise the close as below.<br><br>Eligibility Criteria # 2.2<br>The Single Entity / Prime Bidder in case of consortium should have minimum 5 7 Years of experience in undertaking the relevant work related Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) OR in the field of ICT / Data Center IT Infrastructure Projects / Video Surveillance Projects / as on date of submission of the RFP response.  | RFP Prevails               |
| 3 | 3. Prequalification Criteria     | Eligibility Criteria # 2.2<br>• Work orders/ completion certificate (as applicable) in the name of the bidder showing relevant work experience of past 5 years and above (Counting backwards from 30th September 2019)   | 95     | We request to revise the close as below.<br><br>Eligibility Criteria # 2.2<br>• Work orders/ completion certificate (as applicable) in the name of the bidder showing relevant work experience of past 5 7 years and above (Counting backwards from 30th September 2019)   | RFP Prevails               |
| 4 | 3. Prequalification Criteria     | Eligibility Criteria # 2.3<br><br>The Single Entity / any member of consortium in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years:<br><br>1. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 10 crores and has catered to store and handle not less than 1 PB of data<br>OR<br>2. MeitY empaneled companies with relevant experience in building Data Centers of minimum 1 PB of Data | 96     | We request to revise the clause as below.<br><br>The Single Entity / any member of consortium in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) seven (7) years:   | RFP Prevails               |
| 5 | 3. Prequalification Criteria     | Eligibility Criteria # 2.3<br>• Work orders / completion certificate (as applicable) in the name of the bidder showing work experience of past 5 years and above (Counting backwards from 30th September 2019)   | 96     | We request to revise the clause as below.<br><br>• Work orders / completion certificate (as applicable) in the name of the bidder showing work experience of past 5 7 years and above (Counting backwards from 30th September 2019)  | RFP Prevails               |
| 6 | 3. Prequalification Criteria     | Eligibility Criteria # 2.4<br>The Single Entity / any member of consortium (in case of Consortium) shall have an average annual turnover of INR 50 Cr. From IT related works like building new Data Center or its expansion work, Media asset management from Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response over the last three (3) Financial Years (2016-2017,2017-2018, 2018-2019).   | 96     | We request to revise the clause as below.<br><br>The Single Entity / any member of consortium (in case of Consortium) shall have an average annual turnover of INR 50 Cr. From IT related works like building new Data Center or its expansion work / ICT Projects / IT Services / Video Surveillance / Media asset management from Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response over the last three (3) Financial Years (2016-2017,2017-2018, 2018-2019). | RFP Prevails               |
| 7 | 3. Prequalification Criteria     | Eligibility Criteria # 2.7<br>A Single Entity / Consortium should collectively have minimum 50 Nos. of necessary technical manpower with prior relevant experience of carrying out similar work. The bidder shall distinctly showcase separate teams with CVs for Enterprise solution, Infrastructure development, Private Cloud/ Data Center, Media Asset Management and other verticals mentioned in the RFP   | 97     | We request to revise the clause as below.<br><br>A Single Entity / Consortium should collectively have minimum 50 Nos. of necessary technical manpower with prior relevant experience of carrying out similar work. The bidder shall distinctly showcase separate teams with CVs for Enterprise solution, Infrastructure development, Private Cloud/ Data Center, Media/video Surveillance footage Asset Management and other verticals mentioned in the RFP   | RFP Prevails               |
| 8 | 4. Technical Evaluation Criteria | Relevant Experience # 3.2<br>Relevant work experience in Media & Entertainment Industry ( National Archives of repute/ Broadcasters/ Production Houses / OTT Players) on Media Asset Management, Data Center / Disaster Recovery Center and OTT<br><br>Note: i) Bidders have to provide the Work Order / Completion Certificates/ / signed agreement / purchase order (as applicable) to substantiate their experience claim.  | 99     | We request to revise the clause as below.<br><br>Relevant work experience in Media & Entertainment Industry ( National Archives of repute/ Broadcasters/ Production Houses / OTT Players) on Media Asset Management OR ICT/IT Projects / Data Center IT Infrastructure Projects / CCTV Surveillance Projects / Disaster Recovery Center and/or OTT<br><br>Note: i) Bidders have to provide the Work Order / Completion Certificates/ / signed agreement / purchase order (as applicable) to substantiate their experience claim.           | RFP Prevails               |

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| 9  | Chapter 5: SLA & Payment Milestones # Payment Milestones | <p>1. On Signing of the Contract - 5% of the Project Cost</p> <p>2. On successful submission and acceptance of the Design of Data Center &amp; Software Requirement Specification (SRS) - 10% of Project Cost</p> <p>3. On successful Deliver of all the Hardware equipment's required for Data Center &amp; NES - 25% of Project Cost</p> <p>4. On successful deployment and commissioning of on-premise tier III Compliant Data Center - 10% of Project Cost</p> <p>5. Post successful testing and Go-Live of NFAI Enterprise Solution and Mobile App (at the end of each year) - 4% of Project Cost at the end of each year, for five years</p> <p>6. Training of NFAI staff (post the period of two years after go-live of NES) - 10% of the remainder payment after successful training of NFAI staff to use the software</p> <p>7. Operation and Maintenance of the Data Center &amp; Enterprise solution to start after project go live - 20% of the remainder project value will be paid at the end of each quarter for the O&amp;M period</p> | 110    | <p>We request to revise the clause as below.</p> <p>1. On Signing of the Contract - 5% of the Project Cost</p> <p>2. On successful submission and acceptance of the Design of Data Center &amp; Software Requirement Specification (SRS) - 10% of Project Cost</p> <p>3. On successful Deliver of all the Hardware equipment's required for Data Center &amp; NES - 50% of Project Cost</p> <p>4. On successful deployment and commissioning of on-premise tier III Compliant Data Center - 5% of Project Cost</p> <p>5. Post successful testing and Go-Live of NFAI Enterprise Solution and Mobile App (at the end of each year) - 5% of Project Cost on the Go-Live</p> <p>6. Training of NFAI staff (post the period of two years after go-live of NES) - 5% of the remainder payment after successful training of NFAI staff to use the software in two months from the Go-Live Date</p> <p>7. Operation and Maintenance of the Data Center &amp; Enterprise solution to start after project go live - 20% of the remainder project value will be paid at the end of each quarter for the O&amp;M period</p>  | RFP Prevails  |
| 10 | 2  | 5.4.2  | 22     | <p>There are around 500 titles on LTO4 tapes. We assume that the content of the existing tapes will be made available in one of the formats of the access copies and that confirming lip-sync and creating access copies or DCPs is not part of this project. Kindly confirm this assumption.</p>   | <p>It is not in the scope of the MSI to create the access copy. Access Copy shall be provided to bidder by NFAI</p> |
| 11 | 2  | 14   | 42     | <p>We suggest hosting email servers on-site is not recommended. Using a cloud service provider such as Microsoft 365, Zoho, Google My Business etc. are much better options for world class user experience. Separately, we suggest Messaging services has close connection with internal workflows and policies that are not necessarily concerned with the rest of scope of this tender. We suggest that this requirement be dealt with separately.</p>   | <p>MSI to propose their Solution as long as the desired output &amp; SLA's are met as mentioned in the RFP</p>      |
| 12 | 2  | 1  | 16     | <p>The overall scope of work is broad and a Program approach would help NFAI and its vendors to manage the project more effectively. By this we mean, the overall scope can be considered as part of a Program, which can be executed in different phases. Different parts can be dealt with in each phase. As a broad e.g. the breakup into phases can be as follows -<br/>                     Phase 1 - The initial building block which is the DC itself, the LTO system and the 2PB storage along with core media handling software such as DCP, transcoding, LTO Management/Archiving etc. This broadly is the core infra.<br/>                     Phase 2- The DAM, and internal streaming and relevant applications. These broadly are the core applications.<br/>                     Phase 3 - Numerous features with significant future utility such as the streaming to external users, DCP online publishing etc. can be considered as Phase 3. These broadly are the enhanced/advanced features.</p> <p>A phased approach will reduce the risk in the project at every stage. With the ability to focus on delivery milestones and QC/UT of each stage would allow better outcomes. Also, on execution of each phase, NFAI's various stakeholders would go through learning and adaptation. Doing requirement gathering for each next phase once the previous one is complete, will allow a solution persistent with the needs/ experiences of different stakeholders in NFAI.</p> | RFP Prevails  |
| 13 | 2  | 15.3.4.1   | 48     | <p>We assume that the process to make the DCP titles available for download to other organizations will involve a request over email, manually loading the required DCP titles to hot storage and making it available for the customer at the download site. Kindly confirm.</p>  | <p>The DCP request shall be made via DCP on Demand module of NES through an online request.</p>                     |

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| 14 | 2       | 15.3.1.22             | 46     | For integration with the RFID based tracking system, it is assumed that the existing system has the capability of programmatic integration via an API. Such an API must have been provided by the RFID system vendor. Kindly confirm.  | API from the RFID vendor will be made available which MSI will be required to consume. However, any API required from the MSI for the purpose of successful integration, shall be responsibility of the MSI. |
| 15 | 2       | 15.3.6                | 51     | CDN, Payment gateways, and SMS gateway pricing is dependent on the volume of transactions. It is assumed that NFAI will own the accounts and clear the invoices relating to the operational costs of these gateways as per the usage outside of the commercials of this tender. Kindly confirm.  | CDN, Payment gateway, SMS gateway and related accounts will be in the name of NFAI and shall be managed by MSI for the period of the project. All cost related to these services shall be borne by the MSI   |
| 16 | 2       | 15.3.2 / 8            | 47     | Please elaborate on the functionality or if possible the detailed specification of this requirement.   | Meta Data Tagging shall also be done using AI tagging along with learning capabilities   |
| 17 | 2       | 15.3.2 / 19           | 48     | Enabling complete offline viewing on the web is not recommended as it is not possible to guarantee security of the content using techniques like DRM. (Such offline features are only made available on mobile phones by most reputed streaming services such as YouTube etc.) Kindly consider scrapping the offline viewing for web functionality for these reasons.  | Refer Corrigendum  |
| 18 | 2       | 15.4.1.1 / 6          | 52     | The requirement is quite vague. Please provide specific use cases or detailed client expectations.   | Use cases like metadata search post tagging, voice enabled search from mobile application as well as user trend analysis etc.  |
| 19 | 2       | 15.4.1.3 / 7          | 54     | Please elaborate on "Workflow routing as per need"   | Workflow routing is required for authentication before data gets published on the portal / creation of user groups / etc.  |
| 20 | 2       | 15.8.12               | 78     | Pl confirm peak users (internal and external) are also for video streaming part of the solution. If yes, we do not need CDN as part of the scope of the OTT platform.  | If the peak load exceeds the defined threshold. The change management clause shall be invoked as mentioned in the corrigendum-1 of the RFP post due consultation   |
| 21 | 2       | 15.8.12               | 78     | What exactly is the vendor expected to do if loads for streaming are above 100 users. Is the 101th user supposed to be shown a message and the service be declined?  | Refer Corrigendum  |
| 22 | 2       | 15.8.12               | 78     | The standard industry practice is to host streaming in the cloud and to create streaming capacity based on near-term anticipated traffic. Streaming is not performed from an on-premise DC. NFAI should reconsider hosting 'streaming for external users' from on-premise DC.  | RFP Prevails   |
| 23 | 2       | 15.8.12               | 78     | Streaming for internal users is appropriately the part of the program at the very start. External users should considered as part of the next phase of this program i.e. should be a separate use case and should be handled at the right point in time. Also, external user case is very likely to be hosted in the cloud anyway.   | RFP Prevails   |
| 24 | 2       | 15.3.5                | 50     | What security standards are mandated for external access? Pl clarify the DRM standards expected to be utilized for the portal and OTT content.   | The MSI shall implement DRM such that the security of the content is never compromised   |
| 25 | 2       | 2.3.1                 | 18     | "tentative time is 3 months post start of live ops of Data Center".. Kindly define live ops of Data center.  | Project Go Live is 6 months from date of signing of contract<br>Go-Live is the date when DC,DR & NES are commissioned  |
| 26 | 2       | 15                    | 43     | "tier 3 DC within 6 months from date of signing of contract". After these 6 months, if this sentence is read along with 2.3.1, then the application should start within 3 months. Kindly confirm.  | Project Go Live is 6 months from date of signing of contract<br>Go-Live is the date when DC,DR & NES are commissioned  |
| 27 | 2       | 14                    | 42     | Messaging service according to index should have been Numbered as '15' Not 14. Kindly correct.   | Refer Corrigendum  |
| 28 | 2       | 15.7.5.11             | 67     | Not all following resources are required on-premise. With updated technologies and security standards, remote management of all applications is more secure. The fewest people should be allowed at the Data Center site. This is especially true for resources such as 'Programmers', 'DB Experts' etc.<br>- Project Manager • Business Analyst • Solution Architect • Programmer • Database Expert - seem to be required on-premise. | Refer Corrigendum  |

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| 29 | 2                | 15.3.4   | 49     | In the figure shown on this page - a CDN has been used. Given that NFAI's DCP would not be for 'new films for theatrical release' and would be downloaded at no more than 2 to 3 destinations, why should we consider a CDN?   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |
| 30 | 5                | 1  | 110    | The capex of this project including software licensing fee is much higher than 60-70% of the total cost. Based on the current payment terms, It is implied that the vendor should pay for project capex, which would increase the financing expenses as well as risk mitigation expenses at vendor end. This might not be optimal for NFAI. Our request is - that Payment terms should be so as allow capex amounts to be freed up on successful installation. | RFP Prevails   |
| 31 | 2                | 15.3.5   | 51     | Media copyright license deals are geography specific. What geographical restriction policies should the OTT platform support? Also, how do we decide which titles can be made available for public viewing from a copyright perspective?   | There shall be no geographical restrictions( Apart from those notified by GoI) on the OTT Platform. Not in the scope of the MSI to decide. NFAI shall provide titles which need to be uploaded to the OTT Platform |
| 32 | 1. Scope of work | 1. Background 1.1. NFAI has a huge collection of assets related to films, deposited/acquired through various sources. These assets include Film Reels, Posters, Books, Pamphlets, magazines etc. As a part of NFHM project, landmark films are undergoing digitization and restoration while non-filmic assets are being digitized. These digitized assets will be stored in the On-Premise Tier III Compliant Data Center built exclusively for NFAI. The process for digitization and restoration of the selected films and their hosting on an enterprise solution is illustrated as below: | 16     | Please share the existing Architecture which bidder has to migrate from existing System to new system.   | Currently there is no existing system from which the MSI has to migrate from.<br>All digitized & Restored titles will made available to the MSI on LTO Tapes to be injected on to the OTT platform                 |
| 33 | 1. Scope of work | 1.2. The MSI will be required to manage different file formats post their output from digitization and restoration stage, as follows:  | 16     | Request you to kindly share the sizing of each media film in GB, TB etc.   | Refer Corrigendum  |
| 34 | 1. Scope of work | 2.2.4. Purpose of setting up the DR is to have a storage to be used for preservation of media assets. So, the DR will have synchronized backup of the Access copies (Refer Chapter 2: Section 1). The Storage Capacity requirement is estimated to be 2 PB.  | 18     | Is the bidders understanding is the data replication from DC to DR site will be Asynchronized and data synchronization will be depending upon the RPO of 24 Hours RFP Prevails.  | Refer Corrigendum  |

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| 35 | 2.Scope of work  | NFAI Disaster Recovery center shall be a 100% replica of the Data center in Pune. Details of the location of Disaster Recovery Center shall be shared in due course by NFAI.   | 19     | As per our understanding DR is on bidders cloud and this clause conflicts please confirm whether DR will be on the premise on bidder or on NFAT's premise  | Refer Corrigendum   |
| 36 |                  | The MSI is required to build, operate and maintain an On-Premise tier-III Data center and cloud based Disaster Recovery Center at NFAI premises  | 20     |  | Refer Corrigendum   |
| 37 | 1. Scope of work | 4. Backup / Restore Services Design, Procure, implement, operate and maintain the shared backup and restore components and provide backup and restore services to the user department.                                       | 21     | Request you to kindly share backup policies based on that will design the backup solution.   | Refer Corrigendum   |
| 38 | 1. Scope of work | 4. Backup / Restore Services Design, Procure, implement, operate and maintain the shared backup and restore components and provide backup and restore services to the user department.                                       | 21     | The backup at DR site will be done at the time of DR Site in active mode, please confirm.  | The Backup of DR Site will be done in active mode   |
| 39 | 1. Scope of work | 9. Messaging Services Provide Unified Messaging Services to the authorized users of NFAI.  | 21     | Please share the total number of authorized users.   | 15 Authorized Users   |
| 40 | 1. Scope of work | 5.1.4. The data center should be in compliance with Tier-III standards of Uptime Institute.  | 21     | To built the datacenter as per Uptime standard will take minimum 6 to 8 months time lines to do the multiple audits of the datacenter as per Uptime standards, request you to kindly extend the project delivery time line for NON-IT infrastructure i.e. 8 Months from the date of contract sign. | RFP Prevails  |
| 41 | 1. Scope of work | 5.2.2. Disaster Recovery center shall be a 100% replica of DC.   | 22     | Please confirm the other components like - Compute and Network and security as well bidder has to considered as 100% replica of DC Site.   | Yes. MSI to consider 100 % replica of DC including compute, network & security  |
| 42 | 1. Scope of work | 14. Messaging services The MSI shall provide messaging services to all the authorized users specified by NFAI. The bidder shall be responsible for designing, implementing and maintenance of the entire messaging solution. | 42     | Request to kindly share the quantity of the Messaging services on monthly / yearly basis.  | The messaging services shall be based on the no of registered users and shall change dynamically as per the user base |

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| 43 | 2.Scope of work   | Portal should be interoperable with industry standard databases (Oracle, DB2, Microsoft etc.)  | 47   | DB2 is available only with specific vendor, Requesting you to remove the DB2 database   | Refer Corrigendum   |
| 44 | 2.Scope of work   | Content Delivery System  | 49   | Are you targeting a specific region, or is the audience located globally?   | Yes the Audience is located Globally  |
| 45 |   |  |  | Do you require this for Streaming or Downloads?   | Streaming & Downloading. Downloading is only for DCP Files which are on demand basis.                         |
| 46 |   |  |  | If you need streaming, is this for Live or on demand streaming?   | On Demand Streaming   |
| 47 |   |  |  | What Format are you looking to stream at(QT, WM, Real, Flv, Mpeg4, 3GP) ?   | Will depend on the encoding used by the MSI   |
| 48 |   |  |  | Number of Views per month.?   | Refer Corrigendum   |
| 49 |   |  |  | How much bandwidth do you consume on your website(s) per month? ( Traffic in GB or TB)?   | Website Currently is a Dynamic website  |
| 50 |   |  |  | Video Encoding bit rate in kbps (industry average 300 kbps) ?   | For streaming purpose 1080p Bit Rate - Min. 8Mbps, 720p - Min. 5Mbps, Min. 480p - Min. 2.5 Mbps for streaming |
| 51 |   |  |  | Viewing length per event .?   | Approx. : 1. Feature Film - 130 Minutes<br>2. Short Film - 45 Minutes   |
| 52 |   |  |  | URL on which the stream/video/event will be running?  | Currently not available   |
| 53 |   |  |  | Where is your site hosted?  | National Informatics Center (NIC DC)  |
| 54 |   |  |  | How many data centers do you have and where are they located?   | Currently not available   |
| 55 |   |  |  | No. of Images capture per month.?   | Refer Corrigendum   |
| 56 |   |  |  | One Image size – KB/MB.?  | Refer Corrigendum   |
| 57 |   |  |  | No of Videos captures per month.?   | Based on the Digitization & Scanning Output. Approx. . 213 films will be captured per month                   |
| 58 |   |  |  | One Video size in MB/GB.?   | Approx. - 0.08 TB per title in Full HD resolution of Feature Film - 130 Minutes duration                      |
| 59 |   |  |  | An average monthly space required to store images.?   | Refer Corrigendum   |
| 60 |   |  |  | An average monthly space required to store video files.?  | Based on the Digitization & Scanning Output   |
| 61 | An average quarterly space required to store images and videos.?  | Refer Corrigendum  |  |   |   |
| 62 | Concurrent users.?  | RFP Prevails   |  |   |   |
| 63 | Retention period for the data to be stored on CDN storage.?   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |  |   |   |
| 64 | Is the content on the website for which CDN is required, is Dynamic or Static?  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |  |   |   |
| 65 | If the content is dynamic, how frequently the data is changed and how is it changed (are the end users allowed to upload the data or your employees uploads the data).? | The content is not dynamic once uploaded. Only authorized employees can upload the data  |  |   |   |
| 66 | In case of Images & Videos, are you looking for any kind of transcoding features.?  | Yes.   |  |   |   |
| 67 |   | After uploading the images/videos data on CDN, are you looking at providing features like editing & saving a copy.?  | No Data shall be edited / saving post upload |   |   |
| 68 | 1. Scope of work  | 15.4.1.4. Audit Trail: i. An audit trail (also called audit log) is a security-relevant chronological record, set of records, and/or destination and this feature will log all the user transactions across all the application modules with date-time stamps, creator, editor and details of data added/changed/deleted. This will complement the security & integrity of the eco-system. source of records that provide documentary evidence of the sequence of activities that have affected at any time a specific operation, procedure, or event. | 54   | Request to kindly share the online and offline logs storage policies. Like Online Logs Storage for 3 Months and Offline Log Storage will be 6 Months. | Logs to be stored on the storage perpetually  |

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| 69 | 1. Scope of work          | 15.4.1.6. Notification: notification & alerts over email and/ or SMS etc. will be offered across all the applications.  | 54     | Request to kindly share the quantity of the SMS services on monthly / yearly basis.   | Volume of SMS may vary based on the usage of the application. Please note that the peak users at any point of time to begin with will be 500 |
| 70 | 1. Scope of work          | 15.4.1.7. Security Information and Event Management i. One single syntax that can be used universally for search queries, alerts, reports or dashboards.  | 55     | Request to kindly share the online and offline logs storage policies. Like Online Logs Storage for 3 Months and Offline Log Storage will be 6 Months. | Logs to be stored on the storage perpetually   |
| 71 | 1. Scope of work          | ix. DR Tools and Applications: Design and document an efficient disaster recovery solution in lines with the requirements of NFAI and as per the RTO of 24 Hour and RPO of 24 Hours. MSI has to study the existing application and IT infrastructure setup at primary site and suggest on hardware requirements at DR site that would meet the overall RTO and RPO objectives of applications in event of disaster. | 60     | Request to kindly share the data size and Daily Generated Data size to size the P2P link RFP Prevails rpo of 24 hours and rto of 24 Hours.            | Refer Corrigendum  |
| 72 | 2.Scope of work           | DC should have built-in redundancy mechanisms for high availability   | 63     | Kindly confirm do you want DR in high availability .  | High Availability not required for DR  |
| 73 | 2.Scope of work           | At least first 3 DR drills to be conducted by OEM after successful implementation of proposed solution and training to be given to the NFAI staff and later handover to MIS for daily operations.   | 64     | Kindly mentioned the DR drill duration  | Refer Corrigendum  |
| 74 |                           |   |        | Kindly mentioned the frequency for DR drills  | Refer Corrigendum  |
| 75 | 2.Scope of work           | The Project Manager & Business Analyst are expected to be deployed at NFAI's premises from the date of commencement of the project  | 67     | Kindly mentioned the following things related to the manpower:<br>1)Qualification<br>2)Work Experience<br>3)salary<br>4)Working hour                  | RFP Prevails   |
| 76 | 2.Scope of work           | Storage-Data Center is approximately 2 Petabytes  | 59     | In the NFAI Data center architecture diagram it is shown 100 PB storage and given is of 2PB so kindly confirm total storage for Data center           | Refer Corrigendum  |
| 77 | 2.Scope of work           | NFAI Data Center Reference Architecture   | 133    |   | Refer Corrigendum  |
| 78 | 1. Technical Requirements | 1.1. Design Description • Internet connectivity is proposed from two different service providers.   | 133    | Please confirm the Internet Connectivity is from two different services provider i.e. 1 Gbps x 2.   | Yes. The internet Connectivity shall be from two different service providers   |

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| 79 | 1. Technical Requirements                   | 2.1.2. NOC and Helpdesk Room This room will have all the necessary arrangements for the Database, Systems, Application and other Server Administrators. Per shift it is expected to employ one administrator for each of the categories. DC shift operators taking care of daily operational activities of DC will use this area. There will be one Data Center In charge per shift sitting in this area along with shift operators (one each for specific activities like backup, daily Data Center administration / operations etc.)  | 135    | Please confirm the number of Helpdesk users will able to create the ticket at same time.  | ONE                        |
| 80 | 1. Technical Requirements                   | 2.1.3. Backup & Media Storage Area This area will be used for storing all backed up Digital Linear Tapes (DLT). This area will house a 3 x 3 x 6 Feet fireproof cabinet for storing roughly 350 tapes. It is also highly recommended to have an offsite back up location at some suitable place. The offsite backup place should also have a fire and heat proof safe cabinet.  | 135    | Please confirm the fireproof cabinet bidder has to proposed the both sites i.e. DC site DR Site.  | Refer Corrigendum          |
| 81 | 3. Prequalification Criteria<br>Sr. No. 2.3 | The Single Entity / any member of consortium in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years:<br>1. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 10 crores and has catered to store and handle not less than 1 PB of data<br>OR<br>2. MeitY empaneled companies with relevant experience in building Data Centers of minimum 1 PB of Data<br><br>Note: Bidders who have built their own Physical Data Centre (DC/DR), for commercial use will be considered. | 97     | Kindly amend the clause as :<br>The Single Entity / any member of consortium in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years:<br>1. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 10 crores and has catered to store and handle not less than 500 TB of data<br>OR<br>2. MeitY empaneled companies with relevant experience in building Data Centers of minimum 500 TB of Data<br><br>Note: Bidders who have built their own Physical Data Centre (DC/DR), for commercial use will be considered. | RFP Prevails               |
| 82 |   | On successful deployment and commissioning of on-premise tier III Compliant Data Center - 10% of Project Cost   |        | We request you to amend the same as " 35% of Project Cost"  | RFP Prevails               |



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| 83 |         | Post successful testing and Go-Live of NFAI Enterprise Solution and Mobile App (at the end of each year) - 4% of Project Cost at the end of each year, for five years   | 111    | We request you to amend the same as " 2% of Project Cost at the end of each year, for five years"  | RFP Prevails               |
| 84 |         | Training of NFAI staff (post the period of two years after go-live of NES) - 10% of the remainder payment after successful training of NFAI staff to use the software   | 111    | We request you to amend the same as " 5% of the remainder payment after successful training of NFAI staff to use the software"   | RFP Prevails               |
| 85 |         | Operation and Maintenance of the Data Center & Enterprise solution to start after project go live - 20% of the remainder project value will be paid at the end of each quarter for the O&M period   | 111    | We request you to amend the same as " 10% of the remainder project value will be paid at the end of each quarter for the O&M period"   | RFP Prevails               |
| 86 |         | A Single Entity / Any member in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years:<br>An Order Value (including IT and NonIT but excluding basic building structure cost) of not less than Rs.10 crores and has catered to store and handle not less than 1 PB of data                 | 183    | We request you to amend the same as " A Single Entity / Any member in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years:<br>An Order Value (including IT and NonIT but excluding basic building structure cost) of not less than Rs.10 crores. Bidder must have supplied the storage of 1 PB or more usable capacity storage. | RFP Prevails               |
| 87 |         | A Single Entity / Any Bidder (in case of Consortium) shall have an average annual turnover of INR 50 Cr. From IT related works like building new Data Center or its expansion work, Media asset management from Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response over the last three (3) Financial Years (2016-2017,2017-2018, 2018-2019). | 184    | We request you to amend the same as " A Single Entity / Any Bidder (in case of Consortium) shall have an average annual turnover of INR 30 Cr. From IT related works like building new Data Center or its expansion work, Media asset management from Media & Entertainment Industry (Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response over the last three (3) Financial Years (2016-2017,2017-2018, 2018-2019).  | RFP Prevails               |

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| 88 |         | A Single Entity / a Consortium of entities is allowed where each entity should be incorporated / registered in India, under the Companies Act 1956/2013, or an LLP registered under the LLP Act 2008   |        |   | RFP Prevails               |
| 89 | 2.1     | The Prime bidder should have relevant experience in the field of Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players)   |        | Request to change to either consortium partner need to have relevant experience   | RFP Prevails               |
| 90 |         | Note: • The consortium cannot be more than 3 members (including Prime Bidder)<br>• All members of the consortium should be jointly and severally liable for execution of the work.   |        |   | RFP Prevails               |
| 91 | 2.2     | The Single Entity / Prime Bidder in case of consortium should have minimum 5 Years of experience in undertaking the relevant work related Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response.  |        | Request change from Prime Bidder in case of consortium to either consortium partner.  | RFP Prevails               |
| 92 | 2.3     | The Single Entity / any member of consortium in case of consortium should have commissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years:<br>1. An Order Value (inclcommissioned and installed at least one Data center project that meets any of the two below mentioned requirements during the last Five (5) years: 1. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 10 crores and has catered to store and handle not less than 1 PB of data<br>OR<br>2. MeitY empaneled companies with relevant experience in building Data Centers of minimum 1 PB of Data Note: Bidders who have built their own Physical Data Centre (DC/DR), for commercial use will be considered. |        | Yotta Infrastructure Solution LLP is registered as startup under Department of Industrial Policy & Promotion (DIPP).<br><br>Please refer DIPP Certificate for being recognized as Start-Up in the Enclosure. Since applying as a Start-Up, following exemptions are provided and hence this criteria is not applicable to us Exemption from Prior Experience/Turnover: In order to promote startups, the Government shall exempt Startups from the criteria of "prior experience/ turnover" without any compromise on the stated quality standards or technical parameters. | RFP Prevails               |
| 93 | 2.4     | The Single Entity / any member of consortium (in case of Consortium) shall have an average annual turnover of INR 50 Cr. From IT related works like building new Data Center or its expansion work, Media asset management from Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response over the last three (3) Financial Years (2016-2017,2017-2018, 2018-2019).   |        | Ok  | RFP Prevails               |

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| 94  | 2.5   | The Single Entity / all members of consortium in case of consortium should not have been blacklisted by any State Govt. or Central Govt. department and organization in India or abroad as on date of submission of this bid.  |        | Ok   | RFP Prevails  |
| 95  | 2.6   | The Single Entity / any member of consortium in case consortium should possess a CMMI Level 3 certificate or higher valid certificate on the date of submission of bid.  |        | Request Relaxation in compliance with the DIPP circular issued by the GOI as mentioned for point 2.3   | RFP Prevails  |
| 96  | 2.7   | A Single Entity / Consortium should collectively have minimum 50 Nos. of necessary technical manpower with prior relevant experience of carrying out similar work. The bidder shall distinctly showcase separate teams with CVs for Enterprise solution, Infrastructure development, Private Cloud/ Data Center, Media Asset Management and other verticals mentioned in the RFP |        | Ok   | RFP Prevails  |
| 97  | 2.8   | The Single Entity / any member of consortium should submit the Manufacturers Authorization Form for all hardware they are to commission for the project  |        | Ok   | RFP Prevails  |
| 98  | 15.4.1.7  | Security Information and Event Management  | 56     | As an industry best practice, Is it fine to estimate the sizing with an average Log size of 500 bytes. Kindly confirm the understanding.   | MSI may estimate appropriate log sizing based on industry best practices & syslog standards   |
| 99  | 15.4.1.7  | Security Information and Event Management  | 56     | As an industry best practice, The SIEM and UBA solution has to be considered for DR Site and also in HA in Production. we propose NFAI to consider at least 3 replications of data for the Security solution to be stored - 1+1 in DC and 1 in DR (considering this as minimum replication of data)<br>Kindly confirm the understanding. | Since the HD Copy injected in the Data Center is already present on the LTO Tape drive which also the out put of the digitization process. Hence 3 replications of Data is not required |
| 100 | 15.4.1.7  | Security Information and Event Management  | 56     | For the SIEM, UBA and data analytics solution given the size of the overall project, is it fair to estimate the overall volume to be 2500 EPS. Kindly confirm the understanding.   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 101 | 15.4.1.7  | Security Information and Event Management  | 56     | As an industry standard we propose NFAI to consider 10% y-o-y EPS increment.   | MSI to propose appropriate Solution that is scalable considering the y-o-y growth with no additional cost   |
| 102 | 15.4.1.7  | Security Information and Event Management  | 56     | As an industry best practice, Shall we consider the logs retentions for the given SIEM UBA and BI Platform to be as online 90 Days and offline 180 Days? Please confirm.   | Logs to be stored on the storage perpetually  |
| 103 | 15.4.1.8  | SIEM, UBA & BI platform preferably should be delivered by single OEM.  | 57     | On Page 43 of RFP, BI & Analytics is mentioned twice in OTT Common Services and Security solution architecture.<br>Kindly confirm if the BI & Analytics platform is envisaged for security solution also along side SIEM and UBA? We recommend this to be a mandatory requirement. Kindly confirm the understanding.                     | RFP Prevails  |
| 104 | 15.4.1.8  | SIEM, UBA & BI platform preferably should be delivered by single OEM.  | 57     | A functionality of BI and Analytics is required from the OTT platform solution which is not a part of the Security solutions. Please confirm that this should be acceptable if not from the same OTT OEM provider.<br>Kindly confirm the understanding.  | RFP Prevails  |
| 105 | 15.4.1.2  | BI & Analytics (Security Portion)  | 53     | The current understanding is that the use cases will be defined during the implementation phase. As an industry standard a maximum of 5 use cases shall be implemented as part of BI and analytics scope. Kindly confirm the understanding.  | MSI shall submit the possible use cases for the scope mentioned in the RFP & NFAI reserves the rights to validate & approve the same  |
| 106 | 2.2. NFAI Disaster Recovery Center/ Page No. 18             | Additional Clause  | 18     | Disaster Recovery should be hosted on MeitY empaneled (GCC) cloud and also separate cage and isolated space to be provided by CSP with physical and logical security .   | Yes. The understand is right.   |
| 107 | 5.3.LTO Library and Maintenance / Page 22                   | 5.3.1. To develop, operate and maintain Robotic library/ automated system for LTO tapes provided by NFAI.  | 22     | Request you to provide detail of backup solution i.e. Backup SW detail & Tape library make/model with Interface type.  | RFP Prevails  |
| 108 | 5.3.LTO Library and Maintenance / Page 22                   | 5.3.2. To develop, operate and maintain LTO drive interface to transfer content from LTO to local storage as per requirement.  | 22     | Request you to share the LTO drive interface type  | MSI to propose LTO drive interface based on the proposed solution and LTO type mentioned in the RFP   |
| 109 |   | General Query  |        | Please clarify, do we need to factor similar backup solution at DR site, if yes request you to share the requirement   | NO  |
| 110 | 5.3.LTO Library and Maintenance / Page 22                   | 5.3.3. MSI should be responsible for hardware upgradation.   | 22     | Requirement is not clear, can you please provide more detail.  | Refer Corrigendum   |
| 111 | 15.7.5.2. Infrastructure Components / Page 59 /Vii. Servers | vii. Servers: Servers & Workstations are part of the IT infrastructure; capacity planning are done based on application prerequisites. Server specification details are provided in technical specifications.  | 59     | Please clarify, do bidder need to propose the physical server based on proposed application stack or bidder is free to choose and virtualize application instances based on application sizing and requirement.  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |

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| 112 |   | Storage: as mentioned above, storage will play the most pivotal role among all the components across the layer to shape up the IT Eco-system. The storage system can be a mix of Drive, Disc based storage and LTO or a Drive Based Storage system only. Capacity and deployment strategy depend on the number of assets and their file formats etc. The planning includes both Data Centre as well as cloud-based Disaster Recovery Centre. The effective storage capacity required for the Data Center is approximately 2 Petabytes and the effective capacity required in the Disaster Recovery Centre is 2 Petabyte. Both the Storage system should be scalable for future size increase. The storage for this project would need an enterprise grade equipment with build in redundancies and scalability to meet growing demands in a short span of time. The overall storage requirement would be governed by the sizing provided by application vendors and storage required for the infra applications and operations use. This replication would form one of the basic building blocks for the DR solution. Some guiding principles while selecting the storage would be as below:<br>a)Provide Active-Active design for storage replication with auto failover<br>b)It should support replication in both direction with auto synchronization after failover<br>c)Provide no single point of failure<br>d)Should support auto-tiering features<br>e)Should be scalable in the near future<br>f)Storage should be capable to support mix of SSD, SAS and NL SAS for future use.<br>g)Should have a simple GUI for complex functions and a command line interface as well<br>h)Should be power efficient with high performance and capacity<br>i)Solution should provide FC connectivity for host access<br>j)Should meet capacity and performance requirement<br>k)Should be able to do aggregation for multiple devices to act as one<br>l)Should have real-time monitoring with no degradation of database engine performance<br>m)Should have readily available api/hooks to integrate with leading EMS solutions. |        | a) Request you to please modify and read the clause as " Provide Active-Active design for storage replication with auto failover offering a single Microcode / operating system instead of multiple microcodes/ Operating systems."<br>b) Request you to please modify and read the clause as "It should support replication in both direction along with encryption while replicating data with auto synchronization after failover."<br>c) Request you to please modify and read the clause as " Should support auto-tiering features either internally or externally."<br>d) Request you to kindly modify and read the clause as "Should be scalable in the near future allowing mixing of Controller/Nodes within same product line with higher configurations and field upgradeability to a higher model through data-in-place upgrades"<br>e) Request you to please modify and read the clause as "Storage should be capable to support mix of SSD, SAS and NL SAS for future use along with re-usage of Disk Shelves with higher models of the same product line"<br>f) Request you to please modify and read the clause as " Should be power efficient with high performance and capacity providing in-line as well as post process block level data de-duplication, compression and compaction for all kinds of data on both block and file."<br>g) Request to please modify and read the clause as "Should meet capacity and performance requirement with Quality of Service feature that can adapt to simplification for both Block and File."<br>h) Request you to please modify and read the clause as "The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity."<br>i) Request you to please modify and read the clause as " Should have readily available api/hooks to integrate with leading EMS solutions. Also, it should support data at rest encryption with either with On-board Key Manager or External Key Manager, supporting FIPS 140-2 level encryption, (UEFI) secure boot, MFA , SHA-2 level security, SEC 17a-4(f) rule, FINRA, and CFTC etc. to ensure better security and compliance" | RFP Prevails   |
| 113 | 15.7.5.2. Infrastructure Components / Page 60 / Point-8 | DPX to Mezzanine Transcoding Components will be installed here. 3 Servers in 1:1 High Availability  | 60     | Please clarify, bidder need to propose 3 servers or 2 servers in 1:1 HA   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 114 | x. Back and Restore: / Page 60                          | MSI should provide shared disk-based backup services & flexibility to accommodate variable data backup usage. MSI to specify a detailed plan of backup of server data. This will include backup frequency, retention policy, media storage policy, off-site backup policy, etc.   | 60     | Request you to consider and define standard backup policies in RFP document<br>> Full Backup - Weekly with 1 month retention on appliance<br>> Incremental Backup - Daily with 15 days retention on appliance<br>> Full backup - Monthly with 12 months retention on appliance<br>> offline/archival - Tape with 7 years retention  | Refer Corrigendum  |
| 115 | 3. Prequalification Criteria                            | The Single Entity / any member of consortium in case consortium should possess a CMMI Level 3 certificate or higher valid certificate on the date of submission of bid.   |        | Request to change the clause as per below -<br>The Single Entity / any member of consortium in case consortium should possess a CMMI Level 5 certificate or higher valid certificate on the date of submission of bid.  | RFP Prevails   |
| 116 | 4. Technical Evaluation Criteria / Page 98              | Reputation of the bidder<br>Profile of the organization including size of the organization, no. of years of existence, reputation, awards, recognition and certifications<br>Additional weightage shall be given, if the organization has the following:<br>i) CMMI 3 or Higher valid certificate ii) ISO 9001, ISO 27001, ISO/IEC 20000 Standard certification   |        | Request to consider the CMMI Level 5 certification and change the clause as per below -<br>Reputation of the bidder<br>Profile of the organization including size of the organization, no. of years of existence, reputation, awards, recognition and certifications<br>Additional weightage shall be given, if the organization has the following:<br>i) CMMI 5<br>ii) ISO 9001, ISO 27001, ISO/IEC 20000 Standard certification   | RFP Prevails   |
| 117 | 2.1.2. NOC and Helpdesk Room                            | DC shift operators taking care of daily operational activities of DC will use this area. There will be one Data Center In charge per shift sitting in this area along with shift operators (one each for specific activities like backup, daily Data Center administration / operations etc.)   |        | Instead of onsite NOC services can we proposed the integrated NOC & SOC services to manage the L2/L3 operations from SI's premises remotely and L1 operations will be manage by onsite resources.   | RFP Prevails   |
| 118 | 2.1.3. Backup & Media Storage Area                      | area will be used for storing all backed up Digital Linear Tapes (DLT). This area will house a 3 x 3 x 6 Feet fireproof cabinet for storing roughly 350 tapes. It is also highly recommended to have an offsite back up location at some suitable place. The offsite backup place should also have a fire and heat proof safe cabinet.  |        | Do we need to proposed the storage solution and fireproof cabinet at both DC & DR site?   | Yes, fireproof cabinets shall be at both DC and DR sites   |
| 119 | General Query   |   |        | Please clarify, can bidder proposed the hyperconverged infra instead of traditional technologies?   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 120 | 4.1. Hardware available at NFAI                         | SAN Storage - 100TB   |        | Please clarify, migration of data from old to new storage is part of bidder scope?  | There is no old Data. All Data will be made available in LTO Tapes for ingestion to the OTT Platform |
| 121 | 15.4.1.7  | Security Information and Event Management   |        | As an industry best practice, The SIEM and UBA solution has to be considered for DR Site and also in HA in Production. we propose NFAI to consider at least 3 replications of data for the Security solution to be stored - 1+1 in DC and 1 in DR (considering this as minimum replication of data)<br>Kindly confirm the understanding.  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 122 | 15.4.1.8  | BOQ _ SIEM, UBA & BI platform   |        | With respect to Cyber security solutions such as SIEM, UBA along with its BI and analytics can be quoted under [B.2.16 other (Please specify)] section of the BOQ. Kindly confirm the understanding.  | RFP Prevails   |

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| 123 | 15.7.5.4. Data Center/ Disaster Recovery (DC/ DR) Services. Pg. 63 | Network Diagram   |        | Instead of Traditional Network architecture. We would like to purpose Leaf-Spine Network Architecture for DC.  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 124 | 2.1.1 Server Farm Area . Pg. 135                                   | This area will contain all the networking components from routers, switches to passive components. The data communication component area will terminate SWAN connections, LAN Connections and host a network monitoring station for LAN & WAN |        | For Server Farm, TOR switch is required. But there are no specification for the same given. Will existing switch needs to be used or new one needs to be proposed. Please share specification for the same   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 125 | 1.1 Design Description   | All the servers would be connected to high capacity LAN Switch, which can process millions of packets within seconds, depending on the Users and Application and its contents.  |        | Please share details for LAN switch technical specification  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 126 |  | New Solution  |        | EMS- Enterprise Management solution is required- Which will cover log/flow monitoring, Helpdesk, Server monitoring, Asset Management, Network & configuration Management, Application Monitoring ETC   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 127 | -  | -   | -      | We would like to have details about No. of Workstations and Servers for Antivirus (Windows. Linux and MAC).  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 128 | -  | -   | -      | Are we going to have Virtual Infrastructure. If Yes, is it VMWare, Microsoft Hyper-V or Citrix XenApp.   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 129 | 2  | 1.2   | 16     | Would NFAI provide files in the format and media specified or will the MSI have to convert the files in to the specified format and copy them on to the mentioned media?   | The required format will be provided to the MSI on LTO TAPE and the MSI is required to ingest the data  |
| 130 | 2  | 2.1.1   | 17     | There seems to be a typo error in this point as one of the sentence ends abruptly.   | Refer Corrigendum   |
| 131 | 2  | 2.1.1   | 17     | What are the other project/services/applications that NFAI is going to host at the proposed data center ? What are the resources in terms of the hardware and Software required for this ?   | The DC is primarily being built for the NFAI's Enterprise Solution. Any other project / service / application if hosted shall be separate Scope of Work.  |
| 132 | 2  | 2.3.1   | 18     | Which are the applications that are going to be temporarily hosted for 3 months ? What is their purpose and what would happened to the hardware resources after 3 months?  | Refer Corrigendum   |
| 133 | 2  | 3   | 19     | This point contradicts point no. 2.2.3 on page 18 of the RFP, please clarify whether the DR is required on premise or on a GCC.  | Refer Corrigendum   |
| 134 | 2  | 4.5   | 20     | For what other applications/between whom all would the IT infrastructure resources be shared other than NFAI's Enterprise Solution for NFHM.   | Refer Corrigendum   |
| 135 | 2  | 5.1.1.3/5.1.1.4/5.1.1.5/5.1.1.7   | 21     | Who are the user departments referred here? All these departments from within NFAI or outside?   | Film, Documentation and Library section of NFAI would be primary users using the Enterprise solution.   |
| 136 | 2  | 5.1.1.3   | 21     | How many separate user departments would there be?   | Refer Corrigendum   |
| 137 | 2  | 5.1.2   | 21     | To establish a Tier 3 data center it is recommended that the data center receives electric power from two separate grids. Being a Government organization would NFAI be willing to arrange the required approvals and paper works to get an additional connection of power supply?   | NFAI shall assist the MSI to obtain the requisite permissions   |
| 138 | 2  | 5.3.3   | 22     | Up to what extend does NFAI expect the MSI to upgrade the hardware?  | Refer Corrigendum   |
| 139 | 2  | 5.3.5   | 22     | Considering that NFAI is storing all their existing digital content in the data center (disk drives), why does NFAI require the MSI to copy newly acquired content on to a tape library instead of copying it directly to disk?<br>Please also confirm the quantum of additional content that NFAI may procure over the 5 year term of the project so that hardware resources can be procured accordingly. | i. This the standard procedure followed by NFAI<br>The Content must be copied on a LTO Tape<br>ii. As and when the content is acquired the bidder shall be paid at actuals post due consultation with NFAI  |
| 140 | 2  | 5.4.24  | 23     | In what format will NFAI procure additional content? In case additional content is not digital format, who will be responsible for digitizing content?   | MSI is not responsible for the digitization of physical reel. How ever the MSI will have to cater to all digitized formats  |
| 141 | 2  | 6   | 24     | Considering that NFAI is building it's on premise data center, why does it require rack space services?  | To operate & maintain the DC for optimum performance  |
| 142 | 2  | 6.1.1   | 24     | We would like to carry out the site survey before the submission of the bids so as to estimate the amount of work required that shall be incurred.   | The same will be intimated to the bidders in due course   |
| 143 | 2  | 6.1.2   | 24     | are the new project clearly defined along with their Storage requirement for the next 5 years?   | The existing solution envisages growth of 20% for the five year period. The solution caters for the said growth beyond the data capacity mentioned in the RFP.<br><br>For any growth in data beyond the said data size specified in the RFP, the change management clause mentioned in corrigendum 1 shall be invoked |

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| 144 | 2       | 6.4.1                 | 26     | Where is the proposed data center site? Will NFAI provide permission to demolish part of the existing structure if required, to carry out site strengthening ?<br>The cost for site strengthening and civil work can not be define until the structural engineers survey report is received. We request NFAI to carry out the site survey by the structural engineer and share a copy of the report with the bidders so that they can estimate the costing. | The proposed NFAI DC site has been shortlisted by the authorities and shall be shared with all the interested bidders shortly.<br>Date and time for the proposed site visit shall be communicated to all the interested bidders   |
| 145 | 2       | 6.4.3                 | 27     | Which ISP is providing the existing internet connectivity at the site? What is the bandwidth?   | The bidders may visit the site location and provide adequate bandwidth required to run the solution for a period of five years post go-live   |
| 146 | 2       | 6.4.4.i               | 27     | The factories of most of the IT hardware manufacturers are located in different countries, would NFAI bear the cost of travel, lodging and boarding for the team carrying out the onsite inspection.  | Refer Corrigendum   |
| 147 | 2       | 6.4.4.ii              | 28     | Please specify which third party has to carry out the testing?  | MeitY empaneled third party agency shall carry out the testing.<br>Refer Corrigendum  |
| 148 | 2       | 6.4.4.6               | 29     | Does the MSI have to apply for the ISO certificates on behalf of NFAI for the data center? Would the NFAI team be willing to undergo training and follow processes that need to be adhered to comply with ISO certification standard?<br>Since the DR will be hosted on a MeitY empaneled GSS cloud provider, the ISO certification for the DR would be provided by the cloud service provider and by the MSI.  | The cost of obtaining certification for Data Center shall be borne by MSI. The NFAI team shall undergo training to adhere to ISO certifications.  |
| 149 | 2       | 7                     | 29     | Which departments are going to use the new data center for hosting/collocating their infrastructure.  | The users for the solution have been defined in the RFP.<br>Film, Documentation and Library section of NFAI would be primary users using the Enterprise solution.   |
| 150 | 2       | 7                     | 30     | If the requirement exceeds the scalability requirement, will NFAI pay for the additional components required? We also request NFAI to kindly pay the additional installation and implementation charges that would be applicable for the new equipment.   | In such cases, the cost, basis requisite approvals from competent authority at NFAI, may be paid to the bidder basis the change management clause mentioned in corrigendum 1  |
| 151 | 2       | 7                     | 30     | Would NFAI pay the charges for damage caused due to natural calamities.   | RFP prevails  |
| 152 | 2       | 7                     | 31     | Can the existing generators at NFAI be used for the on-premise data center? Why do separate meters have to be installed at the point of raw power?<br>Can the MSI install a separate DG as an alternate source of power to the DC?<br>Will NFAI bear the cost of the generator?<br>Will the MSI have to pay MSEB directly for the power consumed at the DC?<br>At what interval will NFAI reimburse the MSI for the electricity and diesel charges?         | Meters for both main power supply and generator shall be installed by the bidder at its own cost. However, the charges for the usage of main power supply and generator shall be borne by NFAI, post due scrutiny of the usage of the same.   |
| 153 | 2       | 8                     | 32     | All data backup shall be taken as per DC backup policy. By providing on demand backup to user departments will increase the requirement for backup storage and lead to uncertainty in terms of required quantity of backup storage during the course of the project.  | RFP Prevails  |
| 154 | 2       | 9                     | 32     | To configure new SAN storage whenever a new application is hosted, the MSI will require a road map of applications to be hosted for the next 5 years.   | The existing solution envisages growth of 20% for the five year period. The solution caters for the said growth beyond the data capacity mentioned in the RFP.<br>For any growth in data beyond the said data size specified in the RFP, MSI shall be paid post consultation with NFAI based on the change management clause mentioned in the corrigendum 1 |
| 155 | 2       | 10                    | 32     | Considering that NFAI is building an on-premise data center to host an OTT platform, what is the role of SWAN?  | Refer Corrigendum   |
| 156 | 2       | 11.6                  | 34     | Considering the fact that the bulk of the data is media file that won't be edited once they are created, why is regular backup required after the initial backup? Similarly new files that added time to time should also be backed up only once.   | RFP Prevails  |
| 157 | 2       | 14                    | 42     | What is the existing messaging system being used at NFAI? Please share the details.   | None  |
| 158 | 2       | 15.1.2                | 44     | How will NFAI protect its content from piracy laws and copy right issues if the users are allowed to download the content?  | Refer Corrigendum   |
| 159 | 2       | 15.3.1.25             | 46     | Has NFAI planned or identified future requirement for next 5 years?   | The existing solution envisages growth of 20% for the five year period. The solution caters for the said growth beyond the data capacity mentioned in the RFP.<br>For any growth in data beyond the said data size specified in the RFP, MSI shall be paid post consultation with NFAI based on the change management clause mentioned in the corrigendum 1 |
| 160 | 2       | 15.3.2.ii             | 47     | Please share details of the existing cataloguing system.  | Refer Corrigendum   |
| 161 | 2       | 15.3.2.iv             | 47     | Are the existing database in a uniform format?  | Refer Corrigendum   |
| 162 | 2       | 15.3.4.iii            | 48     | Is the copy right status of all the content available with NFAI?  | The status is not available for all content.  |

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| #   | Chapter    | Section / Sub Section  | Pg. No | Query   | Response to Prebid queries   |
|-----|------------|--|--------|---|--|
| 163 | 2          | 15.7.5.2.x.d   | 61     | Considering the fact that the bulk of the data is media file that won't be edited once they are created, why is regular backup required after the initial backup? Similarly new files that added time to time should also be backed up only once.   | Only new files added over the time period require backup on DR                                       |
| 164 | 6          | 6.1  | 132    | Please clarify if NFAI intends to bifurcate/split the order.  | NFAI does not intend to bifurcate/ split the order   |
| 165 | 4          | 3.2.2  | 95     | We request NFAI to amend this clause to read -<br>The Single Entity/any member of consortium should have minimum 5 Years of experience in undertaking the relevant work related Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response.   | RFP Prevails   |
| 166 | 6          | 6.4.1  | 178    | NFAI has not listed any technical specifications for the IT hardware required to set up the data center. We recommend that NFAI mentions certain minimum specifications and criteria to ensure that the hardware supplied is of good quality and meets the global standard requirements.  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 167 | 3          | 23 a   | 92     | We request the department to allow bidders to submit Earnest Money Deposit in the form of Fixed Deposit Receipt or demand draft as per General Financial Rule 2017 Rule 170: Bid Security Subsection (i) states 'The bid security may be accepted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects.' Hence request you to allow Earnest Money Deposit by way of Fixed Deposit Receipt or Demand Draft.   | Refer Corrigendum  |
| 168 | 5          | 1  | 110    | As the Department has asked for Performance Security Deposit from the bidders and considering that this deposit will be retained by the department for the service period. The current payment terms will substantially increase the cost of investment of the partners as OEMs and distributor do not give credit of more than 30 days. As a result of this bidders will be forced to quote extremely high prices to cover their costs. The present economic conditions have adversely affected the cash flow of various organizations which would deter them from participating in this tender with the current payment term. Hence we request the department to amend the payment term to 80% acceptance of the Design of Data Center & Software Requirement Specification (SRS), supply, testing and Go-Live etc.   | RFP Prevails   |
| 169 | 2          | 9  | 33     | Request you allow object storage for archival storage. Choosing the right archiving approach is very important. Keeping archival data on primary storage is a very expensive, since more and more primary storage needs to be purchases to accommodate the capacity consumed by this type of data. A very popular option is to set up an active tier. The final tier of archiving is often called 'Deep Archive' or 'Frozen Archive' but is a storage tier designed for Long-Term Preservation. This tier is characterized by high scalability to hundreds of Petabytes or more, extremely low cost, robust data protection, regulatory compliant capable and high operational efficiencies.<br>Object storage is a simple, massively scalable cloud-storage platform that combines efficient multi-site data protection with multiple access methods to help organizations build a central archive repository that can address all of their archiving and long-term data retention needs. Software-defined object platform that's built from the ground up using appliances to deliver an infinitely scalable platform at a very low cost archive that stays within the confines of your own data center and data can be replicated to cloud also. | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 170 | 2          | 15.7.5.2. x (d)  | 62     | Since the injection rate and other SLA are very high request you to allow disk-based backup appliances. Tape Migration is one of the major challenges in tape-based technology. With change in technology one has to carry these migrations. With LTO8 it is just one previous generation read/write compatible. Rate of technology change is average 2 years approximately. Need for tape migration every 2-4 years. Also physical handling of media is a challenge. Susceptible to media damage often there have been cases the when required tapes are not readable. Dirt on fingers damages the barcode and other associated damages. There is possibility alignment problem. Media damage susceptible to change in temperature, humidity and dust . Specific guidelines to manage and store media are to be followed   | RFP Prevails   |
| 171 | 5          | 2.6.2.1 (ii)   | 119    | Request you to let us know what will be size of data base.  | Database size shall depend upon the solution proposed by the MSI                                     |
| 172 | 2          | 15.7.5.2 (vii)   | 60     | Kindly suggest the quantity of application server   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 173 | Page 61 x. | Back and Restore: d) The selected bidder shall perform Tape Backup/Tape-out to be done for long-term retention of monthly full data backups only for Audit compliance. Monthly Tapes to be provided & handed over to NFAI personnel. The selected bidder shall, at their own cost, provide and ship the tape media to NFAI DC/ DR on completion of such tape-based backups. The disk-based backup appliance must have the feature to integrate with the Tape Library |        | Since the injection rate and other SLA are very high request you to allow disk-based backup appliances. Tape Migration is one of the major challenges in tape-based technology. With change in technology one has to carry these migrations. With LTO8 it is just one previous generation read/write compatible. Rate of technology change is average 2 years approximately. Need for tape migration every 2-4 years. Also physical handling of media is a challenge. Susceptible to media damage often there have been cases the when required tapes are not readable. Dirt on fingers damages the barcode and other associated damages. There is possibility alignment problem. Media damage susceptible to change in temperature, humidity and dust . Specific guidelines to manage and store media are to be followed   | RFP Prevails   |
| 174 | 2.6.2.1    | Production Application ii. Web, Application, Database, and Backup Servers  | 119    | Request you to let us know what will be size of data base.  | Database size shall depend upon the solution proposed by the MSI                                     |

| #   | Chapter | Section / Sub Section   | Pg. No | Query  | Response to Prebid queries   |
|-----|---------|---|--------|--|--|
| 175 |         | 9. Storage Services The MSI shall be responsible for development of storage management policy, configuration and management of disk array, SAN fabric / switches, NAS, tape library, etc. | 33     | Request you allow object storage for archival storage. Choosing the right archiving approach is very important.<br><br>Keeping archival data on primary storage is a very expensive, since more and more primary storage needs to be purchases to accommodate the capacity consumed by this type of data. A very popular option is to set up an active tier. The final tier of archiving is often called 'Deep Archive' or 'Frozen Archive' but is a storage tier designed for Long-Term Preservation. This tier is characterized by high scalability to hundreds of Petabytes or more, extremely low cost, robust data protection, regulatory compliant capable and high operational efficiencies.<br><br>Object storage is a simple, massively scalable cloud-storage platform that combines efficient multi-site data protection with multiple access methods to help organizations build a central archive repository that can address all of their archiving and long-term data retention needs. Software-defined object platform that's built from the ground up using appliances to deliver an infinitely scalable platform at a very low cost archive that stays within the confines of your own data center and data can be replicated to cloud also. | RFP Prevails   |
| 176 | 1       | PQ : Point No. 2 Eligibility Criteria   |        | The project is related to Implementation of Data Centre , Data Retention so our request is to consider Relevant work experience in Smart City/ Smart Campus/ Media & Entertainment Industry ( National Archives of repute/ Broadcasters/ Production Houses / OTT Players) on Media Asset Management, Data Center / Disaster Recovery Center and OTT Note:<br>i) Bidders have to provide the Work Order / Completion Certificates/ / signed agreement / purchase order (as applicable) to substantiate their experience claim.<br>Documents Required :<br>• Work order should clearly state complete start date of the project and should be signed by the issuing authority.<br><br>In case of on going project CA Certificate / Client Certificate should be submitted for delivering more than 60% of CAPEX Value<br>We request the department to please consider our request and amend the clause to ensure maximum participation in the Bid.   | RFP Prevails   |
| 177 | 1       | PQ : Point No. 3 Eligibility Criteria   |        | We request you to please amend the clause as per below description. The Data Centre Storage can be designed as per the client need and we are capable of implementing DC for handling any volume of data storage.<br>Single Entity / any member of consortium in case of consortium should have commissioned and installed at least one Data center project that meets any of the one below mentioned requirements during the last Five (5) years:<br>1. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 10 crores and has catered to store and handle not less than 500 TB of Data.<br>OR<br>2. MeitY empaneled companies with relevant experience in building Data Centers of minimum 1 PB of Data<br>Note: Bidders who have built their own Physical Data Centre (DC/DR), for commercial use will be considered.  | RFP Prevails   |
| 178 | 1       | TQ: Point No. 2   |        | Relevant Experience<br>Relevant work experience in Smart City/ Smart Campus/ Media & Entertainment Industry ( National Archives of repute/ Broadcasters/ Production Houses / OTT Players) on Media Asset Management, Data Center / Disaster Recovery Center and OTT Note:<br>i) Bidders have to provide the Work Order / Completion Certificates/ / signed agreement / purchase order (as applicable) to substantiate their experience claim.<br>In case of on going project CA Certificate / Client Certificate should be submitted for delivering more than 60% of CAPEX Value   | RFP Prevails   |
| 179 | 2       | 15.7.5.2.Vi (a)   | 59     | Provide Active-Active design for storage replication with auto failover offering a single Microcode / operating system instead of multiple microcode/ Operating systems.   | RFP Prevails   |
| 180 | 2       | 15.7.5.2.Vi (d)   | 60     | Should support auto-tiering features either internally or externally.  | RFP Prevails   |
| 181 | 2       | 15.7.5.2.Vi (k)   | 60     | The storage shall have the ability to create logical volumes without physical capacity being available or in other words system should allow over-provisioning of the capacity.  | RFP Prevails   |
| 182 | 2       | 15.7.5.2.Vi (m)   | 60     | Should have readily available api/hooks to integrate with leading EMS solutions. Also, it should support in flight and data at rest encryption along with either with On-board Key Manager or External Key Manager to ensure better security.  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 183 | 5       | 2.6.2.1 (ii)  | 119    | Request you to let us know what will be size of data base.   | Database size shall depend upon the solution proposed by the MSI                                     |
| 184 | 5       | 1   | 110    | We request NFAI to kindly change the payment terms to 85% acceptance of the Design of Data Center & Software Requirement Specification (SRS), supply, testing and Go-Live etc.   | RFP Prevails   |
| 185 | 4       | 3.2.2   | 95     | We request NFAI to change this clause and allow any member of consortium to have minimum 5 Years of experience in undertaking the relevant work related to Media & Entertainment Industry ( Broadcasters/ Production Houses / OTT Players) as on date of submission of the RFP response.   | RFP Prevails   |



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|-----|---------|--------------------------|----------|---|--|
| 186 | 2       | 15.7.5.2. x (d)          | 62       | Since the injection rate and other SLA are very high request you to allow disk-based backup appliances. Tape Migration is one of the major challenges in tape-based technology. With change in technology one has to carry these migrations. With LTO8 it is just one previous generation read/write compatible. Rate of technology change is average 2 years approximately. Need for tape migration every 2-4 years. Also physical handling of media is a challenge. Susceptible to media damage often there have been cases the when required tapes are not readable. Dirt on fingers damages the barcode and other associated damages. There is possibility alignment problem. Media damage susceptible to change in temperature, humidity and dust . Specific guidelines to manage and store media are to be followed   | RFP Prevails   |
| 187 | 2       | 15.7.5.2.x.d             | 61       | Considering the fact that the bulk of the data is media file that won't be edited once they are created, why is regular backup required after the initial backup? Similarly new files that added time to time should also be backed up only once.   | RFP Prevails   |
| 188 | 2       | 15.7.5.2 (vii)           | 60       | Since NFAI will be providing the MSI with movie media files that will not be edited, why are multiple back up requires?   | RFP Prevails   |
| 189 | 2       | 15.3.1.25                | 46       | What are the other applications and projects that NFAI plan to launch in next 5 years? What would be the Storage requirements for these applications/projects?  | The system shall have inputs from all the preceding stages as mentioned in the RFP.<br>Additionally, the system should be scalable to accommodate additional digital files that may be acquired by NFAI in duration of 5 years. However, such additional files shall be pushed into the system on demand (as mentioned in the RFP) |
| 190 | 2       | 14                       | 42       | Please confirm the existing messaging system that used at NFAI.   | There is no messaging system currently at NFAI   |
| 191 | 2       | 9                        | 33       | Request you allow object storage for archival storage. Choosing the right archiving approach is very important. Keeping archival data on primary storage is a very expensive, since more and more primary storage needs to be purchases to accommodate the capacity consumed by this type of data. A very popular option is to set up an active tier. The final tier of archiving is often called 'Deep Archive' or 'Frozen Archive' but is a storage tier designed for Long-Term Preservation. This tier is characterized by high scalability to hundreds of Petabytes or more, extremely low cost, robust data protection, regulatory compliant capable and high operational efficiencies.<br>Object storage is a simple, massively scalable cloud-storage platform that combines efficient multi-site data protection with multiple access methods to help organizations build a central archive repository that can address all of their archiving and long-term data retention needs. Software-defined object platform that's built from the ground up using appliances to deliver an infinitely scalable platform at a very low cost archive that stays within the confines of your own data center and data can be replicated to cloud also. | RFP Prevails   |
| 192 | 2       | 7                        | 31       | Can the MSI use the existing generators at NFAI to supply alternative power to DC.  | No. The MSI must consider new generators as part of their solution.  |
| 193 | 2       | 6.4.4.6                  | 29       | Please confirm that who will pay the charges for ISO certification for the data center and since the DC is going to be on cloud, the ISO certifications for DC would be provided by Cloud Service Provider.   | DC will be on-premise. The cost for getting certifications for the DC will be borne by the MSI   |
| 194 | 2       | 6.4.4.ii                 | 28       | To carry out the testing, which third party agencies are authorized?  | MeitY empaneled third party agencies   |
| 195 | 2       | 6.4.3                    | 27       | Please confirm the bandwidth at the site.   | The bidders may visit the site location and provide adequate bandwidth required to run the solution for a period of five years post go-live  |
| 196 | 2       | 6.4.4.i                  | 27       | Considering that most of the OEM's manufacturing setups are located abroad, please confirm who will bear the cost of travel and accommodation.  | Refer Corrigendum  |
| 197 | 2       | 6.4.1                    | 26       | Kindly allow the bidders to conduct a site survey before bid submission so as to identify the amount of work involved and costing that will be applicable.  | The same will be intimated to the bidders in due course  |
| 198 | 2       | 5.4.24                   | 23       | Will NFAI provide additional content in digital format?   | Content provided to MSI shall be in digital format   |
| 199 | 2       | 5.3.5                    | 22       | Can the bidder copy new content given by NFAI directly on to disk storage?  | The MSI cannot copy the content directly to disk storage. The same is already elaborated in the RFP in Chapter 2 section 5.3   |
| 200 | 2       | 5.1.1.3                  | 21       | Please confirm the how many different user departments profile need to be created?  | 15 Authorized Users  |
| 201 | 2       | 2.2.3                    | 18       | This point contradicts with point no. 3 on page 19. Please clarify.   | Refer Corrigendum  |
| 202 | 2       | 2.3.1                    | 18       | Please clarify this point.  | Refer Corrigendum  |
| 203 | 2       | 2.1.1                    | 17       | Can NFAI please share the floor plan of the planned space in its Pune premise, for the data center setup?   | Bidders will be intimated on it shortly  |
| 204 | 1       | 1.2 (Table)              | 17       | Can the content in VHS tapes which are digitized by NFAI be provided in LTO 7 or hard disk instead of Blu-Ray disks?  | NO   |
| 205 | 1       | 1.2 (Table)              | 17       | What is the bit rate of the assets digitized from tapes?<br>What is the codec of the digitized assets?  | Refer Corrigendum  |
| 206 | 1       | 1.2 (Table)              | 17       | What is the duration of the assets digitized from tapes. Can we assume an average duration of 2.5 hours per film?   | Average duration of feature film is assumed to be approximately 130 mins & and short film to be approximately 45 Minutes   |
| 207 | 1       | 1.2 (Table) and Page 179 | 179 & 17 | What is the total size of storage which requires to be provisioned - both archival and online? Is 2PB total size of storage across main and DR site?<br>What is proportion of online storage and LTO storage in 2 PB?   | Refer Corrigendum  |

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| 208 | 1       | 1.2 (Table) and Page 179      | 179     | Table on page 179 does not include storage required for - Filmic DCP files, Born digital and digitized files.<br>How much storage requires to be provisioned for these?  | The size of one film in DCP format will be around 0.25 TB. Such files shall be pushed into the system on request from Film Festivals/ Archives.<br>The duration of availability of such on demand files shall be finalized with the MSI post due consultation with NFAI. |
| 209 | 15      | 15.3.4 DCP                    | 48      | Do you currently use a software for DCP creation and KDM generation. If so , which is the system which the MAM will have to integrate with.<br>We assume that DCP and KDM files will be created outside the MAM and ingested in the MAM? Please clarify/confirm  | Refer Corrigendum  |
| 210 | 1       | 1.2 (Table)                   | 17      | Can you please provide some details on the DCP package specifications?<br>What is the size of a DCP package ingested into the MAM.   | I) Assuming a 130 mins film, an approximate size is as follows:<br>Size of one film (4K scan) ~ 0.25 TB<br>Size of one film (2K scan) ~ 0.15 TB  |
| 211 | 15      | 15.1.3                        | 44      | How will the Film Festivals/Archives raise a request for DCP of films? Is this expected to be done through the MAM system or is this communication done offline over mails etc.?   | The communication for request will be via DCP on Demand Interface, which the Film Festivals/ Archives will have access to  |
| 212 | 15      | 15.1.3                        | 44      | Will the Film Festivals/Archives login into the MAM and download the DCP formats?  | The film festivals / Archives will request for DCP titles on the portal  |
| 213 | 3       | 3 Solution Scenarios (Para 1) | 19      | Is the DR infrastructure expected on cloud or on-prem (in NFAI regional office in a different seismic location)?<br>In Page 19, on-prem DR is mentioned while other sections of the RFP document mentions cloud based DR requirement (E.g. Section 5.2 and others).<br>We presume Page 19 is a typing mistake. Please clarify.                                     | Refer Corrigendum  |
| 214 | 3       | 4 Envisaged outcome           | 19      | The RFP mentions an availability requirement of 99.98% while it also mentions a higher RPO and RTO objective for the application is 24 hours.<br>While the availability requirement is very stringent, the RPO & RTO Objectives are not . Can you please clarify on the required Availability ?  | Refer Corrigendum  |
| 215 |         | 2.2 NFAI DR                   | 18 & 62 | In page 18, the DR is mentioned to be a 100% replica of the main site. While in Page 62 the RFP mentions " Purpose of setting up the DR is to have a storage to be used for preservation of media assets. So, the DR will have synchronized backup of the Access copies "<br>As these 2 statements are contradictory can please clarify NFAI's actual expectation. | Refer Corrigendum  |
| 216 | 1       | 1.2 (Table)                   | 17      | What is the period over which the assets mentioned in the Table in Section 1.2 are to be ingested into the MAM?  | Approximately, within a period of two years from the Go-Live of NFAI Enterprise Solution. However, the exact timeframe shall be decided post MSI's due consultation with NFAI.   |
| 217 | 1       | 1.2 (Table)                   | 17      | What would be the approx. monthly volume of content expected to be ingested into the MAM (existing content & new content)?   | Approximately 450 TB of data each year (Considering HD files copies for 5,113 films ) may be available to the empaneled MSI. The said data may be provided in on a bi-monthly basis or a frequency as arrived post discussion of the selected MSI with NFAI.             |
| 218 | 8       | Backup / Restore Services     | 31      | What is the peak volume of archive and restore requirements to/from LTO library?   | Query Not Clear  |
| 219 | 15      | 15.3.1                        | 45      | Is the new registration for general public expected to be through self-service mechanism?  | Two factor authentication shall be used for all new user registrations   |
| 220 | 15      | 15.3.1.23                     | 46      | What is the average monthly volume of transcoding expected in steady state?  | Average monthly volume of transcoding in a steady state would be approximately of 100- 120 films.  |
| 221 | 15      | 15.3.1.18                     | 46      | Can you please provide some details on the requirement to integrate with other portal products?  | The existing portals like NFAI Asset Tracking system , non-filmic catalogue and other future portals need to be integrated through open standard architecture, as mentioned in the RFP.  |
| 222 | 15      | 15.3.2 MAM                    | 47      | Does the MAM system need to integrate with any of the existing NFAI systems ? If Yes, which are the systems. Please provide details of the NFAI systems to integrate with.   | The Existing RFID solution has to integrated in the NFAI Enterprises Solution  |
| 223 | 15      | 15.3.2 MAM                    | 47      | We understand that data would be provided by "multiple vendors during digitization, restoration of filmic assets and during digitization of non-filmic assets "<br>How are NFAI's vendors sending the metadata to NFAI? Are these sent as excel sheets?  | Mostly all the data from the preceding stages will in excel sheets   |

| #   | Chapter | Section / Sub Section                              | Pg. No         | Query   | Response to Prebid queries   |
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| 224 | 15      | 15.3.2 MAM   | 47             | We understand that the MAM system should integrate with Vault monitoring system & access RFID info, to track reels in vaults.<br>Which is this vault monitoring system and can you please provide details? Does it provide APIs for integration with the MAM?   | Refer Corrigendum  |
| 225 | 15      | 15.3.2 MAM   | 47             | Can NFAI provide a sample data for migration from NFAI's C-Koha system?   | Refer Corrigendum  |
| 226 | 15      | 15.3.2 MAM   | 47             | Can NFAI provide a sample of the cataloguing metadata, with high level details of number of fields, field names etc. Is cataloguing of non-video (i.e., images & pdf) content also required to be performed by the bidder? If yes, please provide high level details of the metadata model (i.e. # of fields, field names).   | Refer Corrigendum  |
| 227 | 15      | 15.3.2 MAM   | 47             | The RFP states:<br>"Should be able to manage data / logs of the temporary transfer of responsibility of an asset from other Film Archives or Film Festivals or vice versa, including loan agreements, loan history, records of costs and payments, packing lists, and records of overdue loans"<br><br>Can you please provide details of how these data are entered into the MAM system? Is it manually entered or is this to be migrated from any NFAI system; can you provide details of this system? | The system should maintain logs of transfer of asset to other Film Archives/ Festivals via loan agreements etc. as specified in the RFP.<br><br>Currently, NFAI does not have any system in place for the said purpose.<br><br>The Media Asset Management should be capable of handling the said functionality |
| 228 | 15      | 15.3.5 OTT platform                                | 49             | The RFP states:<br>"The OTT platform should be available through a microsite on the Enterprise Media Portal. "<br><br>Is the expectation to make content available for preview over web browser only? Or is there a requirement for Apps on iOS, Android as well?   | The solution deployed by MSI shall be platform agnostic  |
| 229 | 15      | 15.3.5 OTT platform                                | 50             | What is the bit rate of the encoded multi-bit rate files made available to end user for preview?<br>i.e. what is the bit rate of the 480p, 720p, 1080p files.   | Refer Corrigendum  |
| 230 | 15      | 15.3.5 OTT platform                                | 51             | The RFP states:<br>"final content streamed by the registered user should have a hidden digital NFAI watermark"<br><br>Can you please provide details on hidden digital watermark? Is this forensic watermarking? Or this visual watermark with user details (e.g. user name / user email ID etc.)   | Refer Corrigendum  |
| 231 | 15      | 15.4.1.3 "Workflow routing"                        | 54             | Can you provide some details on the collaborative workflow requirements? A sample workflow of how the NFAI teams collaborate would be useful.   | NFAI collaborates and assists researchers, scholars etc. towards getting requisite documents, material etc. for completion of their research activities.   |
| 232 | 15      | 15.7.5.1   | 60             | Is the requirement for CSM archive manager to manage Optical disks an absolute must?  | Yes  |
| 233 | 15      | 15.7.5.11. Application Support                     | 65             | Annual Technology Support : What is the support window expected by NFAI?  | RFP Prevails   |
| 234 | 15      | 15.7.5.9. Data Centre and Disaster Recovery center | 66             | The RFP states:<br>"Data Centre & Disaster Recovery will have the following components that may be used commonly and hence MSI will not be including these components in the cost:<br>a. Power and Cooling<br>b. UPS, DG set power backup<br>c. Fire prevention<br>d. Physical security surveillance<br>e. Internet/Bandwidth connectivity "<br><br>Can NFAI team please clarify what components in the above heads should not be included in the cost by the bidder?                                   | Refer Corrigendum  |
| 235 | 15      | 15.4.1.5 and 15.8.12.4                             | 54 & 75        | Does NFAI expect the solution to support menus, labels on the UI to be available in both English & Hindi?   | NFAI application should have an user-friendly interface.<br><br>The solution shall support bilingual ( English and Hindi)  |
| 236 |         | 5.4.6.   | Page No: 22    | From the understanding of the requirement of NFAI Enterprise Solution, there is a requirement of Standard Digital Experience Platform(Product which has natively integrated CMS, Portal, Digital Asset Management(DAM), Workflow Engine, Search & Personalization). Please confirm if our understanding is inline with NFAI expectation   | RFP Prevails   |
| 237 |         | 5.4.13   | Page No: 23    | There was a recent notification from MleTY regarding the usage of Micro-Services Architecture for the new projects for optimization of infra-resources. Please confirm if NFAI enterprise application is also supposed to be based on micro-service architecture.   | MSI may propose appropriate solution for optimization of resources   |
| 238 |         | 5.4.15   | Page No: 23    | Since NFAI Enterprise Application would be comprising of multiple solution, our understanding is that the search mechanism should be able to search across all applications and provide result. Please confirm the understanding.   | The search mechanism should be able to search across all the applications and provide results basis the user privileges defined in the RFP   |
| 239 |         | 15.3.1.4   | Page Number 46 | Please confirm that NFAI will be providing APIs for the same  | APIs for the existing applications within NFAI shall be provided to the MSI, post due consultation with NFAI   |

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| 240 |           | 15.8.9.3.                | Page 75 | Being a complex project, it is important to have a proven predictable platform which can be customized to meet the requirements of NFAI to reduce the risk of failures as well as deliver in expected timelines. Request to mandate either COTS or enterprise supported Open Source Solution as the base platform for delivering.   | NES platform, as mentioned in the RFP, should be built bespoke. Further, considering the complexity of the requirement it is expected that the Solution developed, may or may not be mix of Custom Development and Products (Open Source or COTS) with desired Customizations. |
| 241 | Chapter 2 | 9. Storage services      | 33      | <p>Original Clause:<br/>The MSI shall be responsible for development of storage management policy, configuration and management of disk array, SAN fabric / switches, NAS, tape library, etc.</p> <p>The MSI shall configure SAN whenever a new application is hosted on the DC. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, NAS, performance, etc.</p> <p>Change to:-<br/>The MSI shall be responsible for development of storage management policy, configuration and management of disk array, highly performance scale out NVMe based parallel file solution with 100G Fabric switches, Hyperconverged, Backup tape library, etc.</p> <p>The MSI shall configure Hyperconverged whenever a new application is hosted on the DC. This shall include activities such as management of storage space, , security, business continuity, integrating with Scale Out parallel file system, performance, etc.</p> <p>Justification:-<br/>An approach to combine traditional SAN with NAS systems to achieve needed performance and contain costs in not scalable, it becomes difficult to provision rendering nodes that in turn impact project timelines. If storage system performance cannot be easily scaled to support the render farm, smaller data chunks create additional complexity &amp; slow down the overall project. Hence request you to ask for purpose built scale out parallel file system and Hyperconverged Infrastructure for performance.</p> | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |
| 242 | Chapter 4 | 9. Commercial Bid Format | 108     | <p>Original Clause:<br/>SAN Storage setup with backup licenses – 2PB</p> <p>Change to:-<br/>Scale out Parallel File System with All NVMe - 500 TB<br/>Backup Software:- 200 TB<br/>File/Object storage for Backup &amp; tiered data - 1.5 PB</p> <p>Justification:-<br/>The solution cannot be built on SAN storage alone, there is a requirement of mix of HCI, Scale out storage &amp; Object storage requirements, request you to break down the numbers to meet 2 PB for effective functionality of the overall solution</p>  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |
| 243 | Chapter 4 | 9. Commercial Bid Format | 110     | <p>Original Clause:<br/>B.2.1 Virtualization Software<br/>B.2.4 Storage Operating System<br/>B.1.2 Server &amp; Server Racks</p> <p>Change to:-<br/>B.1.2 Hyperconverged Appliance (Virtualization, Storage Operating system, Server ) &amp; server racks</p> <p>Justification:-<br/>For effectiveness of solution to avoid latencies, better management, operations &amp; single management to maintain SLAs request you to change to Hyperconverged solution.</p>   | RFP Prevails   |
| 244 | Chapter 6 | 1.1 Design Description   | 134     | <p>Original Clause:<br/>Application and System layer at NFAI's DC would be Multi-layered and designed to adhere to the open industry standards like XML, SOAP etc.</p> <p>Change to :- Application and System layer at NFAI's DC would be Multi-layered and designed to adhere to the open industry standards like XML/SOAP/REST etc.</p> <p>Justification:- REST APIs are the defacto standard for API connectivity, SOAP usage is limited, request you to change the clause</p>   | Refer Corrigendum  |

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| 245 | Chapter 6 | 1.1 Design Description                                  | 134    | <p>Additional:- To ensure secure and reliable infrastructure the proposed Network spine &amp; leaf Fabric must act as single distributed layer 2 switch, Layer 3 router and Stateless distributed firewall etc. Fabric must have zero trust policy model for connected systems or hosts to help in protecting against any kind of attacks like Unauthorized Access, Man - in - the - middle attack, Replay Attack, Data Disclosure, and Denial of Service.</p> <p>Justification:- the RFP mentions about network security attack &amp; spine &amp; leaf fabric, there is limited focus around probable attacks within the DC, request you to add these points to ensure security of the datacenter solutions</p>   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 246 | Chapter 2 | 15.7.5.2. Infrastructure Components                     | 60     | <p>Original Clause:<br/>Storage should be capable to support mix of SSD, SAS and NL SAS for future use.</p> <p>Change to :- Storage node should be capable to support mix of SSD/NVMe and NL SAS for future use.</p> <p>Justification:- SAS is limiting technology for performance, most of the storage nodes support SSD/NVMe and NL-SAS technology, this clause is limiting to quote obsolete technology request you to dilute this</p>  | Refer Corrigendum  |
| 247 | Chapter 2 | 15.7.5.2. Infrastructure Components                     | 60     | <p>Original Clause:<br/>Solution should provide FC connectivity for host access</p> <p>Change to:<br/>Solution should provide 40/100G connectivity for host access. Spine switches should be connected on 40/100G to leaf switches, Both spine &amp; leaf switches should provide MACSec for security.</p> <p>Justification:-<br/>MAM and OTT applications are throughput intensive, FC as a connectivity mechanism is limited in speeds &amp; feeds that could be a limiting factor for overall solution proposed limiting performance. For better performance request you to move to 40/100 Connectivity</p>   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 248 | Chapter 2 | 15.7.5.2. Infrastructure Components                     | 60     | <p>Original Clause:<br/>Based on the proposed Application Stack following are the Types of Servers required:</p> <p>Changed to:-<br/>Based on the application stack Hyperconverged appliance solutions should be quoted that has integrated server, virtualization, network, storage managed from single platform. the solution should support multi-hypervisor, be provided with All NVMe based cluster to reduce latencies &amp; support connectivity to 3rd party storage (FC, NFS etc.)</p> <p>Justification:-<br/>For better performance, efficiency &amp; to adopt latest technology request you to allow for Hyper-converged solution.</p>  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 249 | Chapter 2 | Performance Monitoring and Capacity Management Services | 37     | <p>Additional:- The proposed performance &amp; capacity monitoring solution should use AI/ML based techniques for real time continuous performance both on DC &amp; DR on cloud , The solution should provide automated resizing &amp; scaling actions without static thresholds, it should provide visibility into capacity, utilization, costs to prevent congestion, resource fragmentation, over-provisioning any performance issues for multiple hypervisors (VMware, Hyper-V, Redhat), all MeITY cloud service providers in real time.</p> <p>Justification:-<br/>The performance &amp; capacity management should be tool based, as it is impossible for human to manage &amp; scale the setup to manage vCPUs, vMEM, disks, latencies etc. request you to include the performance management tools</p> | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 250 | Chapter 2 | Backup / Restore Services                               | 32     | <p>Additional:- The proposed backup solution should provide central console for both DC &amp; DR hosted on Meity Cloud providing backup &amp; archival solution from one console. The solutions should be application &amp; crash consistent to ensure 100% recovery of the data set. The backup solution should support native backup capability of multiple hypervisors, DB's, file systems (SQL, Oracle, DB2, PostGres, NoSQL, Hadoop etc.)</p> <p>Justification:-<br/>The backup solution should provide application consistent backups &amp; have native archival facility to ensure recovery of data</p>   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |

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| 251 | Chapter 2 | 5.1. On-Premise Data Center | 21     | <p>Original Clause:<br/>Design, Procure, implement, operate and maintain the shared security components like Firewall, IPS, HIDS, Antivirus for providing security services to the user departments</p> <p>To protect network from complex and advance threats request you to please consider EDR solution instead of HIDS and Antivirus which would also help a great deal in case of Incident and Threat Response.<br/>EDR solution will help to protect endpoints, servers (windows, Linux), MAC machine from advanced threat.<br/>Solution should include features like<br/>1. EDR solution must be able to protect windows, Linux machine/server, windows servers from advanced threat<br/>2. The proposed solution shall have the ability to trace and record user activity like files downloaded, programs executed etc. across platforms like Windows, Mac and Linux continuously for a minimum of 30days and not just malicious events</p> <p>Please provide minimum technical specifications for the following security solution components:-<br/>1. Firewalls<br/>2. Virtual Firewall<br/>3. IPS</p>   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP |
| 252 | Chapter 2 | 10. Security Services       | 32     | <p>Original Clause:<br/>Security is one of the most important aspects of the data center. The detailed scopes of services for security are given below in order to ensure complete security of the data center.<br/>In general, the MSI shall ensure the following:<br/>- Integration of all security components used in the data center<br/>- Secured network access provision for all authorized users<br/>- Configure network management policies for managing all the network and security devices using network management systems<br/>- Malicious code (virus, worms, spyware, adware) infected desktops/servers should be isolated so as to prevent further spreading.<br/>- Secure access to centralized applications<br/>- Formulate and Implement access rules for departments to be connected to data center and for VPN access to department network on SWAN. This would include appropriate Anti-Virus rules and general security policies.<br/>- Perimeter Security at data center</p> <p>Query:- We understand MSI also needed to ensure virtual machine/server security which includes and is not limited to controlling lateral movement using microsegmentation, software vulnerability detection &amp; process inventory baselining. Please confirm</p> <p>Justification : In DC/cloud environment, necessary security measures need to be established to block lateral movement of attacks and to ensure the vulnerabilities are captured in real time!</p> | Refer Corrigendum  |
| 253 | Chapter 2 | 10. Security Services       | 32     | <p>Original Clause:<br/>The MSI's responsibility would be to continuously manage a secure environment, monitor for anomalous events, implement appropriate mitigating controls, integrate with the core IT environment and escalate appropriately if events become incidents or emergencies. The MSI shall be responsible for 24/7 security monitoring of the data center.</p> <p>Query:- We understand "The MSI shall be responsible for ensuring security of overall solution and infrastructure from any threats and vulnerabilities emerging from inside the network (i.e., ones that have not passed through a perimeter FW/IPS) through an analytics tool that provides accurate inventory of the installed software packages on the workloads and quickly identify any know vulnerabilities and exposures and provide a security risk score for the overall environment and generate a whitelist policy based on real-time application behavior and keep the policies up-to-date as applications evolves and more applications are added and modified. " - Kindly confirm our understanding</p> <p>Justification:- End to End Visibility of the traffic, knowing every host—seeing who is accessing which information at any given point and advanced security analytics is required to effectively mitigate the threat and to ensure application availability.</p>  | RFP Prevails   |

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| 254 | Chapter 2 | 15.8.9.2. Design                  | 73     | <p>Original Clause:<br/>The MSI shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including sizing of the required hardware. Solution architecture description provided in the RFP is for reference only and the MSI is expected to design, build &amp; implement the best solution based on the requirement gathered by the detailed requirement study</p> <p>Query:<br/>We understand MSI shall be entirely responsible for architecture, design, build &amp; implementation.<br/>To ensure network, application security &amp; availability, we request you to kindly consider below security solutions and minimum technical specification shared along with queries.</p> <ol style="list-style-type: none"> <li>1. Multi Factor Authentication</li> <li>2. VPN</li> <li>3. Workload Security (Micro segmentation)</li> <li>4. DDoS</li> <li>5. AAA-NAC</li> <li>6. Web Application Firewall</li> <li>7. Anti APT - Advanced Persistent Threat Solution</li> </ol> | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 255 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>Original Clause:<br/>Should support bi-directional integration with SIEM for data ingestion, correlation, incident scoping, workflow management and automated response.</p> <p>Change Required:<br/>Request to change the clause to "Should support integration with SIEM."</p> <p>Justification:- User behavior Analytics solution share threat information with SIEM and other tools hence bi-directional integration for data ingestion is never required. Workflow management and automated response is functionality of SIEM/SOAR. Hence request to change this clause.</p>  | RFP Prevails  |
| 256 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>Original Clause:<br/>SIEM, UBA &amp; BI platform preferably should be delivered by single OEM.</p> <p>Change Required:<br/>Single OEM for all three technologies restrict broader participation. Hence request to remove this clause.</p>   | RFP Prevails  |
| 257 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>Original Clause:<br/>Should incorporate Single Reporting console to monitor and manage SIEM, UBA &amp; BI Platform.</p> <p>Change Required:<br/>Single reporting console for all three components is OEM favoring and restricting broader participation. Hence request to remove this clause.</p>   | RFP Prevails  |
| 258 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>Original Clause:<br/>Should provide uniform data platform to ingest all types of standard and non-standard logs from any source</p> <p>Change Required:<br/>Standard and non-standard logs ingestion is SIEM functionality hence request to remove this clause from User Behavior Analytics section.</p>  | RFP Prevails  |
| 259 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>New Addition:<br/>The solution should be able to detect Unknown or encrypted malware, insider threats, policy violations.</p>   | Refer Corrigendum   |
| 260 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>New Addition:<br/>The solution should provide compliance use cases to identify usage of insecure, legacy and deprecated encryption algorithms being used by servers on the network.</p>   | Refer Corrigendum   |
| 261 | Chapter 2 | 15.4.1.8. User Behavior Analytics | 56     | <p>New Addition:<br/>The solution should be able to combine/stitch the flow records coming from different network devices like routers/switches/firewall that are associated with a single conversation and present them as a single bi-directional flow record including traffic traversing NAT devices.</p>  | RFP Prevails  |
| 262 | Chapter 1 | Point no. 5.2                     |        | <p>Where you mentioned the quantity of media with numbers. We would like to know the size of digitized Media in GB and its format.</p>   | Refer Corrigendum   |
| 263 | Chapter 1 | Point no. 4 and Preamble 5.4      |        | <p>Mentioned 5000 Feature films and Short Films are proposed to be digitized and restored under this mission. We would like to know that are you want us to do scanning or ingest and store in DC storage?</p>   | <p>The MSI shall be provided LTO tapes containing the scanned files as deliverables from digitization and restoration.</p> <p>It shall be MSI's responsibility to ingest and store the data in the DC storage</p> |

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| 264 | Chapter 1 | Point no. 5   |        | Data Centre to follow exact norms of Tier III or equivalent . This will have a major price impact with electrical and other resources.  | The data center should be in compliance with Tier-III standards of Uptime Institute  |
| 265 | Chapter 2 | Figure 1 Point 1.1  |        | This block diagram does not have any reference of Cloud DR which is further confusing, pls clarify .  | Block diagram is illustrative only   |
| 266 | Chapter 2 | Point no. 2   |        | Where you mentioned you will provide output. We would like to know about input time for the given details. For example how many GB of content to be expected to load in first six month . This will also decide pricing strategy with cloud service provider . Any data on time line will help .  | Refer Corrigendum  |
| 267 | Chapter 2 | Point no. 2.2.1   |        | Regarding Disaster Recovery Centre, who will provide physical space? If it is NFAI, is it expected to be ISO certified? If yes, site inspection of this is possible ?   | Refer Corrigendum  |
| 268 | Chapter 2 | Point no. 2.2.4   |        | Regarding DR Spaces, is it going to be a part of Vendor's Scope. And this DR space going to be used for LTO Backup copies? Than what about DR on Cloud? Actually wording is very confusing , DR in Cloud or DR physical in different seismic zone should be only backup of LTOs . Does this backup site need to go live ? If so it will be Live server room with Metadata Controller synchronized with Main center and Cloud , pls clarify .  | Refer Corrigendum  |
| 269 | Chapter 2 | Point no. 2.4.3   |        | Share the schedule of arrival of content in GB. For various format . If this is difficult we should have some indicative nos .  | Refer Corrigendum  |
| 270 | Chapter 2 | Point no. 5.3.5   |        | Do we need to buy LTO tapes for new content coming up from Digital versions of films ? Clarification require on LTO tapes, who will do the procurement and which versions of tape going to be use in LTO Library? There is no clarity on Library , whether its need to be 100 slot or 200 slot or basic 40 nos or expandable  | <p>i) For the quantum beyond the scope mentioned in the RFP, the MSI shall copy the content on storage medium defined in the RFP. The cost of storage medium shall be factored in by the MSI (as mentioned in the RFP)</p> <p>ii)The version of LTO tape shall be LTO7 or higher available version in the market, post due consultation with NFAI.</p> <p>iii) The minimum number of slots for a tape library may be decided by the MSI based on the proposed solution as long the SLA mentioned in the RFP are met.</p> |
| 271 | Chapter 2 | Point no. 5.4.6   |        | Need inputs from NFAI regarding CMS volume and expectations.  | Refer Corrigendum  |
| 272 | Chapter 2 | Figure 2  |        | Where are going to use RFID tags for ? On LTO tapes ? not suggested in automated libraries as they create mechanical hurdles in operation .   | <p>The current RFID solution is implemented to track physical reels.</p> <p>MSI is expected to integrate the existing RFID solution with NES.</p> <p>The RFID tags were never envisaged for LTO tapes, as LTO tapes have their own barcoding system</p>  |
| 273 | Chapter 2 | Point No. 15.3.5 sub Point xx                             |        | Regarding DRM, is it a compulsory requirement? Because it need many resources. Please clarify   | Yes DRM shall be considered as part of the solution  |
| 274 | Chapter 2 | Point No.15.4.1.2   |        | Is Analytic optional? Or do we have data for that or the content team needs to be appointed for the same.   | <p>BI &amp; Analytics is mandatory parameter.</p> <p>Further, reports as mentioned in the RFP have to be made available by the MSI</p>   |
| 275 | Chapter 2 | 14.4 Change Categorization                                | 40     | While change is an important process of help desk management however there are several other ITIL processes like incident, problem, request , CMDB , KM etc. which should be part of proposed helpdesk solution to manage it efficiently. We hereby suggest to add highlighted clause to run efficient helpdesk management . "The proposed Helpdesk tool must be ITIL Gold-level certified on at least 11 or more processes and should be PINK ELEPHANT certified on at least 10+ ITIL 2011 processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfilment, etc. The certification copy to be submitted by OEM"          | RFP Prevails   |
| 276 | Chapter 2 | 15.7.5.4.Data Center/ Disaster Recovery (DC/ DR) Services | 64     | In RFP various ISO certificates are asked at different places however one of the key security certificate is missing ISO 27034-1. We suggest to add this as well for proposed COTS solutions.ISO 27034-1 standard helps organizations integrate security controls in the software through their software development cycle, by defining security frameworks & vulnerability management processes. This certification protects customer assets from potential cyber breaches & security threats while complying with the Application security standards.<br>It addresses all aspects from determining information security requirements, to protecting information accessed by an application as well as preventing unauthorized use and/or actions of an application. | RFP Prevails   |
| 277 | Chapter 2 | 10. Security Services                                     | 33     | Helpdesk is most critical components for prestigious project like this. Helpdesk would not only used as 'face of IT' , it would also require to report all critical SLAs. So we suggest to add following clause " EMS/NMS OEM must be an industry standard, enterprise grade solution and shall be in the present in Leaders Quadrant of Forrester / Gartner / IDC report for ITSM for the last two years."   | RFP Prevails   |



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| 278 | General Query | Relevant Experience   |        | To ensure getting appropriate solution for EMS, we suggest to add following experience clause in RFP for smooth NOC operations. "The proposed EMS/NMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ network nodes in each of such deployments. Customer names, solution details and OEM undertaking needs to be provided at the time of bidding."   | RFP Prevails   |
| 279 | General Query | Volumetrics:<br>No of devices for monitoring - EMS solution |        | Could you please share IT infra details for monitoring like<br>1 No of servers<br>2 No of network devices<br>3 No of DB<br>4 No of NOC operators<br>5 No of Applications   | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |
| 280 | Chapter 2     | 15.8.8.1.Identity & Access Management                       | 71     | Volumetric Clarification Needed: What would be number of users to be considered for Identity Management  | MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP   |
| 281 | Chapter 2     | 15.8.8.3.Authentication, Authorization and Single Sign-on   | 72     | 1. What are the approximate number of applications to be integrated?<br>2. Are there any applications which are being accessed using "Thick Clients"?  | 1) Refer Corrigendum<br>2) MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP  |
| 282 | Chapter 2     | 15.4.1.8.User Behavior Analytics                            | 57     | Mentioning SIEM, UEBA and BI platform from single OEM and keeping BI platform without specifications clearly indicates that it is favoring one OEM only.<br>This point needs to be deleted   | Refer Corrigendum  |
| 283 | Chapter 2     | 15.4.1.8.User Behavior Analytics                            | 57     | No of users needs to be considered/licensed for UBA?   | MSI may propose appropriate solution for providing relevant reports as mentioned in the RFP.   |
| 284 | Chapter 2     | 15.4.1.7. Security Information and Event Management         | 56     | 1.No of sites needs to be considered for event source integration?<br>2.Event throughput/ rate (Sustained Events Per Second/ Peak Events Per Second)?<br>3.Solution Deployment (DC only OR DC-DR)?<br>4.Solution Redundancy (Intra redundancy through native HA OR Inter redundancy through DR)?<br>5.Log Retention Period (Online & Offline)?   | 1) Since NES will be part of NFAI website, there will be no integration<br>2) The system should be able to cater to 5000 concurrent peak users<br>3) Refer Corrigendum<br>4) MSI to propose their Solution as long as the desired output & SLA's are meet as mentioned in the RFP<br>5) Log retention shall be perpetual |
| 285 | Chapter 2     | 8.Backup/Restore Services                                   | 32     | Data Backup is a very critical part of the software for such prestigious project. Functional requirements needs to be incorporated in the RFP with front end capacity volumetric details. Below outcomes are expected from any Backup Software.<br><br>Scheduled unattended backup using policy-based management for all Server and OS platforms<br>The software should support on-line backup and restore of various applications and Databases<br>The backup software should be capable of having multiple back-up sessions simultaneously<br>The backup software should support different types of backup such as Full back up, Incremental back up, Differential back up, Selective back up, Point in Time back up and Progressive Incremental back up and snapshots<br>The backup software should support different types of user interface such as GUI, Web-based interface<br>Online Dbase archiving should provide availability of database applications & Streamlines database backup, recovery, and cloning operations<br><br>The Proposed solution should be able to Identify, Classify and Protect Structured Data from Central location/Database allowing the appropriate level of privacy controls using data masking and supports Format Preserving Encryption (FPE) at the application/DB level which should be applied in place or archive according to its sensitivity and usage needs.<br>Restores entire dbase archive runs or individual transactions back into production. Safety checks are performed to make sure the data is inserted correctly without jeopardizing production database integrity. | Refer Corrigendum  |